

Changes coming to pharmacy prior authorizations

Security Health Plan is partnering with CoverMyMeds to streamline pharmacy prior authorization across all lines of business while mitigating coverage delays at the pharmacy.

Effective July 1, 2026, all pharmacy benefit prior authorization requests can be submitted online through CoverMyMeds.com, allowing providers to initiate, track and resolve authorization requests electronically.

What providers need to know

- If you have an existing [CoverMyMeds \(CMM\) account](#), sign in using your current credentials; no additional action is required.
- If you are new to CMM:
 - [Create an account](#).
 - Verify your NPI.
 - Once verified, search for “Security Health Plan” in your dashboard to complete and submit prior authorization forms.
- Alternatively, providers may continue to initiate pharmacy prior authorizations by faxing or emailing the form found on the provider portal to Security Health Plan Pharmacy Services.
 - Fax: (715) 221-9989
 - Email: Shppharmacyum@securityhealth.org

Questions?

For prior authorizations submitted **prior to July 1, 2026**, contact Security Health Plan’s pharmacy team at (877) 873-5611.

For authorizations submitted **after July 1, 2026**, through CMM, contact the CMM support team at (866) 452-5017 or through the “Chat” feature located at the bottom right side of the screen when logged into CMM. Live support is available Monday-Friday, 8 a.m. – 8 p.m. ET.