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.

- View the status of the authorization:
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.**