

Authorizing Medication

Your medication may require authorization from your insurer. Since we cannot tell in advance what your plan will require, please follow these steps:

1. Ask your pharmacist if authorization is required
2. Notify us through the secure email link on our home page moodtreatmentcenter.com:



Secure email

Contact your provider directly.

Use the drop-down options for med-refills, med-auths, records, or billing.

(Choose “Med Auth” from the menu that appears). Or call us (336) 722-7266. It’s best not to rely on your pharmacist to reach us – it goes much faster if you let us know directly.

We do not charge for authorization services but insurers can be slow to process these and it may take up to a week to authorize. In the meanwhile, we can provide you with samples if they are available.

What if my insurer denies authorization?

If your insurance denies your medication after the first authorization attempt, you may be able to appeal their decision. Appeals usually have to be initiated by the patient and you should contact your insurer to start that process. We will provide letters to support your appeal.

If authorization fails, you may be able to purchase the medication out-of-pocket or have us substitute a medication that is on your insurer’s preferred list. Your pharmacist can help you find out which medicines are covered.

Sometimes an insurer will cover the medication but only in a smaller dose or quantity than we recommended. In that case you may need to contact us so that we can write two prescriptions: one for your insurer to pay for and another for you to purchase out-of-pocket.

How to purchase medications out-of-pocket

In most cases, if your insurance refuses to pay for the medication, the simplest solution is to purchase it out-of-pocket at Costco. You do not need to be a member to use their pharmacy. Another good source is goodrx.com, which allows you to compare prices across multiple pharmacies (it does not include Costco’s price though). More ideas are on the back for particular medications.

Solutions for Common Authorization Denials

Medication	Possible Substitutes	Out-of-Pocket Solutions
Nuvigil, Provigil	<i>Generic:</i> modafinil (provigil)	Modafinil (provigil) is available for around \$50/30-pills at Costco ¹ .
Sleep Medicines	<i>Generic:</i> zaleplon (sonata), eszopiclone (lunesta), zolpidem (ambien, ambien-CR) <i>Brand only:</i> intermezzo, edluar, belsomra, rozerem	Zolpidem (ambien) is available for around \$10/30-pills at Costco ¹ .
Silenor	Doxepin	Can be prescribed as generic doxepin in liquid form or in capsule form (you would need to open the capsule and discard ½ of it in the trash as the generic capsule does not come in a low-enough strength).
Atypical antipsychotics	<i>Generic:</i> olanzapine (zyprexa, symbyax), risperidone (risperdal), quetiapine (seroquel), ziprasidone (geodon), aripiprazole (abilify). <i>Brand only:</i> paliperidone (invega), asenapine (saphris), lurasidone (latuda), iloperidone (fanapt), cariprazine (vrylar), brexpiprazole (rexulti).	Note these alternatives may not all be safe and effective for your condition; there is more detail on each option in the information sheet for your medication (it can also be found on our website, click <i>Medications</i>).
Stimulants for ADHD	<i>Generic:</i> Methylphenidate (ritalin, concerta, metidate), des-methylphenidate (focalin), amphetamine salts (adderall). <i>Brand only:</i> Vyvanse, Evekeo, Adzenys	To change your medication to a more affordable option, you will need to bring your old prescriptions back to us so we can rewrite them (since they are controlled substances).
SNRI Antidepressants	<i>Generic:</i> Venlafaxine (effexor), duloxetine (cymbalta) <i>Brand only:</i> desvenlafaxine (pristiq), milnacipran (savella), levomilnacipran (fetzima)	
EMSAM	<i>Generic:</i> tranylcypromine (parnate), isocarboxazid (marplan), phenelzine (nardil)	These generic MAOIs are very effective but may have more side effects and require a special diet to take them safely.
Deplin, Cerefolin, Vayacog, Vayarin, Enlyte		These are available through discount pharmacies or as over-the-counter versions – see information sheet on the medicine.
Intuniv, Kapvay	<i>Generic:</i> guanfacine (intuniv), clonidine (kapvay)	The generic forms do not have the same release-mechanism as the branded options and may not be equivalent.

¹You do not need to be a member to use the Costco pharmacy