Authorization request results in the e-referral system for drugs covered under the medical benefit for Blue Cross PPO (commercial) members are different from other types of authorization request results. Here are some tips for understanding Blue Cross PPO (commercial) medical drug authorization results in the e-referral system.

**TIP 1: How to find the results of a medical drug authorization request you submitted.**

On the Find Referral/Authorization screen:

1. Search for the patient by entering the patient ID.
2. Click **Select** to choose the correct member.
3. Click the member’s name (in blue). (There may be many members listed under the same contract number. Look for the one you want.) Then click **Search**.
4. Click **All cases**, to see the cases associated with that patient for all providers, including your cases. Then click **Search**.
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TIP 1: How to find the results of a medical drug authorization request you submitted. (continued)

5. Look for the providers that have “Medical drug prior authorizations provider” after their names, in the Servicing Provider column.

6. Click the Reference ID (in blue) number to open the case — the number associated with the correct medical drug prior authorizations provider. That will open the Outpatient Authorization Details screen, where you’ll see the results of the authorization request.
**TIP 2: Look for the results of the authorization request.**

1. On the Outpatient Authorization Details screen, review the approval status at the top of the screen.

   - **Full approval:**
     - Reference ID: 007
     - Status: 4 - Partially Approved

   - **Partial approval:** Look for the approval information. Ignore the denial information.

   - **Denial:** If you are the provider who requested the prior authorization, refer to the appeal information in the denial letter you’ll receive.

2. For full and partial approvals, scroll down to see all the information in the Notes section, to find the details about the approved place of service and quantity and to see the vendor authorization number.

**TIP 3: Look for the approved place of service.**

- **Example: Office**

  - In the Service section, review the Place of Service.
  - Scroll down to the Notes section and review the explanation to see what that means.
TIP 3: Look for the approved place of service. (continued)

- **Example: Outpatient Hospital**

  - In the Service section, review the Place of Service.
  - Scroll down to the Notes section and review the explanation to see what that means.

- **Example: Other Unlisted Facility**

  - In the Service section, review the Place of Service.
  - Scroll down to the Notes section and review the explanation to see what that means.
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TIP 4: Look for the quantity approved.

- In the Service section, ignore the number of units.
- Scroll down to the Notes section and find the approved units.

Note: If more than one set of approved units is shown in the Notes, the one closest to the top is the correct one. In this example, 12 is the correct number of approved units.

Note: If the Notes show a quantity of 1, check the medical policy on that drug to determine to get the quantity restrictions.

TIP 5: Look for the Vendor Auth ID number.

In the Notes section, look for the vendor authorization number to use for billing.