

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

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.

HOW CAN I ACCESS CHECK MY STATUS?

The tracker is available behind login at AlabamaBlue.com/CheckMyStatus 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). Follow the prompt to log in and review the PA status change.

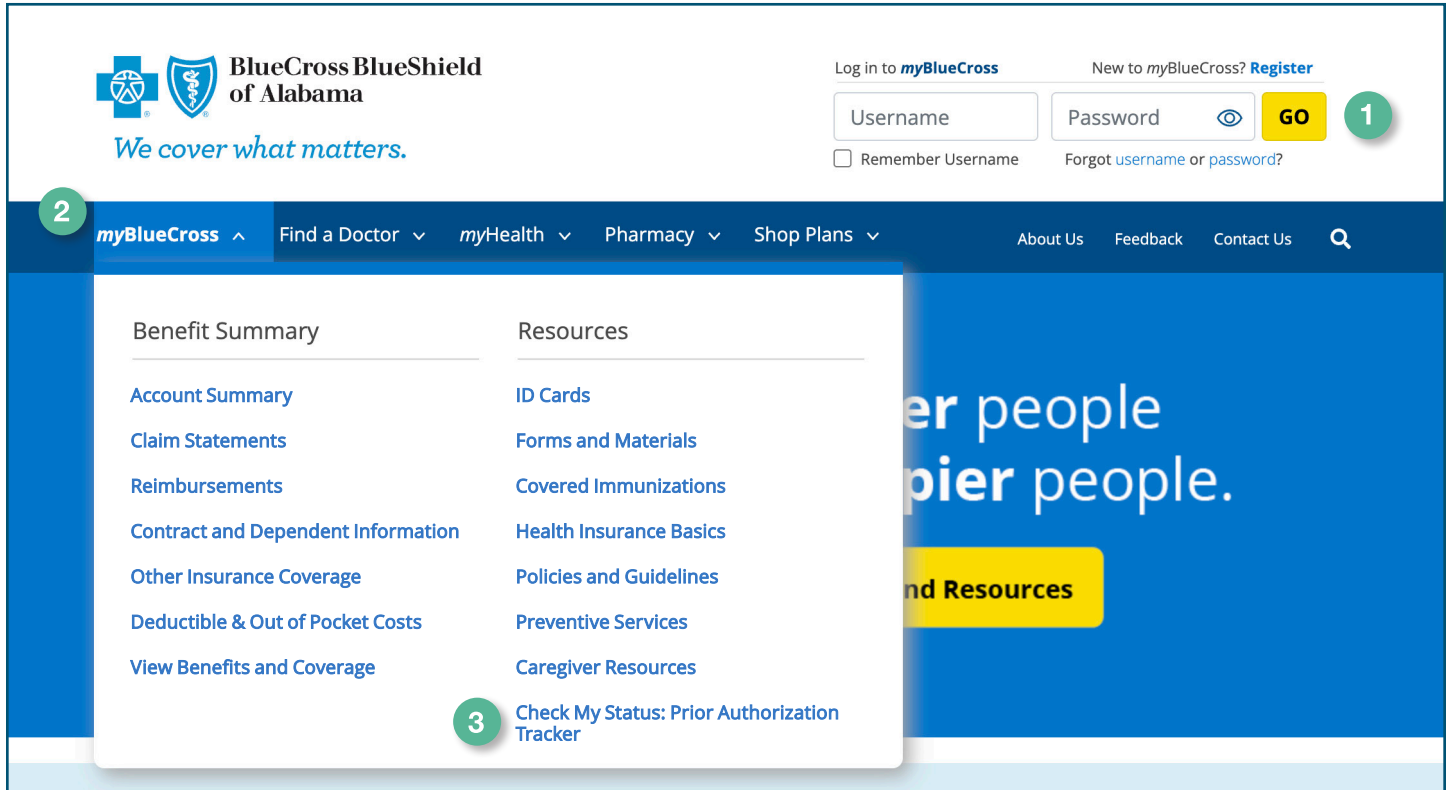


Access **Check My Status** in the **Alabama Blue mobile app**.



Continued on the back is additional information regarding how to access the tool and check your prior authorization statuses. ►

HOW TO ACCESS AND UTILIZE CHECK MY STATUS



1 Log in or register for myBlueCross at [AlabamaBlue.com](https://alabamablue.com).

2 Click on the myBlueCross dropdown.

3 You will find the **Check My Status: Prior Authorization tracker** at the bottom of the Resources menu.

4 View the status of your prior authorization.

