

Blue Cross Blue Shield of Rhode Island

Medical Pharmacy Prior Authorization Program

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Agenda



① Program Overview

② Review Process

③ Provider Portal

④ Resources

Program Overview

Program Overview

Effective **May 1st, 2026**, **Blue Cross Blue Shield of Rhode Island** will be implementing a change in how certain specialty drugs that fall under the medical benefit are managed.

This new program will be administered by the **Medical Pharmacy Solutions team at Prime Therapeutics (Prime)**. Prime will be responsible for reviewing and approving these drugs.

Beginning **April 24th, 2026**, providers may begin contacting Prime to obtain prior authorizations for members who will receive treatment/drugs within the scope of this program on or after **May 1st, 2026**.

For providers currently requesting medical benefit drug reviews with the Prime Pharmacy Benefit Team via CoverMyMeds and/or fax, this will represent a change in workflow. Providers will begin submitting medical benefit drug reviews for the in-scope drugs to Prime's Medical Pharmacy Solutions team by navigating to GatewayPA.com, or via phone at 833-895-8282. Drugs that are typically self-administered by the patient will continue to be requested through CoverMyMeds and/or fax.

Impacted Members

The program will apply to members enrolled in the following plans:

- Commercial
- HIM (Exchange)
- Medicare



List of In-Scope Drugs

The link below contains the most current list of medications that are in scope for the Prior Authorization Program. This list is subject to change. Post go-live, providers may also visit www.GatewayPA.com to access the most current version of the in-scope drug list and applicable clinical policies.

[Commercial Drug List](#)
[Medicare Advantage Drug List](#)

Review Process

Provider Responsibilities



Ordering
Provider

Responsible for obtaining the prior authorization before services are provided.



Rendering
Provider

Responsible for ensuring that the authorization was obtained prior to services being rendered.

Information Needed



Provider

- Ordering Provider Name
- Tax ID
- Practice Address
- Office Telephone and Fax

(Same information is needed for Rendering Provider if different from Ordering Provider)



Member

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



Medication

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

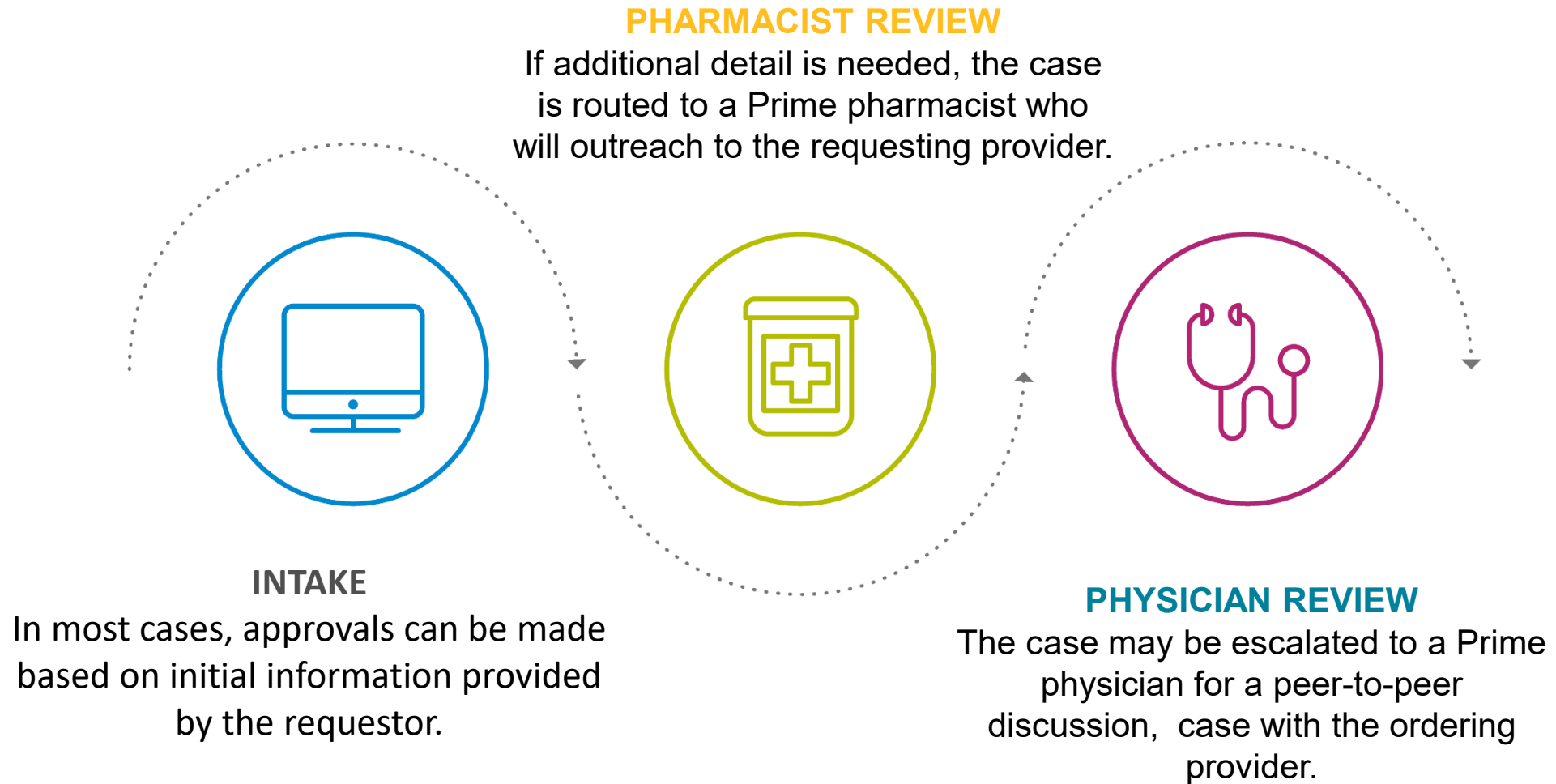


Clinical

- Clinical notes
- Pathology Reports
- Relevant Test Results

If additional information is requested by Prime, the practitioner should be prepared to upload documents on the provider portal or to fax documents to Prime HIPAA compliant fax.

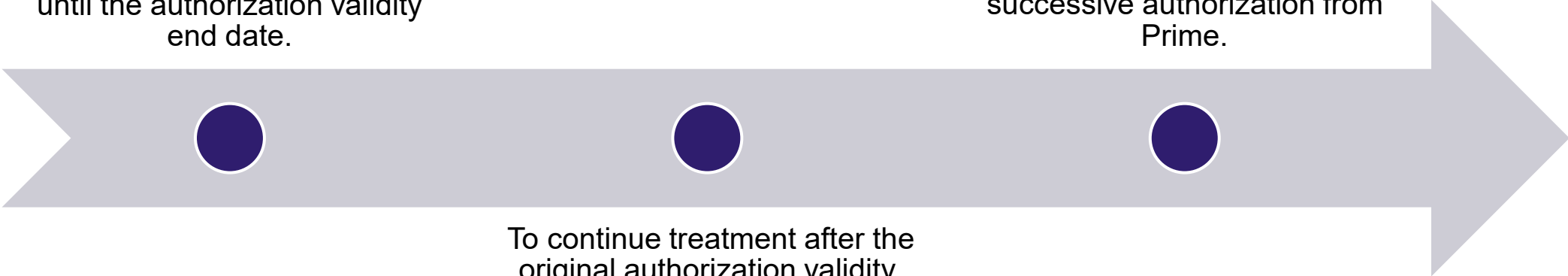
Determination Process Flow



Transition of Care Process

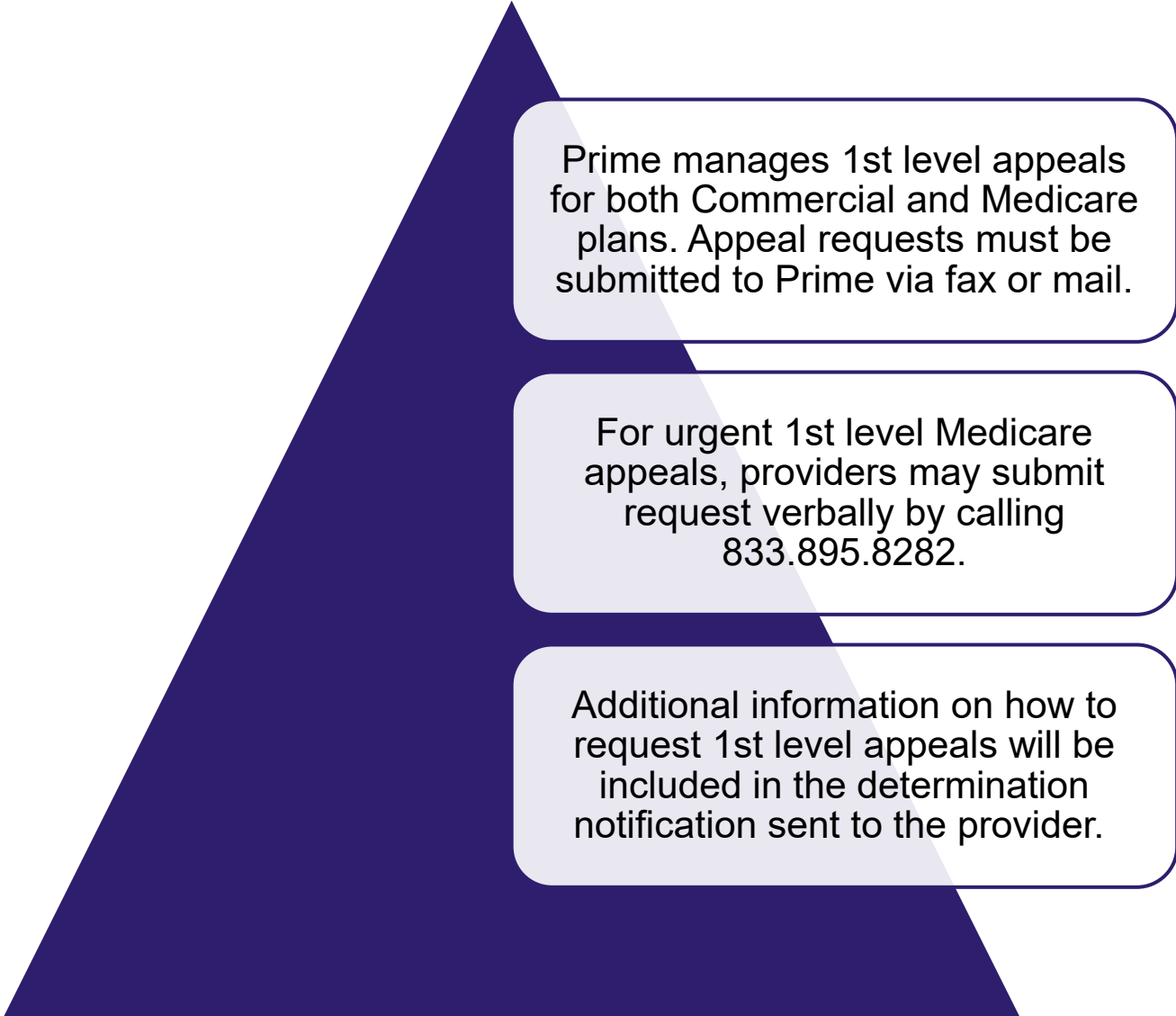
Authorizations issued by BCBSRI for dates of service before 5/1/26 for the medications identified as part of this program will be effective until the authorization validity end date.

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



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

Appeals Process



Prime manages 1st level appeals for both Commercial and Medicare plans. Appeal requests must be submitted to Prime via fax or mail.

For urgent 1st level Medicare appeals, providers may submit request verbally by calling 833.895.8282.

Additional information on how to request 1st level appeals will be included in the determination notification sent to the provider.

Provider Portal

Obtaining an Online Account

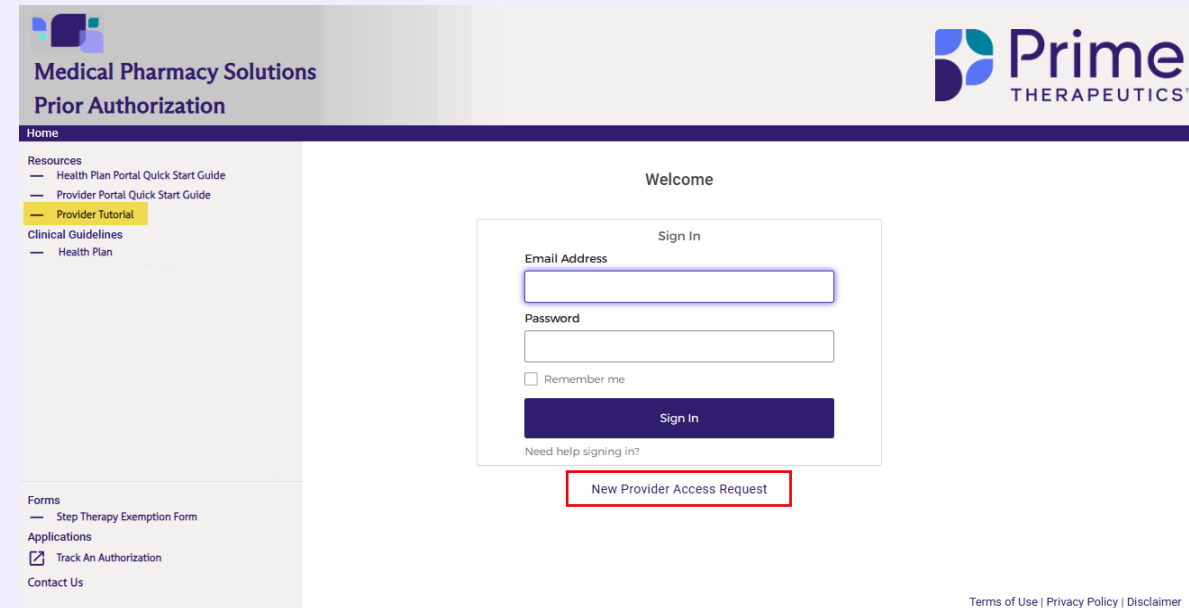
GatewayPA.com - Prescribers directly contracted with BCBSRI may create an online account for Authorizations in 3 easy steps:

1. Visit our self-service online portal at www.GatewayPA.com.
2. Click on New Provider Access Request under the Sign In box.
3. Complete the form to request access.

Requesters will receive a response within 2 business days.

Please note:

- Authorizations for all Prime Medical Pharmacy Prior Authorizations plans may be managed under one user account. Current GatewayPA.com users may email providerinquiry@primetherapeutics.com to request that BCBSRI be added to their existing account (if applicable).
- Retrospective requests must be phoned in to the Prime Operations Team at: 833-895-8282.
- If an urgent request is submitted through GatewayPA.com and the request pends for additional information needed, please call our intake team at 833-895-8282 to provide clinical details.



The screenshot displays the GatewayPA.com website interface. At the top left, the logo for 'Medical Pharmacy Solutions Prior Authorization' is visible. The main navigation menu includes 'Home', 'Resources' (with sub-items: Health Plan Portal Quick Start Guide, Provider Portal Quick Start Guide, and 'Provider Tutorial' highlighted in yellow), 'Clinical Guidelines', and 'Health Plan'. A 'Forms' section at the bottom left lists 'Step Therapy Exemption Form'. The 'Applications' section includes 'Track An Authorization'. The 'Contact Us' link is also present. On the right side, the 'Prime THERAPEUTICS' logo is displayed. The central content area features a 'Welcome' message and a 'Sign In' form with fields for 'Email Address' and 'Password', a 'Remember me' checkbox, and a 'Sign In' button. Below the sign-in form, a red-bordered button labeled 'New Provider Access Request' is highlighted. At the bottom right, there are links for 'Terms of Use', 'Privacy Policy', and 'Disclaimer'.

Under the “Resources” section on www.gatewaypa.com, click “Provider Tutorial” to access a recorded guide on submitting and viewing authorizations.

Resources

Authorization Resources



For online requests and clinical guideline information, visit GatewayPA.com.



For retro requests, or updates to existing authorizations call Prime at 833-895-8282.

Prime has staff available 24 hours per day for requests by phone (including after hours, weekends and holidays).

If you have claim, benefits, and/or eligibility questions, please call BCBSRI at 800-230-9050 Monday-Friday from 8:00 a.m. to 4:30 p.m. EST.

THANK YOU

Prime Therapeutics
Medical Pharmacy Solutions
ProviderInquiry@PrimeTherapeutics.com