1.0 What is a Prior Authorization (PA)?

A PA requires providers to obtain approval before rendering certain services such as prescriptions.

Registered providers (pharmacies and prescribers) will be able to log in to the Secured Provider Portal to submit, inquire, cancel, or add additional information to existing PAs as well as attach documents to any in-progress PAs.

**Note:** PA Appeals may also be submitted by changing request type. See Figure 3.0-15.

2.0 Accessing the Prior Authorization System

Before you can access the PA system, you are first required to register for the Secured Provider Portal and PA system. If you have not completed registration, please access the [User Administration Console (UAC) Quick Start Guide](#) for instructions.

1. Once you have completed registration, you will access the PA system by logging in to the [Secured Provider Portal](#). Once you log in, the page reflects the National Provider Identifier (NPI) you are working on behalf of. See Figure 2.0-1.

![Figure 2.0-1: Secured Provider Portal](#)
2. If you submit PAs on behalf of multiple NPIs, you can select which user you are submitting on behalf of by clicking the Pencil icon after the NPI. See Figure 2.0-2.

![Figure 2.0-2: Working on Behalf Page](image)

3. The Provider List box appears. Click the radio button next to the provider you wish to submit the request for, and then click the Select button. See Figure 2.0-3.

![Figure 2.0-3: Provider List](image)

4. To access the PA system, select Prior Authorization from the list on the left side of the screen. See Figure 2.0-4.

![Figure 2.0-4: Prior Authorization](image)
5. This will take you to the PA landing page. From here, you have five functions to choose from: Create New PA, Inquiry on PA, Cancel PA, Add Information to Existing PA, and Upload Attachments to Existing PA. See Figure 2.0-5.

![Figure 2.0-5: PA Landing Page](image)

### 3.0 Creating a New PA

1. Click the **Create New PA** button from the PA landing page. See Figure 3.0-1.

![Figure 3.0-1: Create New PA Button](image)

2. The Create New PA page loads with three options to submit a PA. To continue using the portal, select **Continue to Create a New PA on the Portal** option. See Figure 3.0-2.
   a. With the exception of pharmacies, prescribers can navigate from the portal to CoverMyMeds® to submit PAs. To use this option, go to [https://www.covermymeds.com](https://www.covermymeds.com) for more information.
   b. Additionally, you can submit using a manual PA fax form found on the Medi-Cal Rx Provider Portal [Forms & Information page](https://www.covermymeds.com).
3. The PA page for Provider information loads with Provider Name, Type, and NPI already filled out. If the requesting provider is also the prescriber, click the **Yes** radio button. See *Figure 3.0-3*.

*Figure 3.0-3: Provider Page*

4. If the requesting provider for the PA is different from the prescriber, click the **No** radio button. The fields for entering Prescriber information will load. Fill out the required fields marked with a red asterisk. See *Figure 3.0-4*.

*Figure 3.0-4: Provider Page with Prescriber Fields*
5. Once the required fields are filled out on the Provider page, the **Next** button turns blue. You can now click the **Next** button to proceed. See *Figure 3.0-5*.

![Figure 3.0-5: Provider Page with Required Fields Met](image)

6. The PA page for Submitter information will load. Fill out the required fields and click the **Next** button. See *Figure 3.0-6*.

![Figure 3.0-6: Submitter Information Page](image)

7. The Beneficiary/Drug Information page loads next. Enter the Beneficiary information. See *Figure 3.0-7*.

![Figure 3.0-7: Beneficiary/Drug Information Page, Beneficiary Information Fields](image)
8. If the PA is for a non-compound drug, select the **No** radio button, enter the required drug information, and then click the **Next** button. Select from the drop-down menu for drug form and drug strength. See **Figure 3.0-8**.

![Figure 3.0-8: Beneficiary/Drug Information Page, Drug Information Fields](image)

9. If the PA is for a compound drug, have the pharmacy submit a compound claim *prior* to the PA submission. Having the claim submitted first allows the PA reviewer to accurately review medical necessity as well as ensure the claim being processed gets the correctly coded decision.

If the request is approved, the PA reviewer will be able to test trial adjudication against the initial rejected claim to ensure payment for the pharmacy. Select the **Yes** radio button, enter the required drug information, and then click the **Next** button. Select from the drop-down menu for compound dosage and compound dispensing form. See **Figure 3.0-9**.

![Figure 3.0-9: Compound Drug Information Page Fields](image)

At this point, the system will run a trial adjudication to ensure that the beneficiary is found and eligible. If so, the system will allow you to proceed. If the patient information is entered incorrectly, you will not be able to proceed.
10. After you select **Next** on the Beneficiary/Drug Information page, the PA Information page will load. Enter the required fields for the PA, and then click the **Next** button. Select from the drop-down menus for beneficiary location and Dispense As Written (DAW) product selection code. See *Figure 3.0-10.*

![Figure 3.0-10: PA Information Page](image)

11. The system proceeds to the Attachments page. To upload attachments for the PA, drag and drop files from your computer to the gray box or click inside the box to browse to files. The system will allow up to 10 attachments (each file not to exceed 25 megabytes). Once all relevant files are attached, click the **Next** button. See *Figure 3.0-11.*

![Figure 3.0-11: Attachments Page](image)
12. The Summary page will load. Review all information for accuracy, scroll down, and click the **Submit** button. See Figure 3.0-12. *(Note: If a provider wishes to make changes when reviewing the Summary page, they can select the **Previous** button to return to the screen where they want to make a change.)*

![Figure 3.0-12: Summary Page](image)

13. An Attestation pop-up box appears that acts as a digital signature. Click the **Yes, I Attest** button to submit the PA. See Figure 3.0-13.

![Figure 3.0-13: Attestation Pop-Up Box](image)

14. The PA Submission Confirmation page appears, and an authorization number is provided. Click the **Continue** button to return to the PA landing page. See Figure 3.0-14.

![Figure 3.0-14: PA Submission Confirmation Page](image)
15. After returning to the PA landing page, you have the following options:

- Create a New PA
- Inquire PA
- Cancel PA
- Add Information to Existing PA
- Upload Attachments to Existing PA

### 3.1 PA Appeal

To submit PA appeals, follow the process for submitting a PA request in Section 3.0 above. When you reach the PA information page, change the **Request Type** drop-down menu to select **Appeal**. See Figure 3.1-1. Please make sure to provide information supporting the medical necessity for your request as well as any supporting documentation.

![Figure 3.1-1: PA Information Page, Request Type](image-url)
4.0 Inquiring on the Status of a PA

Use the following steps to inquire on a previously submitted PA:

1. Click the **Inquiry on PA** button on the PA landing page. See *Figure 4.0-1*.

![Figure 4.0-1: Inquiry on PA Button](image)

2. Enter your authorization number and click the **Search** button (no other fields are required).
   a. If you do not know the authorization number, you can also search by **Beneficiary ID**.
      Regardless of search method, a provider can only see those PAs that are associated with their NPI. See *Figure 4.0-2*.

![Figure 4.0-2: Authorization Number Search](image)
3. The Results Display page appears. See Figure 4.0-3.

4. Click the View button to view the PA and see further options.

![Figure 4.0-3: Results Display Page](image)

5. You can then perform three functions (See Figure 4.0-4):
   a. **Add Information** to the PA (the PA must be in an “In Progress” status to add information).
   b. **Upload Attachments** to the PA.
   c. **Cancel PA**.

![Figure 4.0-4: PA Response Page – Add, Upload, and Cancel Actions](image)
4.1 Add Information

To add additional information to an in-progress PA, follow the steps below:

1. On the PA Response page, click the green **Add Information** button. See Figure 4.1-1.

   ![Figure 4.1-1: PA Response Page – Add Information](image)

2. Enter your authorization number and click **Search**. See Figure 4.1-2.

   ![Figure 4.1-2: Add Additional Information Page](image)
3. Enter the additional information in the box.

4. Click **Add Information**. See Figure 4.1-3.

![Figure 4.1-3: Additional Information Text Box](image)

5. An Attestation pop-up box appears that acts as a digital signature. Click the **Yes, I Attest** button to submit the PA. See Figure 4.1-4.

![Figure 4.1-4: Attestation Pop-Up Box](image)
4.2 Upload Attachments

If you need to add additional documentation or attachments to an in-progress PA, follow the steps below:

1. On the PA Response page, click the blue **Upload Attachments** button. See Figure 4.2-1.

![Figure 4.2-1: PA Response Page – Upload Attachments](image)

2. Drag, drop, or upload the additional attachments you wish to add.

3. Click **Upload Attachments**. See Figure 4.2-2.

![Figure 4.2-2: Add Attachments (Upload) Page](image)
4. An Attestation pop-up box appears that acts as a digital signature. Click the **Yes, I Attest** button to submit the PA. See *Figure 4.2-3*.

![Figure 4.2-3: Attestation Pop-Up Box](image)

### 4.3 Cancel PA

If you need to cancel an in-progress PA, follow the steps below:

1. On the PA Response, click the red **Cancel PA** button. See *Figure 4.3-1*.

![Figure 4.3-1: PA Response Page – Cancel PA](image)
2. To cancel a PA, simply click the **Cancel PA** button. See *Figure 4.3-2*.

![Figure 4.3-2: Cancel PA Page](image)

3. An Attestation pop-up box appears that acts as a digital signature. Click the **Yes, I Attest** button to submit the PA. See *Figure 4.3-3*.

![Figure 4.3-3: Attestation Pop-Up Box](image)

### 5.0 Adding Additional Information to a PA

To add additional information to an in-progress PA, follow the steps below:

1. Click the **Add Information to Existing PA** button on the PA landing page. See *Figure 5.0-1*.

![Figure 5.0-1: Add Information to Existing PA](image)
2. On the PA Response page, click the green **Add Information** button. See Figure 5.0-2.

![Figure 5.0-2: PA Response Page – Add Information](image)

3. Enter your authorization number and click **Search**. See Figure 5.0-3.

![Figure 5.0-3: Add Information Page](image)

4. Enter the additional information in the text box.
5. Click **Add Information**. See *Figure 5.0-4*.

![Figure 5.0-4: Enter in Additional Information Page](image)

6. An Attestation pop-up box appears that acts as a digital signature. Click the **Yes, I Attest** button to submit the PA. See *Figure 5.0-5*.

![Figure 5.0-5: Attestation Pop-Up Box](image)
6.0 Uploading Attachments

If you need to add additional documentation or attachments to an in-progress PA, follow the steps below:

1. Click the **Upload Attachments to Existing PA** button on the PA landing page.
   
   See *Figure 6.0-1*.

![Part 1](#)

2. Enter your authorization number and click **Search**. See *Figure 6.0-2*.

![Part 2](#)
3. On the PA Response page, click the green **Upload Attachments** button. See Figure 6.0-3.

![Figure 6.0-3: PA Response Page – Upload Attachments](image)

4. Drag, drop, or upload the additional attachments you wish to add.

5. Click **Upload Attachments**. See Figure 6.0-4.

![Figure 6.0-4: Add Attachments (Upload) Page](image)

6. An Attestation pop-up box appears that acts as a digital signature. Click the **Yes, I Attest** button to submit the PA. See Figure 6.0-5.

![Figure 6.0-5: Attestation Pop-Up Box](image)
7.0 Canceling a PA

If you need to cancel an in-progress PA, follow the steps below:

1. Click the **Cancel PA** button on the PA landing page. See **Figure 7.0-1**.

![Figure 7.0-1: Cancel PA](image)

2. Enter your authorization number and click **Search**. See **Figure 7.0-2**.

![Figure 7.0-2: Cancel PA Page](image)

3. The search results are now displayed. Click **Cancel**. See **Figure 7.0-3**.

![Figure 7.0-3: Display Results Page](image)
4. Click **Cancel PA**. See *Figure 7.0-4.*

![Figure 7.0-4: PA Response Page – Cancel PA](image)

5. A confirmation pop-up box appears. Click the **Yes, Cancel** button to cancel the PA. See *Figure 7.0-5.*

![Figure 7.0-5: Confirm Cancellation Pop-Up Box](image)