

Job Aid

PRP-102 Letters

The Provider Portal allows pharmacy providers to download reports. This document provides the list of PA reports available (see Table 1: Provider Portal Pharmacy Reports), as well as the steps to search for the reports.

Table 1: Provider Portal Pharmacy Reports

Letter Name	Description
PA Letter – Prescriber – Appeal Decision Upheld	Notification letter sent to the provider indicating that the appeal decision has been upheld. This letter is printed and mailed to the provider; it is also available for viewing in the Provider Portal.
PA Letter – Prescriber – Approval	Notification letter sent to the provider on the PA request indicating approval of the requested prior authorization. This letter is printed and mailed to the provider; it is also available for viewing in the Provider Portal.
PA Letter – Prescriber – Denial	Notification letter sent to the provider when the prior authorization has been denied. The letter advises the provider of their right to request a reconsideration of the decision by mailing or faxing a reconsideration form to the MS Prior Authorization Operations offices. This letter is printed and mailed to the provider; it is also available for viewing in the Provider Portal.
PA Letter – Prescriber – Not Required	Notification letter sent to the provider indicating that a prior authorization is not required for the service indicated on the request.
PA Prescriber Faxback Request for Information	Faxback letter is faxed to providers when additional information is needed on the PA request. The letter includes the external text comments that specify the information that is needed.

Complete the following steps download the reports:

1. Navigate to the **Resources** tab, then click the **Report Download** tab or the **Report Download** hyperlink (see Figure 1: Resources Page).

Figure 1: Resources Page

The screenshot shows the top navigation bar with tabs: Home, Eligibility, Claims, Care Management, Patient Health History, Files Exchange, and Resources. The Resources tab is highlighted. Below the navigation bar is a search bar with options: Search Providers, Search Drug Code, Search Fee Schedule, Links, and Report Download. The Report Download option is highlighted. Below the search bar is a section for Provider Information: Provider Name (MISSISSIPPI DEPT- HEALTH PHARMACY), Location (000030330 - MISSISSIPPI DEPT- HEALTH PHARMACY), Role IDs (1861616757 (NPI)), and Taxonomy (333600000X-Pharmacy). Below the provider information is a Resources section with a list of links: Search Providers, Search Drug Codes, Search Fee Schedule, Links, and Report Download. The Report Download link is highlighted. A dashed arrow labeled 'OR' points from the Report Download link in the list to the Report Download option in the search bar.

2. Select the desired report, then click Search (see Figure 2: Report Download Panel).

Figure 2: Report Download Panel

The screenshot shows the Report Download Panel. The top navigation bar is the same as in Figure 1, but the Report Download tab is highlighted. Below the navigation bar is a search bar with options: Search Providers, Search Drug Code, Search Fee Schedule, Links, and Report Download. The Report Download option is highlighted. Below the search bar is a section for Provider Information: Provider Name (MISSISSIPPI DEPT- HEALTH PHARMACY), Location (000030330 - MISSISSIPPI DEPT- HEALTH PHARMACY), Role IDs (1861616757 (NPI)), and Taxonomy (333600000X-Pharmacy). Below the provider information is a Report Download section with a search form. The search form has a title "Report Download" and a note: "* Indicates a required field." Below the note is a text box with the instruction: "Enter your search criteria and click the Search button." Below the text box are two required fields: "*Report" and "*From Date". The "*Report" field is a dropdown menu with a list of options: PA Letter - Prescriber - Appeal Decision Upheld, PA Letter - Prescriber - Approval, PA Letter - Prescriber - Denial, PA Letter - Prescriber - Not Required, and PA Prescriber Faxback Request for Information. The "*From Date" field is a date picker with the date 07/03/2022. Below the search form is a Search button. The Search button is highlighted.

3. The letter opens in a new window (see Figure 3: Letter).

Figure 3: Letter

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MISSISSIPPI DIVISION OF
MEDICAID

July 20, 2021

UNIV HOSP AND CLINIC PHARMACY | Prescriber ID: 1932144342
2500 N STATE STREET
JACKSON, MS 39216

Dear MARY,

APPROVED

Your 07/20/2021 request for Prior Approval has been approved.

Details about this Request	
Member: GATES TILES	Drug Name: MOTRIN 800 MG TABLET
DOB: 03/24/1967	Tracking #: 5220190001
Medicaid ID #: 409762265	Prior Authorization #: 5220190001
Dates of Approval: 07/20/2021 - 01/20/2022	Quantity/Days Supply Approved: 30/334

If you have questions regarding this approval, please call 1-877-537-0722, and refer to Tracking number 5220190001.

Sincerely,
Division of Medicaid

Change History

The following change history log contains a record of changes made to this document:

Version #	Published/ Revised	Author	Section/Nature of Change
0.1	08/13/2021	Gainwell	Initial Submission (Gainwell21.DDI.0232)
0.2	09/29/2021	Gainwell	Revised based on feedback (Gainwell21.DDI.0258)
0.3	10/08/2021	Gainwell	Revised based on feedback (Gainwell21.DDI.0266)
0.4	10/25/2021	Gainwell	Revised based on feedback (Gainwell21.DDI.0277)
0.5	11/17/2021	Gainwell	Revised based on feedback (Gainwell21.DDI.0287)
1.0	11/23/2021	Gainwell	Finalized per State acceptance
1.1	07/12/2022	Gainwell	Updated for Go Live (Gainwell22.DDI.0091)