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**UVA Health Plan Guidance for PPI Step Therapy with
CVS Caremark
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The physician office should contact the CVS Caremark Prior Authorization (PA) Department (**Telephone:** 1-888-414-3125) and the CVS Caremark PA Department will fax a bar-coded member specific PPI prior auth form for the physician to complete.

Prior authorization forms also available at Caremark website.

Go to: www.caremark.com

Click on the "Health Professional Services" tab, and select prior authorization information for specific PA Forms. If the specific drug PA form is not on the website, the physician can call Caremark Prior Auth (PA) Department (1-888-414-3125) to have one faxed to them.

The **fax** number for the CVS Caremark PA department for completed forms is:
1-888-836-0730

Option: Pre-authorization by telephone:

The physician can do the PA request over the telephone instead of using the forms.

Physicians (or a clinician from the office) can call 1-888-414-3125 and provide the PA information over the phone. By going this route, the paper submission can be eliminated and the outcome of the PA is known immediately.

Steps in PPI Step Therapy:

Step One *:

Document that patient tried and failed at least 30 days treatment, within the past 120 days, with one prescription strength histamine 2-receptor antagonist (H2RA) /H2 blocker, such as Zantac, Tagamet, Pepcid, Axid.

Caremark will look for a paid claim for the H2RA, so the physician should document if patient was given samples to try, or used another prescription benefits plan before joining CVS Caremark.

* The PA criteria are designed to take into account that a histamine 2-receptor antagonist may not be appropriate first line therapy for every diagnosis and may have been utilized prior to present coverage *

Step Two:

The physician may be able to request a brand name or generic PPI if there is paid claim within the previous 120 days for a 30 day supply of an H2RA.

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There may be some documented medical conditions, such as an active GI bleed or GERD with atypical symptoms, in which Step One H2RA would not be required.

Appeals:

The doctor can appeal a denial of a PPI prescription, such as in the case of a recent GI bleed, and the case will be reviewed by the CVS Caremark Prior Authorization Dept, who will consider that clinical information for possible approval. The doctor office initiates the appeal by contacting the CVS Caremark PA dept by telephone (1-888-414-3125) and using the patient's CVS Caremark member ID number.

The physician can request a second level appeal, which will involve an independent physician reviewer at CVS Caremark. After all internal appeals are exhausted at CVS Caremark, the patient can contact the UVa Health Plan Ombudsman for an external appeal.