# 1. Prior Authorization Gateway User Guide

## About the Prior Authorization Gateway

The Prior Authorization Gateway allows users to process a pharmacy direct submit prior authorization as well as create a prior authorization notification with the related patient and prescription information. A pharmacy direct submit prior authorization is initiated and completed in full by a pharmacy user. Alternatively, a prior authorization notification is associated to a TRX code that is delivered to a provider to retrieve and quickly submit an electronic prior authorization request from the Prior Authorization Gateway. The Prior Authorization Gateway is a web-based solution with no applications to install and can be accessed at **https://providerportal.surescripts.net/ProviderPortal/signin**.

## About This Document

The Prior Authorization Gateway User Guide provides information to assist users with the steps needed to create a pharmacy direct submit prior authorization and prior authorization notification. It includes details related to workflows and monitoring of prior authorization tasks. The intended audience of this document is any user that will have direct interaction with the application.

> **Note:** Any examples provided in this user guide do not include actual patient data.

# 2. Getting Started

## Browser Requirements

A web browser with JavaScript and session cookies enabled is required. Surescripts expects, but does not guarantee, performance on any up-to-date web browser or client/server web browser control. There may be compatibility issues if an older version of a browser is used. If compatibility issues occur, another browser or a later version should be used.

> **Note:** Please be aware that individual browser security settings may prevent the application from properly launching. The website surescripts.net may also need to be added as a “trusted site” for proper functioning.

## Registration and Signing In

Individual users must be registered before using the Prior Authorization Gateway. Provisioning of users is managed by Surescripts. Contact Customer Support at CustomerSupportPriorAuthorization@surescripts.com for information related to the registration process.

A username will be associated to an individual’s organization email. Each user will receive a welcome email with a link to create a password. A password reset can be done at any time for the user's associated email. Establishing a new password will be required on a 90-day interval. Passwords must be at least 10 characters long and contain:

- At least one uppercase letter
- At least one lowercase letter
- At least one special character
- At least one digit

Users are required to accept and adhere to the User Agreements Terms of Use and HIPAA Business Associate Agreement upon their initial sign in. The User Agreement may be changed at any time and users will be required to accept any changes before being allowed to sign in and use the Prior Authorization Gateway.

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# 3. Prior Authorization Use Cases

The Prior Authorization Gateway supports two use cases:

- Pharmacy direct-submit prior authorizations – pharmacy initiates and submits the prior authorization on behalf of the provider.
- Pharmacy prior authorization notification – pharmacy creates a notification that contains the necessary patient and prescription information to generate a TRX code that is delivered to the provider to complete the prior authorization.

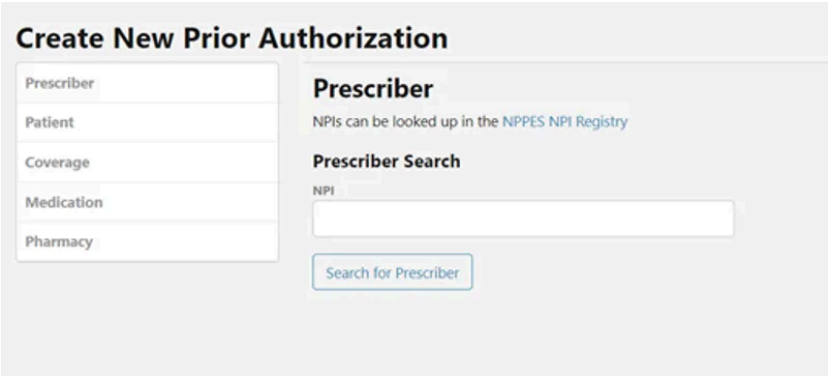
> **Note:** TRX codes are delivered to a provider to retrieve and quickly submit an electronic prior authorization from the Prior Authorization Gateway.

## Add New PA

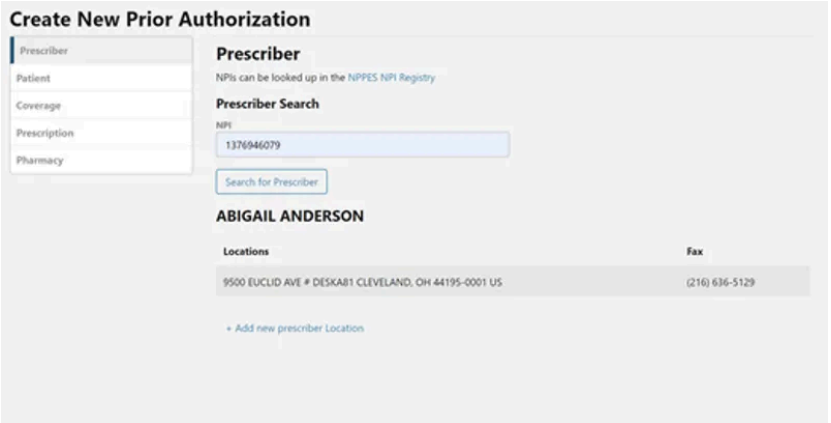
Each prior authorization use case begins by selecting **Add New PA** from the top navigation to enter the related prescriber, patient, and prescription information.

## Prescriber Search

Creating a new prior authorization begins with selecting the prescriber. The prescriber search requires an NPI. Users can access the **NPPES NPI Registry** to search by prescriber name to find the NPI.

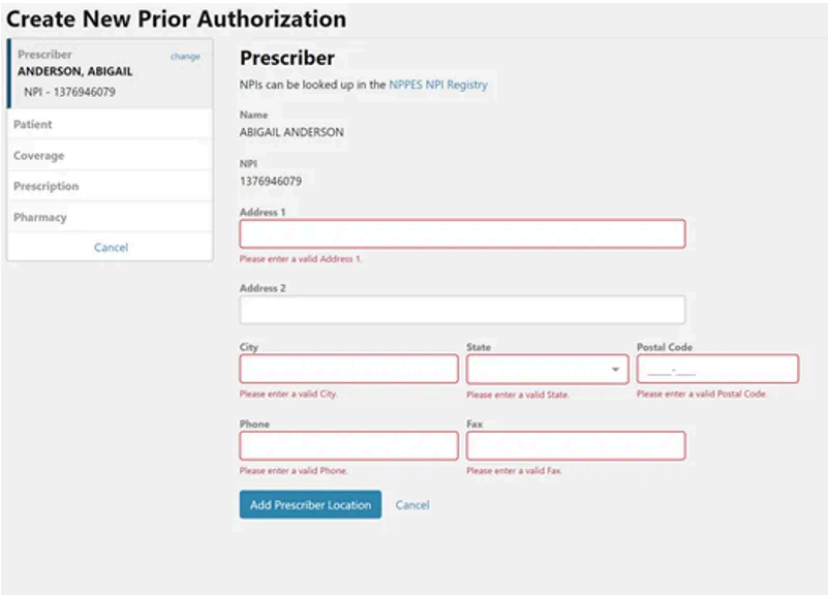



Users will enter the NPI and click **Search for Prescriber**. The prescriber location and fax number are then selected.



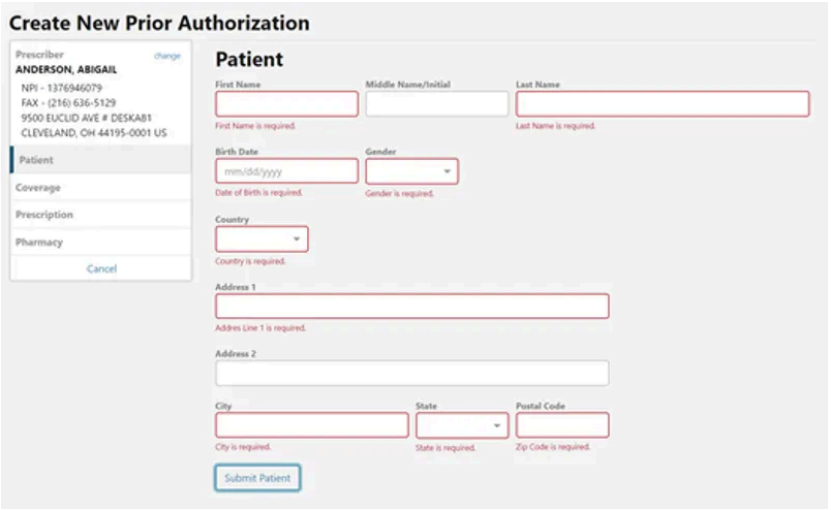
> **Note:** The fax number of the location selected will be used to deliver the Prior Authorization with the associated TRX code when creating a PA Notification.

If a location with an appropriate fax number is not listed, a new location can be added by clicking on **Add new prescriber Location**.

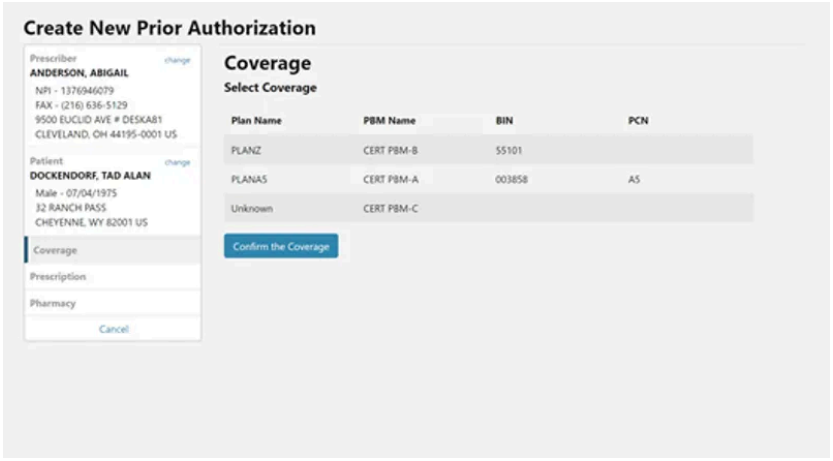



## Patient Search

Full demographic patient information is required to identify benefit coverage. Enter the required data fields and click **Search for Patient**.



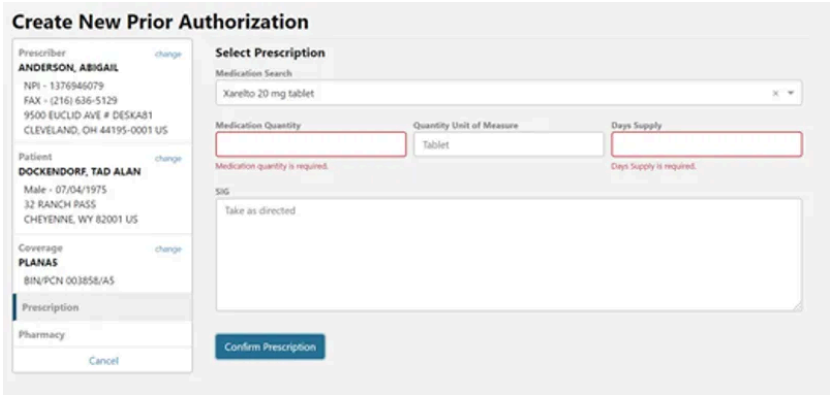

Coverage information for the patient will be returned. Select the Plan / PBM where the prior authorization will be processed and click **Confirm the Coverage**.




**Note:** If a patient has dual coverage, a list of each individual plan information will be displayed for selection. Users can manually enter benefit information when coverage is not found for the patient.

## Prescription Information

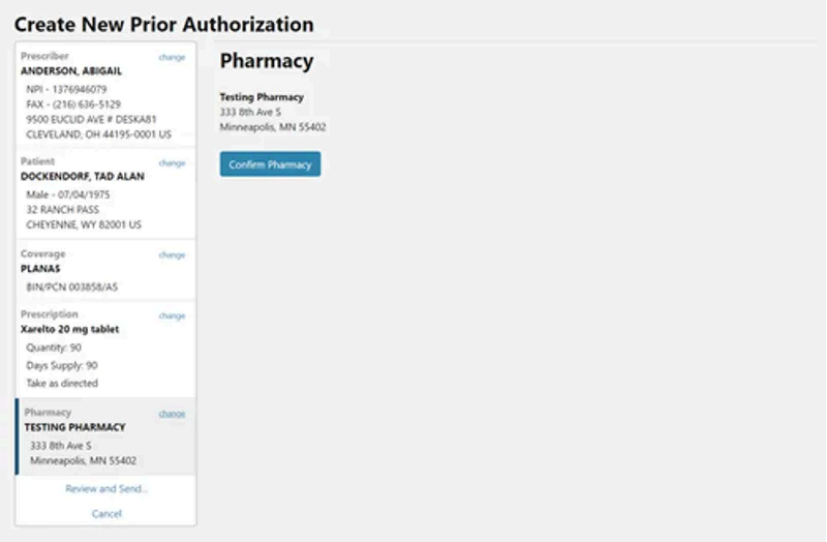
The Medication, Quantity, Days Supply, and SIG are required prescription information. Users can enter the medication name in the Medication Search to select.




The Quantity Unit of Measure will default based on the selected medication. The Quantity and Days Supply of the prescription can then be entered. The SIG is also required and can be updated. Click **Confirm Prescription** after the prescription information is entered.

## Pharmacy Information

Users are associated to at least one pharmacy. The pharmacies associated to the user will be available to select and assign to the prior authorization. If only one pharmacy is associated to a user, it will be selected by default and the pharmacy selection will be bypassed. The pharmacy associated to the prior authorization is displayed on the left navigation card.

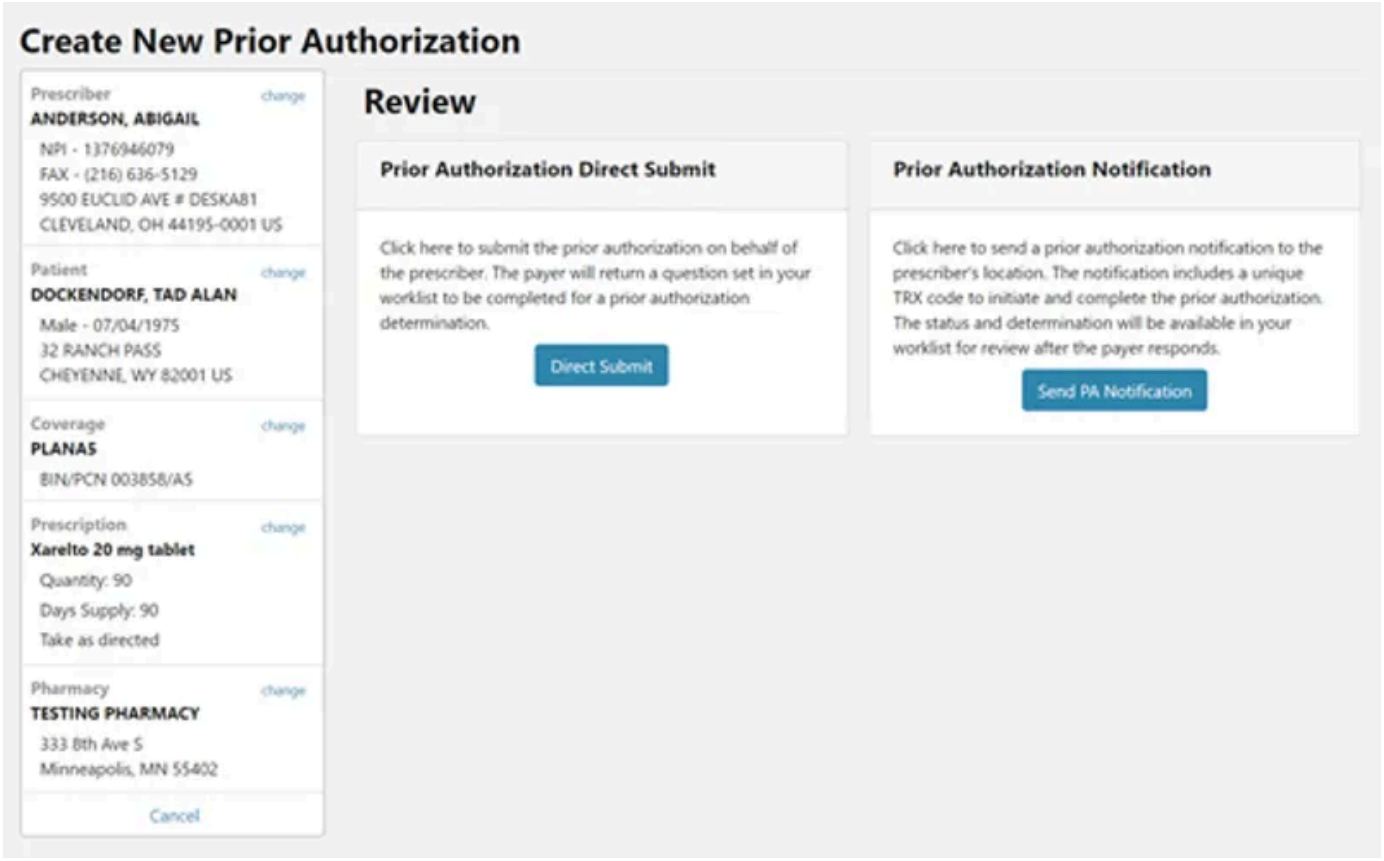



Users can click **Confirm Pharmacy** or select *Review and Send...* to continue to the final process of selecting the use case to use to initiate the prior authorization.

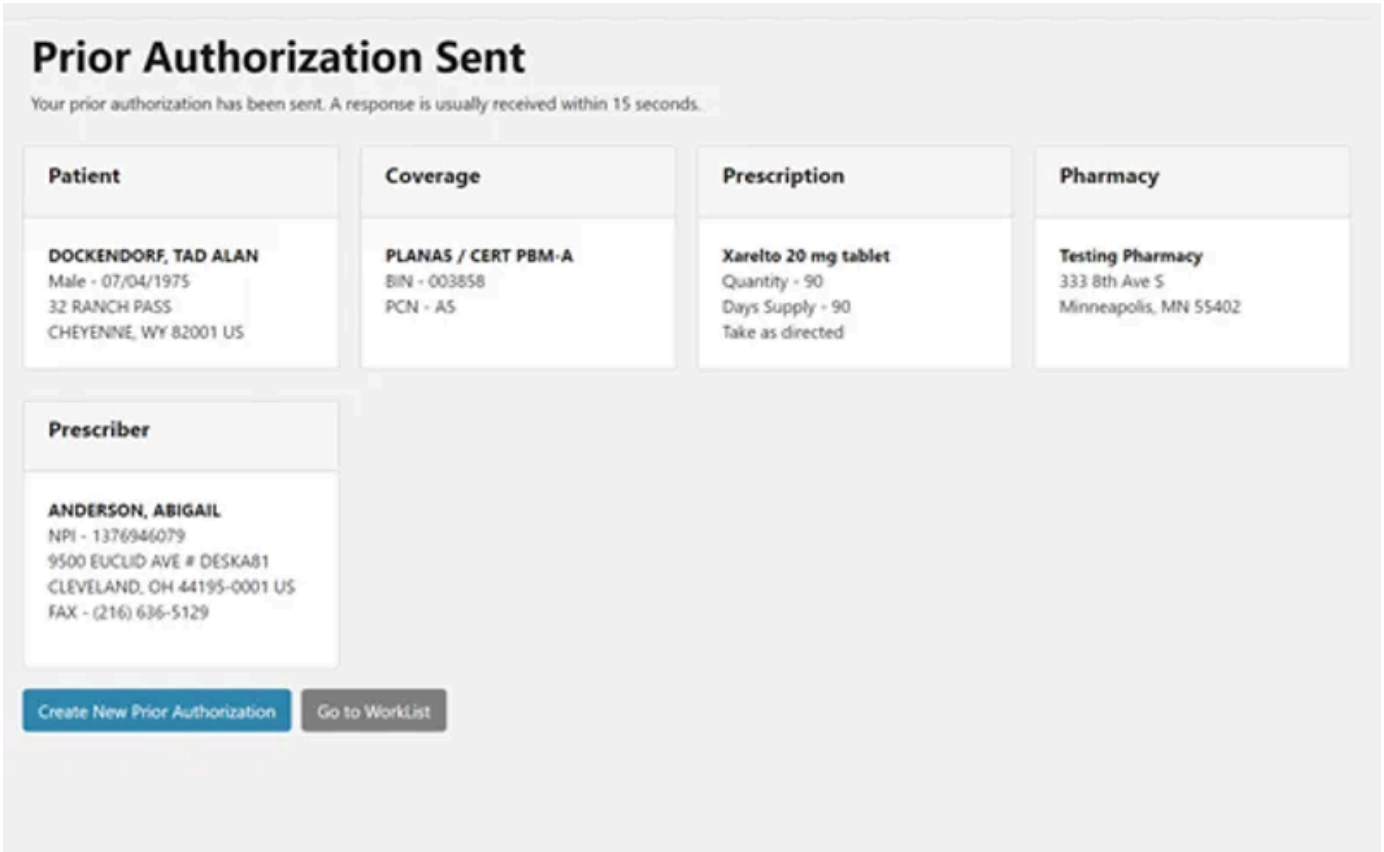
## Prior Authorization Review and Use Case Selection

Users will be required to select the use case for how the prior authorization will be initiated and processed.

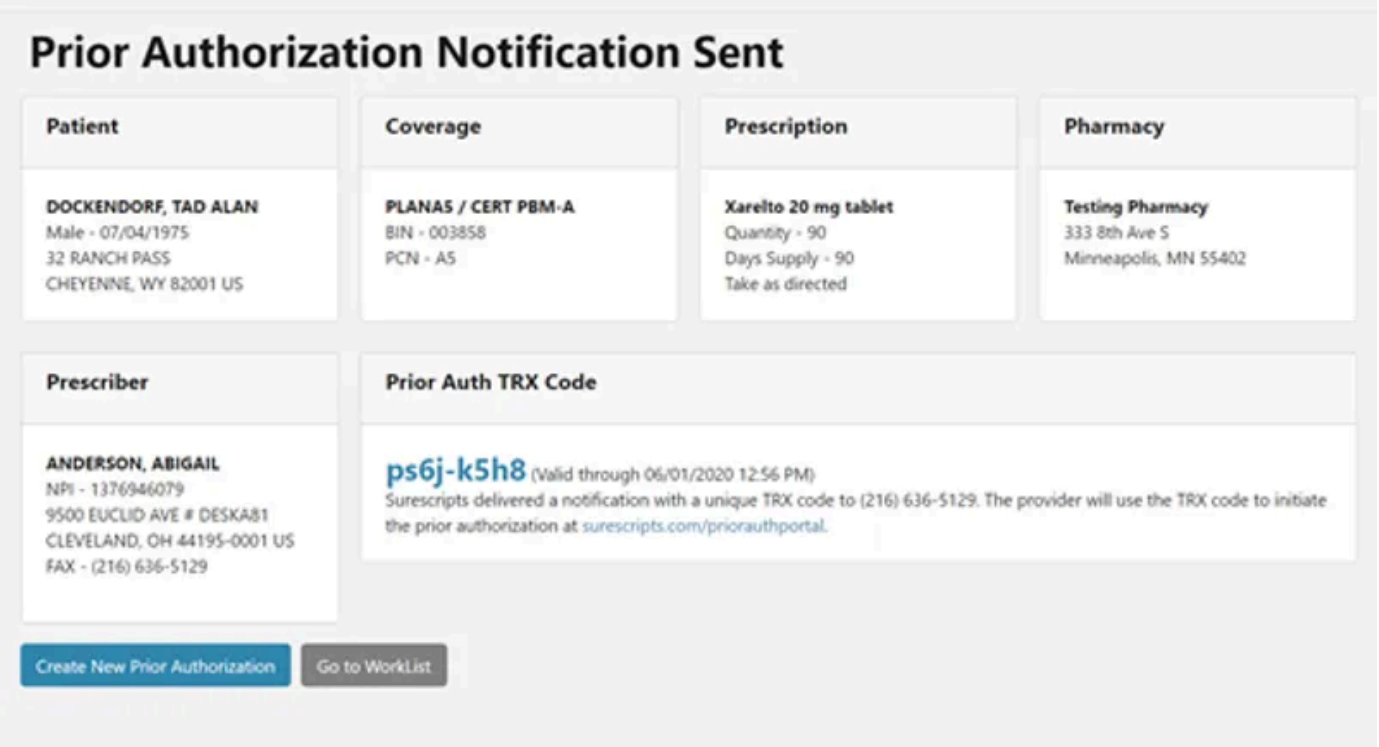
- **Direct Submit** – The pharmacy initiates, completes the required question set on behalf of the provider, and submits the prior authorization for a determination.
- **Send PA Notification** – The pharmacy creates a notification that contains the necessary patient and prescription information to generate a TRX code that is delivered to the provider's office to complete the prior authorization.




*Direct Submit Summary*



*Prior Authorization Notification Summary*




**Note:** TRX codes are faxed to a provider location and can be used to submit the electronic prior authorization. Provider users need to create an account in the Prior Authorization Gateway before they can use the TRX code to complete the prior authorization.

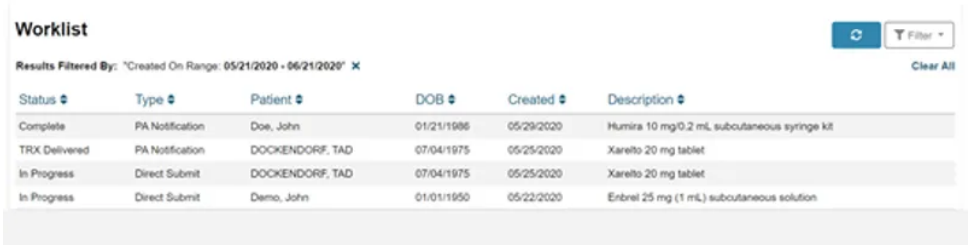
# 4. Accessing Prior Authorization Tasks

The worklist provides access to prior authorization tasks for review and completion. Users have access to all tasks under their pharmacy account.

## Worklist Access and Navigation

At login, users will be brought to their pharmacy account worklist. The worklist can be accessed any time by selecting **Worklist** on the top menu navigation.


The worklist provides access to all prior authorization tasks created with **Add New PA**.




## Worklist Filters

By default, the worklist is filtered on tasks with a create date within the last 30 days. Worklist filters can be updated for each worklist column by expanding the filter parameters shown below.

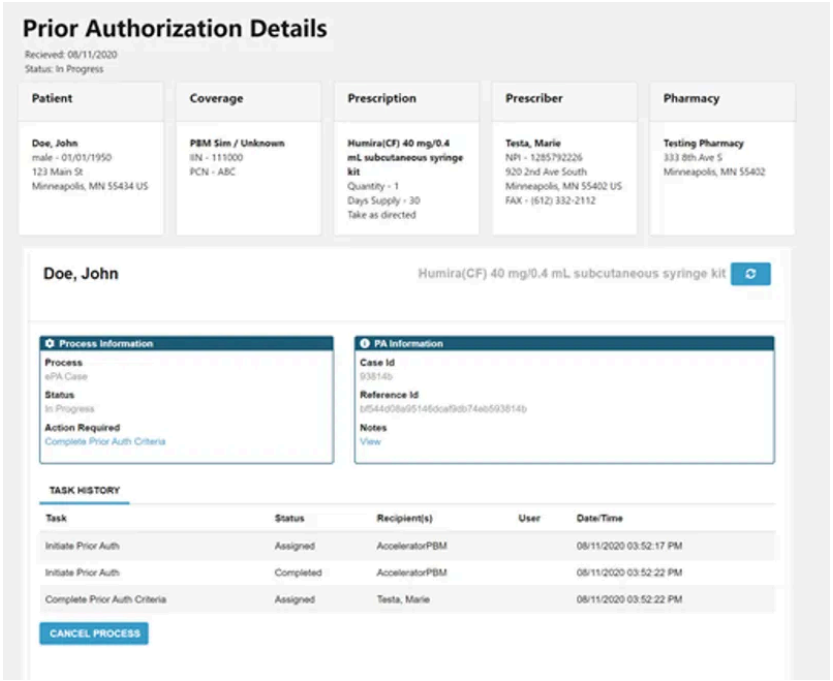

## Worklist Status

The status of a task from the worklist will vary based on the type of use case invoked to create the prior authorization.

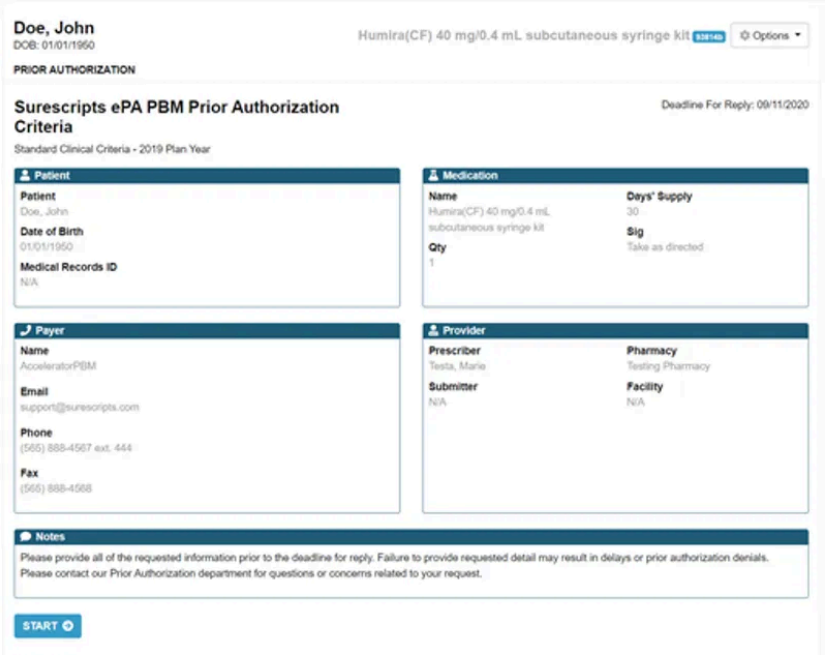
| Type (Use Case) | Status | Description |
|---|---|---|
| PA Notification | TRX Created | The TRX code has been created for the prior authorization but not yet delivered. |
| PA Notification | Fax Failed | The fax of the TRX code failed. |
| PA Notification | TRX Delivered | The fax of the TRX code was successfully delivered. |
| PA Notification | TRX Entered | The TRX code has been entered by the provider or their delegate to initiate the prior authorization. |
| PA Notification | In Progress | The prior authorization has been initiated by the provider or their delegate and is in progress. |
| PA Notification | Complete | A prior authorization determination has been made available. |
| Direct Submit | In Progress | The prior authorization has been initiated by a pharmacy user and is in progress. |
| Direct Submit | Complete | A prior authorization determination has been made available. |

## Processing Direct Submit Prior Authorization

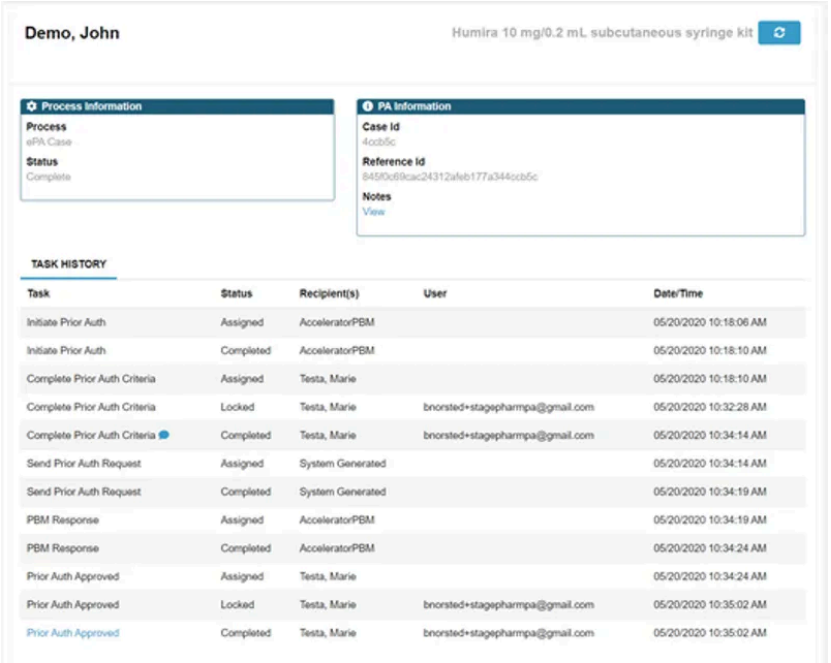
Direct submit prior authorization tasks are accessed from the worklist to process and complete. Selecting a task will open the details with an available **Action Required** link to **Complete Prior Auth Criteria**. Selecting the link will open the prior authorization criteria summary.




Opening the prior authorization criteria summary allows users to launch the prior authorization criteria question set by clicking **Start**. The question set is to be completed for a determination by the payer.

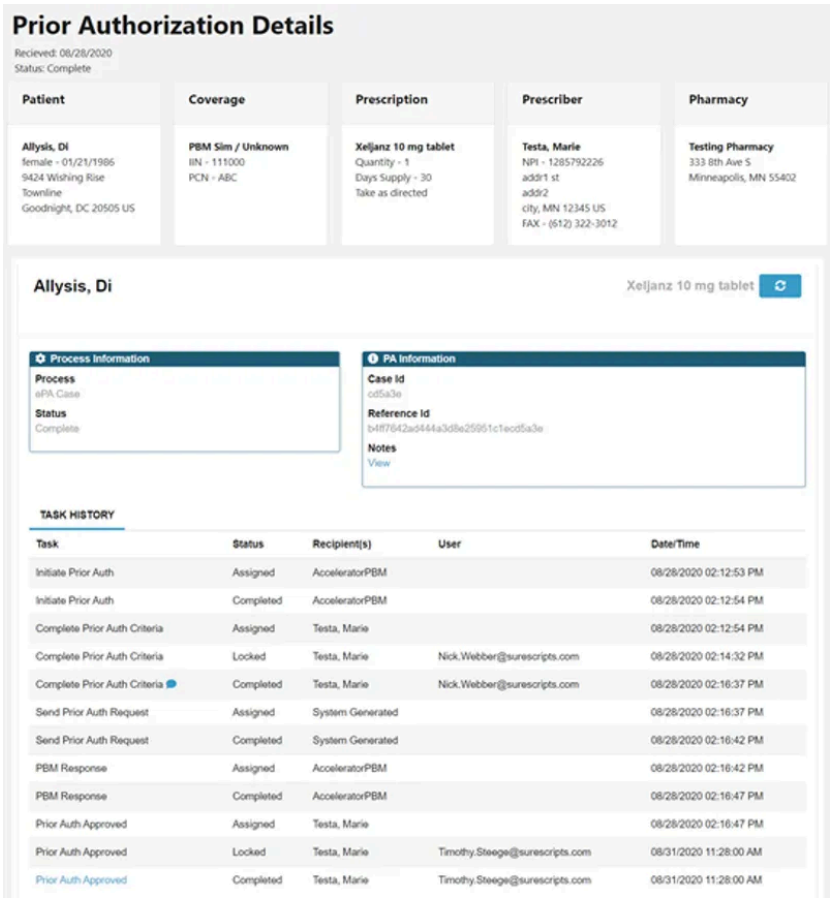



A determination will be returned after the prior authorization criteria is completed and sent. Prior authorization tasks with a status of Completed can be accessed from the worklist to view approval or denial details. The details of the determination can be accessed from the **Prior Auth Approved or Denied** link.




## Reviewing a Prior Authorization Notification

Prior authorization notification tasks are also accessed from the worklist. Selecting a task will open the details of the prior authorization with its task history. Users can review the progress and status of the prior authorization from task history.



# Prior Authorization Details

Recieved: 08/28/2020
Status: Complete

| Patient | Coverage | Prescription | Prescriber | Pharmacy |
|---|---|---|---|---|
| **Allysis, Di**<br>female - 01/21/1986<br>9424 Wishing Rise<br>Townline<br>Goodnight, DC 20505 US | **PBM Sim / Unknown**<br>IIN - 111000<br>PCN - ABC | **Xeljanz 10 mg tablet**<br>Quantity - 1<br>Days Supply - 30<br>Take as directed | **Testa, Marie**<br>NPI - 1285792226<br>addr1 st<br>addr2<br>city, MN 12345 US<br>FAX - (612) 322-3012 | **Testing Pharmacy**<br>333 8th Ave S<br>Minneapolis, MN 55402 |

**Allysis, Di** — Xeljanz 10 mg tablet

**Process Information**

**Process**
ePA Case

**Status**
Complete

**PA Information**

**Case Id**
cd5a3e

**Reference Id**
b4ff7642ad444a3d8e25951c1ecd5a3e

**Notes**
View

**TASK HISTORY**

| Task | Status | Recipient(s) | User | Date/Time |
|---|---|---|---|---|
| Initiate Prior Auth | Assigned | AcceleratorPBM | | 08/28/2020 02:12:53 PM |
| Initiate Prior Auth | Completed | AcceleratorPBM | | 08/28/2020 02:12:54 PM |
| Complete Prior Auth Criteria | Assigned | Testa, Marie | | 08/28/2020 02:12:54 PM |
| Complete Prior Auth Criteria | Locked | Testa, Marie | Nick.Webber@surescripts.com | 08/28/2020 02:14:32 PM |
| Complete Prior Auth Criteria | Completed | Testa, Marie | Nick.Webber@surescripts.com | 08/28/2020 02:16:37 PM |
| Send Prior Auth Request | Assigned | System Generated | | 08/28/2020 02:16:37 PM |
| Send Prior Auth Request | Completed | System Generated | | 08/28/2020 02:16:42 PM |
| PBM Response | Assigned | AcceleratorPBM | | 08/28/2020 02:16:42 PM |
| PBM Response | Completed | AcceleratorPBM | | 08/28/2020 02:16:47 PM |
| Prior Auth Approved | Assigned | Testa, Marie | | 08/28/2020 02:16:47 PM |
| Prior Auth Approved | Locked | Testa, Marie | Timothy.Steege@surescripts.com | 08/31/2020 11:28:00 AM |
| Prior Auth Approved | Completed | Testa, Marie | Timothy.Steege@surescripts.com | 08/31/2020 11:28:00 AM |

# 5. Frequently Asked Questions

Who should I contact if there is a question about the application?

A **Contact Customer Support** link is available at the bottom menu of the application. Select the link and complete the form with the required information. Someone from customer support will get back to you within 24 hours during standard business hours (Monday – Friday from 8 am – 5 pm CT).

# 6. Disclaimers

Prior Authorization Gateway User Guide

## Copyright

# 7. Document Change Log

## 2026-08-21

| Section Title | Change Description |
| --- | --- |
| N/A | N/A - Developer Portal - initial release |