Electronic Prior Authorization (ePA) Quick Reference Guide

PFIZER DERMATOLOGY patient access™

XELSOURCE℠
Answers and Support

If your patient's prescription requires PA, you and your office can complete the process online through the secure Sonexus ePA platform. To submit the necessary information, follow **Steps 1–5** in the secure fax you received from Pfizer Dermatology Patient Access™ (PDPA) or XELSOURCE℠. See an example fax below for the steps and helpful tips.

Make this website a favorite in your browser so you can easily return to it to review the PA outcome. Please make note of the authentication code to log back into the platform and/or generate a new code if necessary.

Have the patient's medical record available to provide the patient's DOB in **Step 4**, the patient's medication and diagnosis in **Step 5**, and any other requested information.

FAX

Contact us if you have any issues with prior authorization:
844-935-5269

PRIOR AUTHORIZATION NEEDED   Jan 01, 2024 | 08:20:30

Patient Name: Patient ID: Prescribing Physician:
John Doe   1234567   Mark Smith

INITIATE THIS PRIOR AUTHORIZATION ONLINE BY 01/05/2024

1 Go to https://priorauth.cardinalhealth.com/

2 Sign in using the authentication code to the right
This code expires 15 days from receipt of this secure fax. Contact the support number listed above if this authentication code has expired.

3 Type in the patient's name exactly as shown to the right

4 Verify the patient's date of birth from your system
This is a security measure to ensure patient information safety.

5 Continue and confirm the patient's medication and diagnosis

Authentication Code
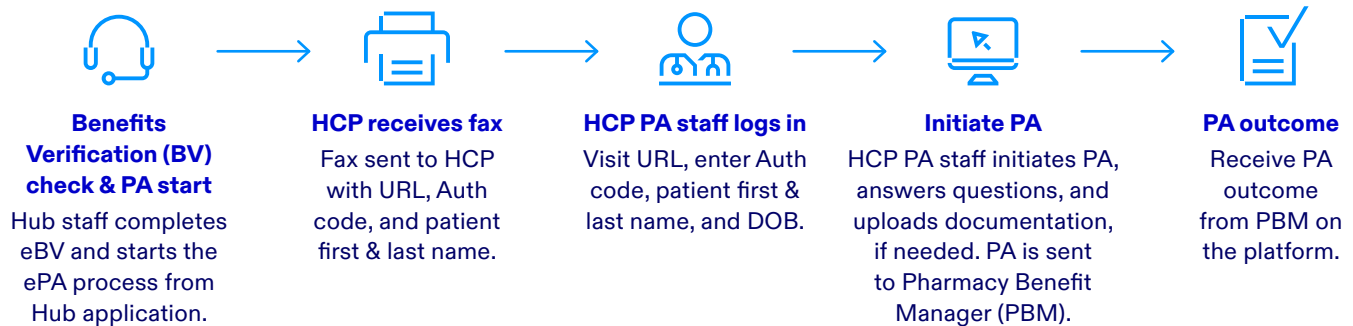**DOMDB-MQSRQ**

First Name
John

Last Name
Doe

Medication for Prior Authorization:

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Take careful note of this deadline. Submitting materials after this date requires contacting the Hub to reinitiate the process, which may cause delays in your patient receiving their treatment.

If your code has expired, call the Hub for a new code, or generate a new code using your original authentication code and patient details. Code will be sent via fax.

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ePA Process Overview

Benefits Verification (BV) check & PA start
Hub staff completes eBV and starts the ePA process from Hub application.

HCP receives fax
Fax sent to HCP with URL, Auth code, and patient first & last name.

HCP PA staff logs in
Visit URL, enter Auth code, patient first & last name, and DOB.

Initiate PA
HCP PA staff initiates PA, answers questions, and uploads documentation, if needed. PA is sent to Pharmacy Benefit Manager (PBM).

PA outcome
Receive PA outcome from PBM on the platform.

As soon as you receive your secure fax from the Hub, you can start the ePA process.

If at any point you have questions about the ePA process, call the Hub directly:

PDPA
1-833-956-DERM (1-833-956-3376)
Monday-Friday, 8 AM-8 PM ET

XELSOURCE℠
1-877-275-7379
Monday-Friday, 8 AM-8 PM ET