

View Authorizations – updated March 17, 2020

Below are the steps (plus helpful information) for viewing the status of a MEDICAL or a PHARMACY authorization request in AuthAccel.

Guidelines for working in AuthAccel

- AuthAccel will time out after 30 minutes of inactivity, and will not save prior entries.
- Google Chrome is the preferred browser for AuthAccel. (Other browsers will work but Chrome provides more consistent performance.)
- Do not use browser navigation buttons when working in AuthAccel.
- For convenience, a link is provided from AuthAccel to Blue Shield of California's clinical policies and guidelines. [Blue Shield Promise Health Plan clinical policies, procedures and guidelines](#) are viewable from the [Promise Health Plan provider website](#).

Authorization Statuses and Decisions Overview

Pharmacy, medication and service requests (prior auths) are “decisioned” once. Inpatient requests can be “decisioned” more than once with different decision types.

Access AuthAccel

1. Click **Medical Authorization Status** or **Pharmacy Authorization Status** directly from the home page or from the left navigation pane on the blue *Authorizations* tab located underneath the Blue Shield logo.
2. Select the Tax ID Number from the drop-down list under which you will submit or view authorizations.
3. Click **Go**.
4. AuthAccel opens in a new window.
 - When submitting or viewing additional authorizations under a different Tax ID Number, close AuthAccel, come back to this page, and select the new Tax ID.

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Overview of the Prior Authorization Request Status Table

5. Both MEDICAL and PHARMACY authorization status views display a *Prior Authorization Request Status* table. This table includes either all medical or all pharmacy prior authorizations (depending on the view selected) submitted for Blue Shield of California and Blue Shield Promise Health Plan members by a specific provider or provider organization.
 - Servicing providers and facilities can also view authorizations to which they have been added by a requesting provider.
 - However, if a servicing provider or facility is added through the *Add Unknown Provider* screen, they will not be able to view authorization status online. To view, they must be “known” or in Blue Shield’s database.
6. The table provides the following functionality to help you navigate in the system and search for specific authorizations.
 - The total number of authorizations viewable in the table displays in red on the *Prior Authorization Request Status* banner.
 - Above the table:
 - To change the number of authorizations displayed per page, select 10 to 100 from the **Show entries** drop-down list.
 - To search all columns, type into the **Search** field. Searches filter the list and can be conducted by information contained in any one of the columns (e.g., date, full or partial authorization number, member’s first or last name, request type, provider type, status, decision, or payer.) The results will display as you type.
 - In the table header:
 - To sort columns in ascending or descending order, click the **arrows** in the column headers: up green arrow = ascending and down green arrow = descending.
 - Below the table:
 - To view multiple pages, click the **Previous** or **Next** buttons in the bottom right corner.
7. The *Prior Authorization Status* table displays a specific provider’s or provider organization’s most recently submitted authorization first.
 - If needed, use the column arrows or enter your chosen search criteria in the *Search* field to locate the authorization. One or more authorizations display based on search parameters.

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8. For MEDICAL authorizations, check the *Status* and *Decision* columns viewable from this table for the specific authorization. For PHARMACY authorizations, check the *Status* and *Status Reason* columns.

[View AUTH# link](#)

9. To learn more about the MEDICAL or PHARMACY status/decision/reason, click a specific authorization number in the **AUTH#** column located on the *Prior Authorization Request Status* table.
10. The *Auth Details* window displays. This window provides detailed information about authorization decisioning and a summary of the authorization components submitted.
 - Use the browser scroll bar on the far right to move up or down. There is no scroll bar on the *Auth Details* window.
 - Note, the window will close when you click on the AuthAccel main screen. If this happens, click the **AUTH#** to reopen the window.
11. For MEDICAL authorizations, the *Medical Authorization Review* table provides detail about request decisioning.
 - Click the **Review Number** to see detail about each code requested.
 - These tables do not display in PHARMACY.
12. Supporting documents submitted with the request are linked to the *Supporting Documentation* section.
 - **Note, do not add documents to an authorization from this screen.** Once an authorization has been submitted, fax additional documentation. Include the AuthAccel-assigned authorization number on the fax cover sheet.
13. Blue Shield-generated documentation related to authorization decisioning is linked to the *Correspondence* section.
 - To view attachments in the *Correspondence* section, click the name of the desired file. A new tab (window) opens and displays the file.
 - To print, right click on the file and select **Print**.
 - To close the document, click the **X** on the tab. To keep the document open but return to the system, click the **AuthAccel** tab.