Medical Pharmacy Solutions Portal

A step-by-step guide to our secure provider portal at GatewayPA.com

At Prime Therapeutics, we're committed to delivering quality service and providing the tools and resources you need to make the most informed decisions. Our secure provider portal helps make it easy for you to request and view prior authorizations (PAs) for medications we help manage — all with faster processing and greater efficiency.

Step 1

Visit GatewayPA.com and log in with your email address and password.

Please note: The online portal is to be used for non-urgent prior authorization requests only, and is compatible with Google Chrome, Microsoft Edge and Mozilla Firefox.

Step 2

Select "Request Prior Authorizations" to start a request. This will open a new tab in your browser, making it easy to return to the homepage.

Step 3

Review the steps required to submit a PA and click "Continue." Enter all requested information and click "Next." Confirm the member information and choose the ordering provider information. There is also an option to identify an alternative rendering provider if different from the ordering provider. Select the place of service from the dropdown box and click "Continue".
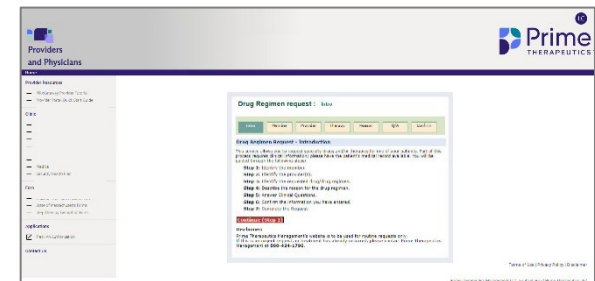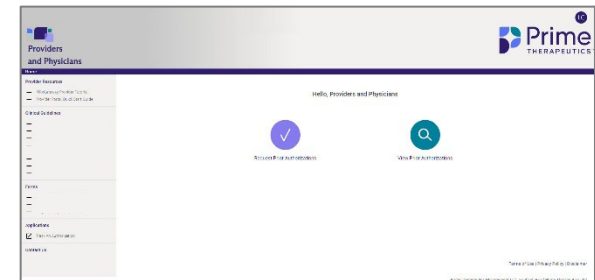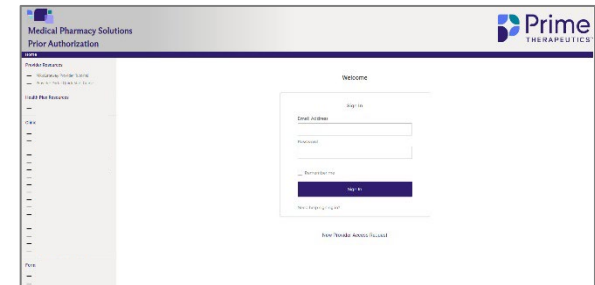
Step 4

Search for the drug by brand name, generic name or procedure code, and then click "Search." Choose the right therapy name and click "Continue." Enter the diagnosis code (ICD-10), member height and weight and anticipated start date (if known). Then click "Continue."

Step 5

Confirm the medication and respond to the medication-specific questions as thoroughly as possible. Click "Next" to confirm that the information is accurate. Upload any clinical support documents as appropriate, and then click "Submit."

If the PA request is approved, you'll see a confirmation screen that will show an authorization number and details. If the request is not approved, you'll see a screen that states additional clinical review is required, and a representative may reach out for further details.
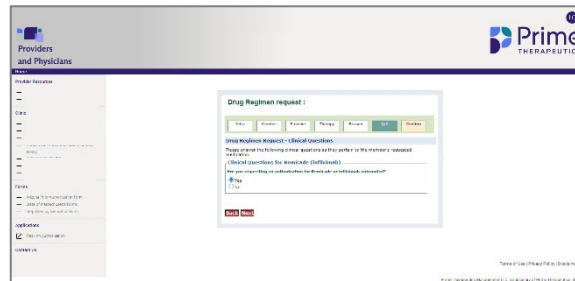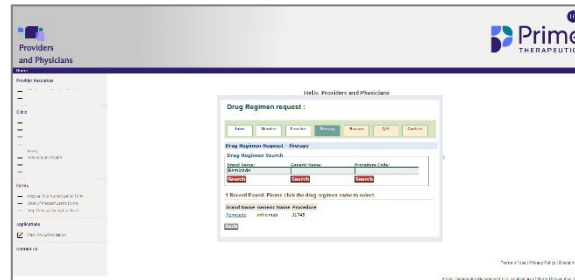
Viewing authorizations

Select "View Prior Authorizations" on the homepage to see the status of PAs for your practice.

You may search by member name, member ID, a specific authorization number or a date range of authorization requests. You may also view a report of all the PAs for your practice.

Need help?
Email **ProviderInquiry@PrimeTherapeutics.com** for support.