



TransparentPA – Electronic Prior Authorization (ePA) Portal FAQs

What is TransparentPA?

TransparentPA is a web-based self-service prior authorization & pre-certification portal that allows physicians and health plans to submit and manage authorization requests or renewals on behalf of members. Hosted on the Google Cloud infrastructure, TransparentPA provides end-to-end encryption and is HIPAA compliant.

How does this portal keep healthcare information safe?

All demographic and patient information is protected by our Privacy Policy and used only to assist with completing ePA requests for patients. Individually identifiable patient data is not shared with any other party, including our clients.

We work hard to take every step necessary to protect health-related data. All information transferred to and from TransparentPA is encrypted through SSL (Secure Sockets Layer) technology, up to and above the industry standard. Our servers are backed up and managed securely, among other safeguards. Also, our Terms of Service comply with various insurance plan rules, including Medicare, Medicaid, and HIPAA guidelines.

Is the TransparentPA Portal free to use?

Yes, this authorization portal is free for healthcare providers and pharmacists through support from health plans, PBMs, and pharmaceutical manufacturers. These organizations support the use of electronic prior authorizations (ePAs) to increase efficiency, accelerate therapy distribution, as well as other positive factors that impact patient medication adherence and improve outcomes.

How do I create an account and what are the requirements to use ePA?

TransparentPA requires a Gmail (Google Email) account. Upon selection of a form and/or prescription drug name from the “New Prior Authorization” drop-down menu, you will be prompted to log in to your Gmail account or be provided a link to create a free Gmail account.

The portal captures my personal Gmail account and I do not want my personal information tied to anything patient-related due to HIPAA privacy. Is there something else I can do to prevent this issue?

Yes, please create a free Gmail account for your practice to use for TransparentPA, just as you would set up a new username and password for other ePA portals.



Is it possible to use one Gmail account to complete PA requests for multiple patients?

Yes, one Gmail account can be used to submit multiple requests for different patients and medications.

How will I be notified of the determination for my request?

A Gmail account is only required to access the forms in TransparentPA. After you have accessed the form, you will enter an additional email address to which you would like to receive the determinations. This email is not required to be a Gmail account. This email can also be the same Gmail address you used to access the forms, if necessary. These emails are included in the end-to-end encryption and HIPPA compliance.

How can I get other providers engaged in this ePA Portal and where can I direct them to get started?

Simply advise providers to visit <https://transparentpa.com> or they may call us at 866-499-1940, option 1 for Member Support, for more information.

How does ePA know what questions to ask for each medication and/or patient?

Each form uses skip logic, or branching, to create custom paths for providers to answer specific patient or prescription drug questions based on their responses to previous questions.

If you are somehow not able to access the PA Form or see "This form is currently not accepting responses" ...

The best way to troubleshoot is to try in a different browser, try to open the Form in the Incognito Window of your browser, or simply clear your browser cache and cookies. This should solve the issue at hand.