

# 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](http://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.



**BlueCross BlueShield  
of Alabama**

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

The screenshot shows the BlueCross BlueShield of Alabama website. At the top, there is a logo for BlueCross BlueShield of Alabama with the tagline "We cover what matters." To the right, there are links for "Log in to myBlueCross" and "New to myBlueCross? Register", a "Username" field, a "Password" field with an "Eye" icon, a "GO" button, and a "Forgot username or password?" link. A green circle with the number "1" is in the top right corner. The main navigation bar includes links for "myBlueCross", "Find a Doctor", "myHealth", "Pharmacy", "Shop Plans", "About Us", "Feedback", "Contact Us", and a search icon. A green circle with the number "2" is next to the "myBlueCross" link. A sidebar on the left contains links for "Benefit Summary", "Account Summary", "Claim Statements", "Reimbursements", "Contract and Dependent Information", "Other Insurance Coverage", "Deductible & Out of Pocket Costs", and "View Benefits and Coverage". A green circle with the number "3" is next to the "Check My Status: Prior Authorization Tracker" link. The main content area features a large blue banner with the text "Cover people. Cover people." and a yellow button labeled "Find Resources".

- 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.

The screenshot shows the "Check My Status: Prior Authorization Tracker" page. The title is "Check My Status: Prior Authorization Tracker". A sub-section titled "Prior Authorization Frequently Asked Questions" is present. The page includes a "Selected Contract" dropdown set to "Medical (BEG123456789)", a "Displaying 1 out of 1" indicator, a "Sort by" dropdown set to "Newest to Oldest", and an "ADVANCED FILTERS" button. A "Reset Filters" link is also visible. The main content area shows a table for "Genetic Laboratory Testing" with a status of "Approved". A message states: "This health service has been authorized. You may now reach out to your pharmacy or provider to schedule service." The table includes columns for "Date Requested" (7/23/24), "Requesting Provider" (John Smith), "Member" (Gardner Doe), and "Prior Authorization #" (123456789). A link "Initial Decision Letter" is provided. At the bottom, a timeline shows "Received", "Pending", and "Decision" with the "Decision" step highlighted. A green circle with the number "4" is in the bottom right corner.