

## 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	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	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	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	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 to download the reports:

1. Navigate to the **Resources** tab, select **Report Download** tab or the **Report Download** Hyperlink.



The screenshot shows the Provider Portal interface. At the top, there is a navigation bar with tabs: Home, Eligibility, Claims, Care Management, Patient Health History, Files Exchange, and Resources. The Resources tab is highlighted with a green box. Below the navigation bar, there is a search bar with options: Search Providers, Search Drug Code, Search Fee Schedule, Links, and Report Download. The Report Download link is highlighted with a blue box. Below the search bar, there is a section for Resources. On the left, there is a sidebar with a list of links: Search Providers, Search Drug Codes, Search Fee Schedule, Links, and Report Download. The Report Download link is highlighted with a blue box. A dashed arrow points from the Report Download link in the sidebar to the Report Download link in the search bar, with the word 'OR' written across the arrow.

2. Select the desired report, then select **Search**

**Figure 1: Report Download Panel**

Home | Eligibility | Claims | Care Management | Patient Health History | Files Exchange | Resources

Search Providers | Search Drug Code | Search Fee Schedule | Links | **Report Download**

Resources > Report Download

**Provider Name** MISSISSIPPI DEPT- HEALTH PHARMACY      **Role IDs** 1861616757 (NPI) ▼  
**Location** 000030330 - MISSISSIPPI DEPT- HEALTH PHARMACY      **Taxonomy** 333600000X-Pharmacy

**Report Download**

\* Indicates a required field.  
Enter your search criteria and click the **Search** button.

\***Report** ▼  
 \***From Date** 07/03/2022

PA Letter - Prescriber - Appeal Decision Upheld  
 PA Letter - Prescriber - Approval  
 PA Letter - Prescriber - Denial  
 PA Letter - Prescriber - Not Required  
 PA Prescriber Faxback Request for Information

**Search**

3. The letter opens in a new window.

**Figure 2: Letter**



## Change History

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

Version #	Published/ Revised	Author	Section/Nature of Change
1	07/30/2021	Gainwell	Initial Submission
1.2	6/2/2023	Gainwell	Updated providers display to show CCO information based on CR1925