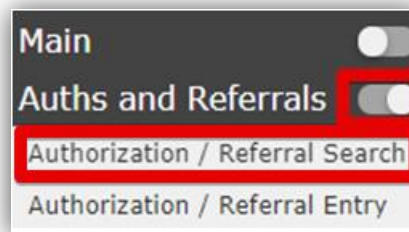


Provider Portal Tips

Checking Pharmacy Prior Authorization Status

Pharmacy Prior Authorizations



- * Log on to the Alliance Provider Portal, and select Auths and Referrals in the navigation pane.
- * Then, select Authorization/Referral Search.
 - Enter search criteria using Authorization Number **or** search by Member ID and Date of Birth.

Auth Number: **1. Enter Authorization Number (Starts with an "R")**

Member ID:

Member First Name:

Member Last Name:

Member SSN:

Member DOB:

Authorization Class: -- Display All --

Authorization Sub Class: -- Display All --

Authorization Status: -- Display All --

Created Date Range: to

2. Click on Search

Auth Number:

Member ID: **1. Enter's Member ID (from 9 to the Letter only)**

Member First Name:

Member Last Name:

Member SSN:

Member DOB: 1/1/2000 **2. Enter Member's DOB**

Authorization Class: Pharmacy **3. Select "Pharmacy" as Sub-Class**

Authorization Sub Class: -- Display All --

Authorization Status: -- Display All --

Created Date Range: to

4. Click on Search

- * View the status of the authorization:

Search Results

Displaying 1 authorizations that matched your search criteria

Auth #	Member ID	Member	Requesting	Servicing	Class/SubClass	Type	Status	Requested
R...	CVS PHARMACY	CVS PHARMACY	Pharmacy (Medication)	Pre-Service	Received	9/28/2018

Authorization Status Detail

- * **Received:** The authorization has been received but has not been reviewed by pharmacy staff.
- * **In Process:** The authorization has been assigned to a pharmacy technician and is being reviewed.
- * **Deferred:** The pharmacist is requesting additional information from the pharmacy/doctor's office. A deferred authorization may stay open for up to 14 days in order to obtain additional information.
- * **Recommended Denial:** The pharmacy staff has recommended the authorization to be denied or approved as modified, but the official determination has not been made by pharmacist.

Final Determinations

- * **Approved:** The medication was approved as requested.
- * **Approved as Modified:** The medication has been approved for less than what was originally requested by requesting provider. Approved as modified determinations will include justification for the determination made.
- * **Denied:** A Pharmacist or Medical Director has denied the authorization. All denials will include justification for the determination made.
- * **Void:** An authorization can be voided for various reasons: incomplete information provided, duplicate request, medication does not require a prior authorization, etc.

Once a final determination has been made, no new information can be provided to change the determination. A new prior authorization would need to be submitted with the information for review