

## How to view pharmacy authorization status in AuthAccel (updated 3/2021)

AuthAccel will display all open authorizations and all authorizations closed within the last 30 days. Closed authorizations older than the 30-day window are retrievable using the **Show More Search Options** button. When searching for older closed requests by date, use the decision date vs. the date when the authorization was submitted.

A pharmacy request is for medication that is prescribed to and self-administered by the patient. A medication request is for drugs injected or infused in a medical setting (such as a doctor's office or outpatient hospital facility). Medication authorizations fall under the medical benefit.

Below are step-by-step instructions for how to view a pharmacy prior authorization request in AuthAccel. You can: 1) move through each section sequentially or 2) **CTRL + click** on a specific topic in the table of contents below.

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## Guidelines for working in AuthAccel

- Google Chrome is the preferred browser.
- Do not use browser navigation when working in AuthAccel.
- AuthAccel times out after 30 minutes of inactivity.
- A link is provided from AuthAccel to Blue Shield of California's clinical policies and guidelines. For Blue Shield Promise Health Plan clinical policies, [click here](#).

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### Access AuthAccel from Provider Connection

1. Click **Authorizations** at the top of the homepage.
2. Click **Pharmacy Authorization Status** from the blue navigation banner.
3. Select the appropriate Tax ID from the drop-down list.
4. Click **Go**. AuthAccel opens in a new window.
  - To view authorizations submitted under a different Tax ID, close AuthAccel and come back to the *Pharmacy Authorization Status* page in Provider Connection, then select the new Tax ID.
5. The *Prior Authorization Request Status table* displays. The table includes all open pharmacy authorizations and all pharmacy authorizations closed within the last 30 days for Blue Shield of California and Blue Shield Promise Health Plan members by a specific provider or provider organization. For help with table functionality, [click here](#).

### Search for an authorization

6. There are two types of searches in AuthAccel: 1) Current and 2) Historical.

<p style="text-align: center;"><b>Current:</b></p> <p style="text-align: center;"><b>Search for an open authorization or one closed within the last 30 days</b></p>	<p style="text-align: center;"><b>Historical:</b></p> <p style="text-align: center;"><b>Search for a closed authorization older than 30 days</b></p>
<p>Current authorizations automatically load in the <i>Prior Authorization Request Status</i> table.</p> <ol style="list-style-type: none"> <li>7. Use either the general <b>Search</b> field located at the top right of the <i>Prior Authorization Request Status</i> table or the open search field at the top of any column.</li> <li>8. The system will dynamically display a list of options in the status table that best match the information as you enter it.</li> <li>9. To bring the table back to its original state, clear the search field.</li> </ol>	<p>Historical authorizations do not load in the <i>Prior Authorization Request Status</i> table. To access:</p> <ol style="list-style-type: none"> <li>7. Select a provider from the <b>*Closed Request Search</b> drop-down list.                     <ul style="list-style-type: none"> <li>• When more than 20 Blue Shield Provider IDs are linked to a Tax ID, AuthAccel will activate a <b>Provider Search</b> button versus populating the <b>*Close Request Search</b> drop-down list. You must search for and select the appropriate provider. For help with this search functionality, <a href="#">click here</a>.</li> </ul> </li> <li>8. Once the provider is selected, click <b>Show More Search Options</b>. This is the</li> </ol>

View pharmacy authorizations continued...

Current: Search for an open authorization or one closed within the last 30 days	Historical: Search for a closed authorization older than 30 days
	<p>search functionality you must use to locate a "historical" authorization. You can search by one or more variables at the same time.</p> <p>9. Enter your search criteria and click <b>Search</b>. Results display in the <i>Prior Authorization Request Status</i> table below.</p> <p>10. Once the status table populates, you can continue to use the <i>Show More Search Options</i> OR the <i>Search</i> fields on the table to finetune results.</p> <p style="padding-left: 40px;">a. Click <b>Clear</b> to restore the table and click <b>Hide Search Options</b> to collapse the additional fields.</p>

### Find authorization details

1. The *Pharmacy Auth Details* window provides additional information about authorization decisioning and a summary of the authorization components submitted.

Section	Description/Instructions
Member Information	Member's first and last name, Member ID, and date of birth.
Provider Information	Name of the requesting provider.
Medication Request	Name and NDC number of the requested medication.
Diagnosis Information	Diagnosis code(s) submitted by the requesting provider.
Pharmacy Information	This table does not populate.
Supporting Documents	Clinical documentation attached to the authorization by the requesting provider.

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Section	Description/Instructions
Correspondence	<p>Health plan-generated documentation related to authorization decisioning. To view, click the file name. A new tab (window) opens and displays the file.</p> <ul style="list-style-type: none"> <li>○ To print, right click on the file and select <b>Print</b>.</li> <li>○ To close the document, click the <b>X</b> on the tab.</li> <li>○ To keep the document open but return to the system, click the <b>AuthAccel</b> tab.</li> </ul>

### Prior Authorization Request Status table functionality

- The table includes the following functionality to help you navigate in the system and search for specific authorizations.
- **Above the table**
  - The total number of authorizations in the table displays in red on the *Prior Authorization Request Status* table banner.
  - The **Show entries** drop-down list lets you set the number of authorizations displayed per page.
  - A general **Search** field is located at the top right of the table. The system will dynamically display a list of options that best match the information as you enter it.
    - Clear the **Search** field to restore the table.
  - The **Show Search Fields** button opens additional search categories you must use to locate closed authorizations older than 30 days. To activate this search functionality, you must first select a provider from the *\*Requesting Provider* drop-down list.
  - Click **Clear** to restore the table and click **Hide Search Fields** to collapse the additional fields.
- **Within the table**
  - The **arrows** in the column headers sort information in ascending (up green arrow) or descending (down green arrow). Ascending is the default.
- **Below the table**
  - Click the **Previous** or **Next** buttons in the bottom right corner to view additional pages.

Return to [Search for an authorization](#)

## Provider Search button

1. When more than 20 Blue Shield Provider IDs are linked to a Tax ID, AuthAccel will activate a **Provider Search** button versus populating the **\*Closed Request Search** drop-down list.
2. Click the **Search** button.
3. The *Provider Search* window displays. Enter the desired provider's **Provider ID**.
  - If you don't know the Provider ID under which the authorization was submitted, try searching by one of the other search options in the window.
  - Because accounts are structured differently, you may need to test which search options work best for you.
4. Click **Search**. Results will display at the bottom of the *Provider Search* window.
  - Search criteria can result in multiple search results displaying. Use the address column to identify the correct provider.
    - If you are unable to identify the correct provider, contact Blue Shield **(800-541-6652)** or Blue Shield Promise **(800-468-9935)** to secure authorization status.
5. Click **Select** in the left column to select the appropriate entry. Authorizations connected to the provider will display in the **Prior Authorization Request Status** table.
6. Click **Clear** to start a new search.
  - Return to [Historical Search](#).