



Understanding How Prior Authorization (PA) Works with Your True Health New Mexico Prescription Drug Benefit

What Is Prior Authorization?

Prior Authorization, or PA, is a decision made by True Health New Mexico that a prescription drug, health care service, treatment plan, or durable medical equipment (DME) is medically necessary. Sometimes, PA is also called prior approval or precertification.

True Health New Mexico may require PA for certain drugs or services before you receive them, except in an emergency.

Note: Just because you receive PA on a drug or service does not guarantee that True Health New Mexico will pay for it.

How Does the Drug Prior Authorization/Exception Process Work?

If your doctor decides that you need a drug that is not on a True Health New Mexico formulary, either you or your doctor can submit a drug prior authorization (PA) or **exception request**.

1. You or your doctor may begin the PA/exception process by submitting a **Drug Prior Authorization Request Form**, which is found on our [Member Forms & Other Resources page](#), to True Health New Mexico Pharmacy Services.
2. The completed form can be **faxed** to True Health New Mexico Pharmacy Services at 1-866-718-7938 for review. Doctors also can **call** True Health Pharmacy Services directly at 1-866-823-1606 to request a PA.
3. We process PA/exception requests according to the urgency of the situation.
 - **We usually process medically urgent requests within 72 hours of receipt.**
 - **We usually process standard requests within 15 days of receipt.**
 - In some situations, we may extend these time frames to allow doctors enough time to give us needed clinical information.
4. Once we make a decision about your PA/exception request, we will let you know.
 - If the request is **approved**, we will mail you a letter within one day of the date of the decision.
 - If the request is **denied**, we will call you within one day. We will also mail you a letter.