

# Tips for Successful Medication-Related Prior Auth Requests

*A few tips for submitting accurate prior auth requests & receiving timely responses*

## Have Accurate, Detailed Member Information Ready

1 You can find this information on the Blue KC member's ID card:

<b>Member ID Number</b>	<b>First Name</b>	<b>Zip Code</b>
<b>Date of Birth</b>	<b>Last Name</b>	

## Be Ready with Basic Drug Information

2 You will need the following information for your prior auth request:

<b>Drug Name</b>	<b>Day Supply</b>	<b>Therapy Date (if needed)</b>
<b>Quantity</b>	<b>New/On-going</b>	<b>Directions</b>

## Enter or Confirm Prescribing Physician Information

3 The following information may be entered or edited:

<b>Name</b>	<b>Address</b>	<b>Fax #</b>
<b>NPI</b>	<b>Work Phone</b>	

## Be Prepared to Answer Drug-Related Questions

4 During the prior auth process, you will be asked for information that will assist the pharmacist with review of the request. Questions may include (but are not limited to) topics such as:

<b>Patient's diagnosis</b>	<b>Diagnosis code</b>	<b>Previous therapies</b>
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## One Last Tip: Document the Assigned # of Your Prior Auth Submission







**EOC #** (pharmacy – commercial)   **Pass Key #** (pharmacy – MA/ACA)   **Auth #** (medical)

# Tips on Entering Information for Medication-Related PAs

*Some assistance with potential unfamiliar fields in Altruista/GuidingCare auth portal*

## Field/Selection

## Tip for Entering Information

Selecting Eligibility if More than One Option	Ensure the following fields reflect: Active Coverage Indicator - Y Product - Type: Medical Primary Contract Indicator - Y
Field: Referred by Provider	Same as Requesting Provider
Fields: Provider Name, Servicing Provider or Facility Provider	Code = <u>8 digit</u> Blue KC Provider ID Can search by name
Selecting Provider from Multiple Options	Can search by name, by provider code, NPI or Tax ID
Icon: 	Allows User to Search
Message: Use Down Arrow	Use the Down Arrow on your keyboard
Diagnosis Code	Use Decimal Points in Diagnosis Code
Icon: 	All messages found in the <u>Altruista/GuidingCare</u> auth portal remain internally to the portal and are not shared with external email
Icon: 	Listing of prior auth requests submitted through the <u>Altruista/GuidingCare</u> auth portal
Icon: 	Filtering options for prior auth request listing
Document Clinical	If listings are presented, select all that apply for each diagnosis code
Icon: 	Add notes regarding the associated clinical indication; blue reflects no notes currently exists
Icon: 	Update or review notes regarding the associated clinical indication; green reflects notes currently exists
Clinical Indication Definition	View definition of terms if a blue, underlined hyperlink appears with the term