

## 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 'Resources' page with a top navigation bar containing 'Home', 'Eligibility', 'Claims', 'Care Management', 'Patient Health History', 'Files Exchange', and 'Resources'. Below the navigation bar is a search bar with options for 'Search Providers', 'Search Drug Code', 'Search Fee Schedule', 'Links', and 'Report Download'. The 'Report Download' link is highlighted in green. Below the search bar 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 also highlighted in green. A dashed arrow labeled 'OR' points from the 'Report Download' link in the left sidebar to the 'Report Download' link in the top navigation 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 with a top navigation bar containing 'Home', 'Eligibility', 'Claims', 'Care Management', 'Patient Health History', 'Files Exchange', and 'Resources'. Below the navigation bar is a search bar with options for 'Search Providers', 'Search Drug Code', 'Search Fee Schedule', 'Links', and 'Report Download'. The 'Report Download' link is highlighted in green. Below the search bar is a 'Resources > Report Download' breadcrumb. Below the breadcrumb is a 'Report Download' section with a search form. The form includes a '\* Report' dropdown menu, a '\* From Date' field with a calendar icon, and a 'Search' button. The dropdown menu is open, showing a list of report types: '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 'Search' button is highlighted in green.

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	
<b>Member:</b> GATES TILES	<b>Drug Name:</b> MOTRIN 800 MG TABLET
<b>DOB:</b> 03/24/1967	<b>Tracking #:</b> 5220190001
<b>Medicaid ID #:</b> 409762265	<b>Prior Authorization #:</b> 5220190001
<b>Dates of Approval:</b> 07/20/2021 - 01/20/2022	<b>Quantity/Days Supply Approved:</b> 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	07/03/2021	Gainwell	Draft submission