How to view medical authorization status in AuthAccel (updated 1/2026)

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.

There are six types of medical authorizations that can be submitted in AuthAccel:
1) Inpatient, 2) BH Inpatient, 3) Service Request (Prior Auth), 4) BH Service Request, 5) Medication, and 6) BH Medication. A medication request is for drugs injected or infused in a medical setting. BH = Behavioral Health.

Below are step-by-step instructions for how to view a medical 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.

Table of contents

Guidelines for working in AuthAccel

- You must be logged into Provider Connection to access 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.

Access AuthAccel from Provider Connection

1. Log into Provider Connection.

2. Click **Authorizations** at the top of the homepage.

3. Click **Medical authorization status** from the menu.

4. Requesting providers, select the appropriate Tax ID from the drop-down list.

   - Servicing providers and facilities can also view medical authorization status under their Tax IDs when they are linked to the request.

      - If a servicing provider or facility is added through the *Add Unknown Provider* window, they will not be able to view authorization status online. To view, they must be "known" or in the health plan's database.

5. Click **Access AuthAccel**. AuthAccel opens in a new window.

   - To view authorizations submitted under a different Tax ID, close AuthAccel and come back to the *Medical Authorization Status* page in Provider Connection, then select the new Tax ID.

6. The *Prior Authorization Request Status* table displays. The table includes all open medical authorizations and all medical 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

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

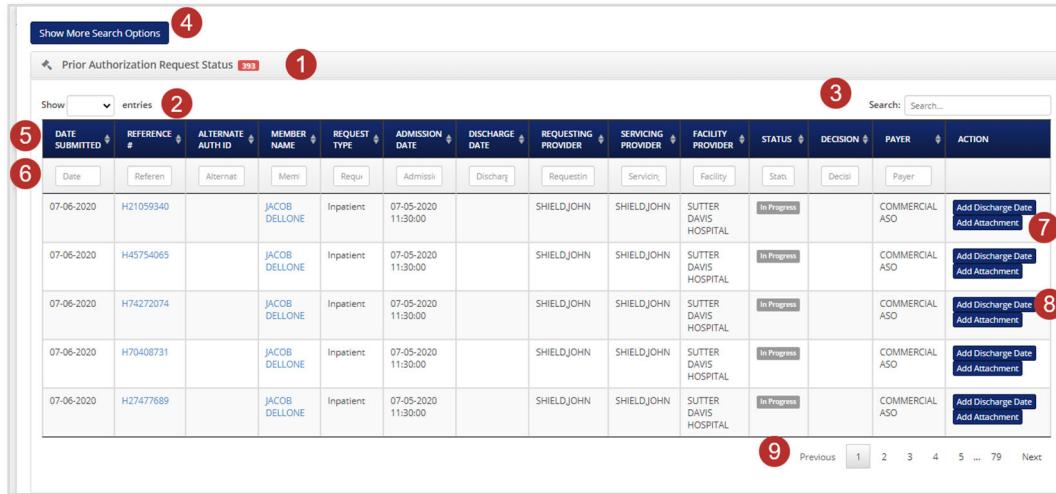| **Current:** Search for an open authorization or one closed within the last 30 days	**Historical:** Search for a closed authorization older than 30 days
Current authorizations automatically load in the *Prior Authorization Request Status* table. 8. Use either the general **Search** field located at the top right of the *Prior Authorization Request Status* table or the open search field at the top of any column. 9. The system will dynamically display a list of options in the status table that best match the information as you enter it. 10. To bring the table back to its original state, clear the *Search* field.	Historical authorizations do not load in the *Prior Authorization Request Status* table. To access: 7. Click **Provider Search** next to the ***Closed Request Search** drop-down list. Search for and select the appropriate provider. For help with this functionality, <u>click here</u>. 8. Once the provider is selected, click **Show More Search Options**. This is the search functionality you must use to locate a "historical" authorization. You can search by one or more variables at the same time. 7. Enter your search criteria and click **Search**. Results display in the *Prior Authorization Request Status* table below. 8. Once the status table populates, you can continue to use the *Show More Search Options* OR the *Search* fields on the table to finetune results. 9. Click **Clear** to restore the table and click **Hide Search Options** to collapse the additional fields.

Find authorization details

1. To see detailed information about a specific authorization, click the active link (ex., H12345678) in the **Reference#** column.
2. The *Member Auth Details* window opens.
3. The *Member 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.
Medical Authorization Review	Decision detail by code. Click the active link (ex., M1234567891) to view.
Discharge Information	Discharge date, disposition, and/or diagnosis fields may be pre-populated. Provider may also enter this information here or from the *Prior Authorization Request Status* table.
Provider(s)	All providers and facilities connected to the request.
Diagnosis Information	Diagnosis code(s) submitted by the requesting provider.
CPT/HCPCS	Procedure code(s) submitted by the requesting provider.
Supporting Documents	Clinical documentation attached to the authorization by the requesting provider.
Correspondence	Health plan-generated documentation related to authorization decisioning. To view, click the file name. A new tab (window) opens and displays the file. o To print, right click on the file and select **Print**. o To close the document, click the **X** on the tab. o To keep the document open but return to the system, click the **AuthAccel** tab.

Prior Authorization Request Status table functionality

The table includes the following functionality.

Above the table

1. The total number of authorizations in the table displays in red on the *Prior Authorization Request Status* table banner.

2. The **Show entries** drop-down list lets you set the number of authorizations displayed per page.

3. 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.

4. The **Show More Search Options** 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 ***Closed Search Request** drop-down list.

   - Click **Clear** to restore the table and click **Hide Search Options** to collapse the additional fields.

Within the table

5. The **arrows** in the column headers sort information in ascending (up green arrow) or descending (down green arrow). Ascending is the default.

6. **Open search fields** at the top of each column allow search within the column.

   - Clear the **Search** field to restore the table.

7. Click **Add Attachment** under the **Action** column to add supporting documentation to authorizations that have a status of *In Progress*.

   - The **Upload Additional Documentation** window opens. Click **Choose File** to access documents on your computer.

   - Click a file to select it, then click **Open** and **Upload Document**. Repeat, as necessary.

     - If the authorization does not have a status of *In Progress*, the **Upload Additional Documentation** window will still open, but the **Upload Document** button will not display.

   - Click **Cancel** or the **X** in the upper right corner to close the window. The file(s) are now attached to the authorization and viewable in the *Member Auth Details* window accessible from the **Reference#** column.

8. Click **Add Discharge Date** under the **Action** column to add discharge information to an inpatient authorization.

   - The **Discharge Date** window opens. Enter the appropriate information in the **Discharge Date** and **Discharge Disposition** fields.

   - To populate the **Discharge Diagnosis** field, click the magnifying glass to search for and select the appropriate ICD-10 code.

   - Click **Save**. The information is now attached to the authorization and viewable in the *Member Auth Details* window accessible from the **Reference#** column.

Below the table

9. Click the **Previous** or **Next** buttons in the bottom right corner to view additional pages.

Provider Search button

1. To locate a closed authorization older than 30 days, click the **Provider Search** button.

2. The *Provider Search* window displays. Complete one or more fields and 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.

3. 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.

4. Click **Clear** to start a new search.

- Return to [Historical Search](#)

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