

Opioid Prior Authorization Process for Prescribers

- To obtain prior authorization, the prescriber's office or the pharmacy can call the Pharmacy Help Desk at (800) 392-8030, option 3, Monday through Friday 8 am-9 pm and Saturday, Sunday and major national holidays 8 am-6 pm.
- Prescribers may also submit requests through CyberAccess or by faxing an Opioid Prior Authorization form to (573) 636-6470. To become a CyberAccess user, contact the Conduent help desk at (888) 581-9797.
- If a patient has been established on an opioid(s) for 6 months or longer and the claim is rejecting at the pharmacy, the prescriber should call, fax, or submit a CyberAccess request. When faxing a request, prescribers should send the following:
 - Opioid Prior Authorization form
 - Last 6 months of office progress notes
 - Any additional medical records the prescriber feels are pertinent for the review of the request.
- A pain management specialist may be consulted to review requests for patients who do not meet MO HealthNet criteria for chronic opioid use or for patients who exceed the total MME limit.
- In addition to submitting ICD-10 codes of G80, prescribers should ensure they are billing the specific diagnosis code for the root cause of the pain. In order for claims to pay transparently, prescribers should bill the specific diagnosis at least once every 6 months.
- Patients may receive a one-time authorization if they have been established on an opioid(s) for 6 months or longer and the diagnosis does not meet MO HealthNet criteria. Prescribers must then submit additional information such as an Opioid PA form and progress notes. No further fills will be approved until the requested information is received and reviewed.
- For specific approval criteria, prescribers can access the Opioid Edit documents at the links below:
 - [Opioid - Long Acting Preferred Drug List](#)
 - [Short Acting Opioids Clinical Edit](#)
 - [Short Acting Opioid Combination Drugs Clinical Edit](#)
 - [MME Accumulation Clinical Edit](#)