

# ConnectiCare

Medical Pharmacy Preauthorization:  
Provider Program Overview



# Agenda

- 1) Program Overview
- 2) Review Process
- 3) Provider Portal
- 4) Resources



# Program Overview



# Program Overview

- The Medical Pharmacy Solutions team at Prime Therapeutics (Prime) will administer a new utilization management program for **ConnectiCare commercial members**.
- Beginning **Dec. 22, 2025**, providers may contact Prime to obtain preauthorization for select specialty drugs that fall under the medical benefit on or after **Jan. 1, 2026**.
- Replaces the oncology drug management program administered by Evolent and Express Scripts for home infusion utilization management services.

# Review Process



# Preauthorization Determination Process



# Provider Responsibilities

## Ordering Provider

- Responsible for obtaining the preauthorization before services rendered.

## Rendering Provider

- Responsible for making sure the preauthorization was obtained before rendering services.

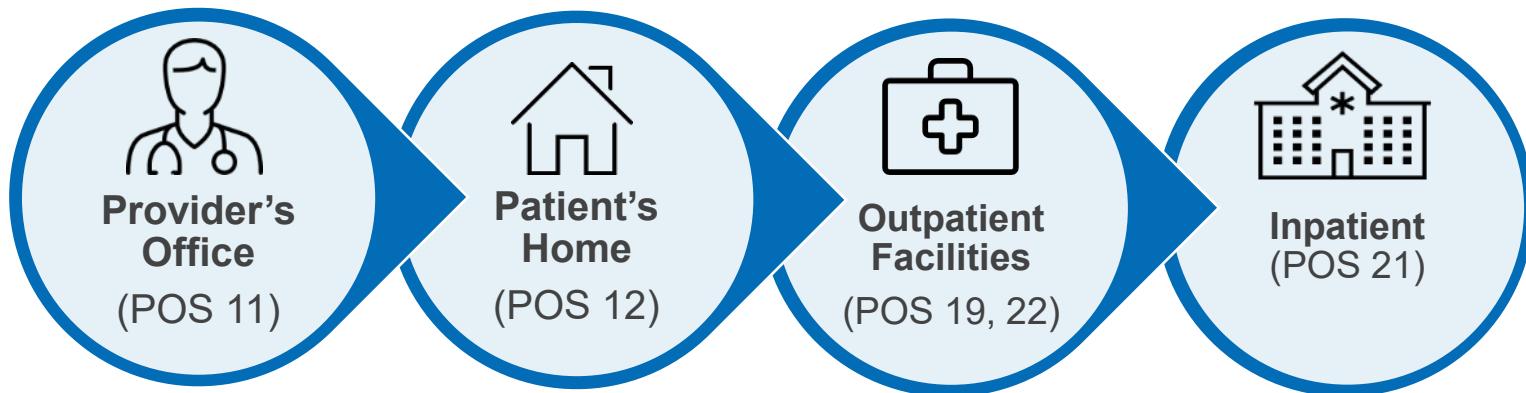
Complete the preauthorization process and view the list of drugs requiring preauthorization on Prime's Medical Pharmacy provider portal:

**gatewaypa.com**.

For urgent or expedited requests, call Prime at **833-519-4548**.

# Places of Service

Prauthorization is required for medical specialty drugs when they are administered in the following places of service (POS):



# Information Needed for a Preauthorization Request



## Provider Information

- Ordering/Rendering Provider's Name
- Tax ID
- Address
- Phone
- Fax



## Member Information

- Name
- Date of Birth
- Member ID Number
- Height
- Weight
- Diagnosis Code



## Medication Information

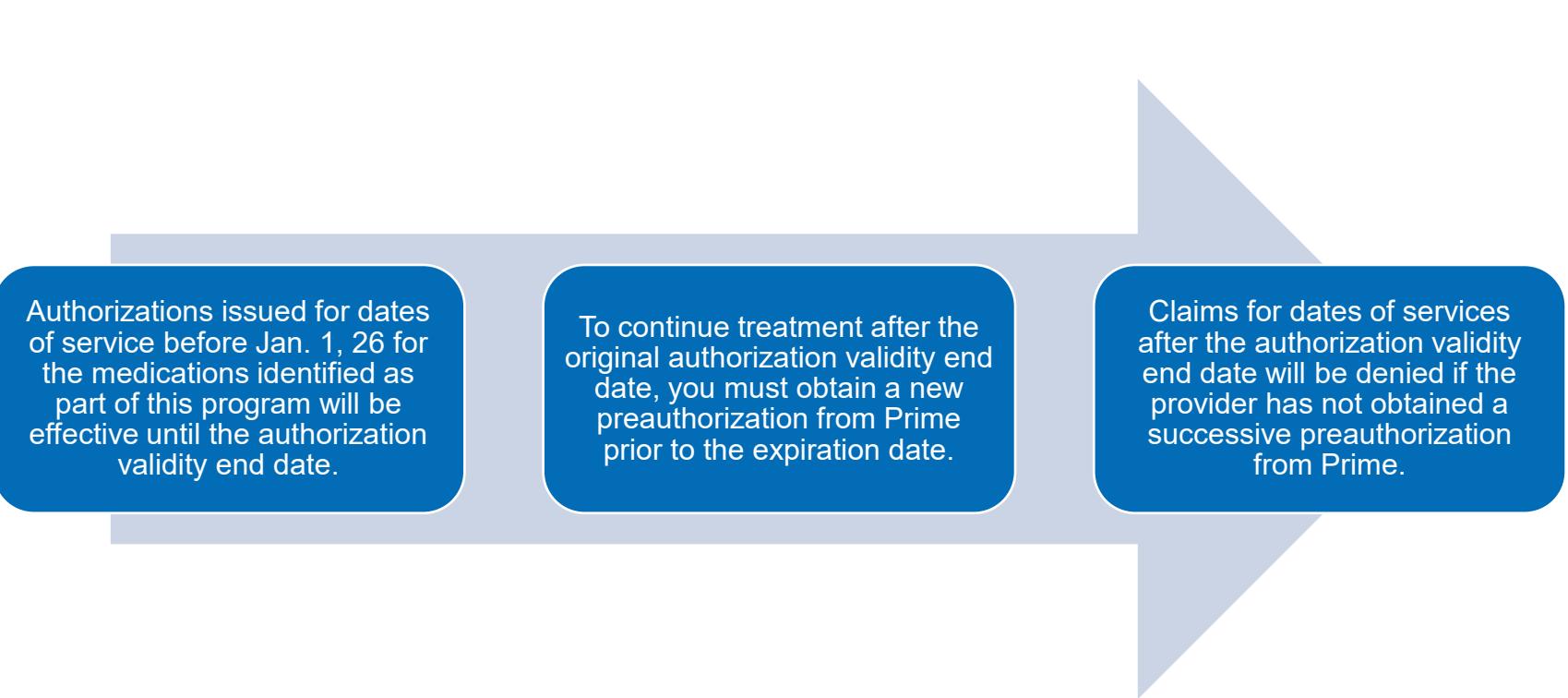
- Place of Service Code
- Requested Drug Name or HCPCS Code
- Dosage
- Frequency
- Anticipated Start Date of Treatment



## Clinical Information

- Clinical Notes
- Pathology Reports
- Relevant Test Results

# Transition of Care Process



Authorizations issued for dates of service before Jan. 1, 26 for the medications identified as part of this program will be effective until the authorization validity end date.

To continue treatment after the original authorization validity end date, you must obtain a new preauthorization from Prime prior to the expiration date.

Claims for dates of services after the authorization validity end date will be denied if the provider has not obtained a successive preauthorization from Prime.

# Obtaining a Provider Portal Account



# Creating an Online Account

## New Accounts

- Create a Prime Therapeutic's portal account on [gatewaypa.com](http://gatewaypa.com).
  - Click **New Provider Access Request** below the sign-in box.
  - Click the “Register button” to submit the completed [New User Request Form](#).

## Existing Accounts

- Email [providerinquiry@primetherapeutics.com](mailto:providerinquiry@primetherapeutics.com) to have ConnectiCare added to your account.

## When To Use The Prime Portal

- The Gateway portal is for routine preauthorization requests only. Co-AuthORIZATIONS for Prime Medical Pharmacy preauthorization's can be managed under one user account.
- For any changes to dosing/frequency or urgent preauthorization requests, call the Prime Operations Team (**833-519-4548**).

# Resources



# Authorization Resources

## Prime Therapeutics

- **Urgent requests and any changes to dosing/frequency:**

Call **833-519-4548**, 24 hours per day, seven days a week (including holidays).

- Routine requests and clinical guideline information: visit [gatewaypa.com](http://gatewaypa.com)

## ConnectiCare

- **Claims, benefits, and/or eligibility questions:** Call **800-828-3407**.