Rx Prior Authorization Queue

This video will review how a claims professional can access Rx Prior Authorization requests in the VitalPoint® portal.

Once the claims professional is logged into the portal, they will need to access the pending transaction work queue by clicking on the prior authorization tile.

This will display a list of claims with pending medication transactions. The claim number and/or case number, claimant name, claims examiner's name, alert date and stage will be populated.

Filters can be applied to each column as needed to determine the priority of the claims and/or locate specific transactions.

The stage column will allow the claims professional to determine why the claim is in their work queue.

Pending is a work request that is awaiting decision by originally assigned recipient.

Forwarded indicates the original recipient sent the work request to another associate for decision but still wishes to receive reminder alerts.

Reassigned means the original recipient sent the work request to another associate for decision but does not wish to receive reminder alerts.

Assigned will be visible to the associate who received a forwarded and/or reassigned work request from another associate.

In Review means the work request has been acknowledged and placed on hold to suppress additional reminder emails.

The options list icon will provide access to the claimant details and/or allow the claims professional to remove transactions that require reassignment.

After reviewing the work queue, a claims professional can take action on a request by clicking on the claim number and/or case number or claimant's name hyperlink to view the claim information. A quick view can be displayed by clicking on the chevron icon.

Clicking on the chevron icon will expand the prior authorization request. Once expanded, the claim details and the details of the pending request will appear. There can be more than one medication decision needed on the claim.

The details of the prior authorization request will include the reason(s) for the request, decision considerations, Rx details and the Rx authorization decision recommendation panel. The process on how to complete an Rx prior authorization decision will be demonstrated in the VitalPoint® Rx Prior Authorization Recommendation video.