

INTRODUCING CHECK MY STATUS

Track Your Prior Authorization
Status with Check My Status



WHAT IS A PRIOR AUTHORIZATION?

A prior authorization (PA) is a requirement of your benefit plan to obtain a medical necessity decision to ensure that certain healthcare services, treatment plans, durable medical equipment or prescription drugs are medically necessary before you receive the services.

THE CHECK MY STATUS TRACKER PROVIDES YOU:

- Transparency into our PA process
- Updates on PA statuses online, minimizing the need for you to call customer service or your provider's office
- Convenient access to decision letters to view or print

HOW CAN I ACCESS CHECK MY STATUS?

The tracker is available behind *myBlueCross* login on AlabamaBlue.com or the [Alabama Blue mobile app](#). When you have opted-in to receive electronic notifications linked to the tracker, you will receive communication when your PA status changes (ex: received to pending to denied/approved). You will then be prompted to log in to *myBlueCross* to review the status change.

DOES CHECK MY STATUS RECORD ALL OF MY PA STATUSES?

All of your PA statuses will be visible within the tracker, including pharmacy, medical, behavioral health, imaging, genetic testing and more.

Log in or register at AlabamaBlue.com or download the mobile app to access Check My Status.



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