

December 15, 2021

Dear Provider,

As previously communicated, AultCare and PrimeTime Health Plan have implemented MHK (Medical House of Knowledge) as our online pharmacy prior authorization platform.

Through a greater streamlined and efficient submission process of prior authorization requests, MHK helps reduce the number of faxes, emails and phone calls.

The MHK platform has been available for select drugs for the past year, but we are pleased to announce as of January 1, 2022, most drugs will be housed in the MHK platform.

Beginning January 1, 2022, please use the MHK platform as your primary method to submit pharmacy prior authorization requests for AultCare plan members. Faxes, fillable forms and emails should only be used if the platform or the AultCare provider portal is unavailable.

Our AultCare Commercial pharmacy team will be reaching out to providers who continue to fax, submit fillable forms or email prior authorization requests in lieu of using the MHK platform.

PrimeTime Health Plan Part D prior authorizations may still be faxed and verbal requests will also continue to be accepted.

MHK is easily accessible through the AultCare provider portal with your current login and password.

- Click the orange “Prior Auth” link on the eligibility page.
- Click the “Go to MHK Pharmacy/Medical Medication PAs” link on the prior authorization page.
- You will not need to log into the MHK platform separately.

As a reminder, in order to receive timely determinations, please upload member records and/or notes when submitting prior authorization requests through MHK. This will help to minimize follow up questions from our pharmacy teams.

Please contact our AultCare Pharmacy Department at aultcarepharmacy@aultcare.com or our PrimeTime Health Plan Pharmacy Department at pthppharmacy@aultcare.com with any questions.

Thank you,

AultCare and PrimeTime Health Plan Pharmacy Teams

