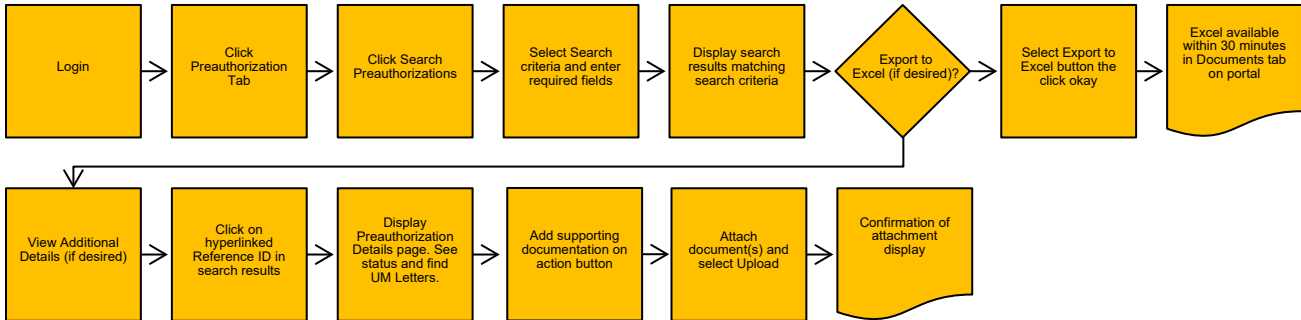




Search and View Preauthorization


Quick Reference Guide (QRG)

This Quick Reference Guide (QRG) will provide an overview of the steps needed to Search and View Preauthorizations, including determination letters, on the Provider Portal.



Let us look at the steps in detail for the Search and View Preauthorization process.

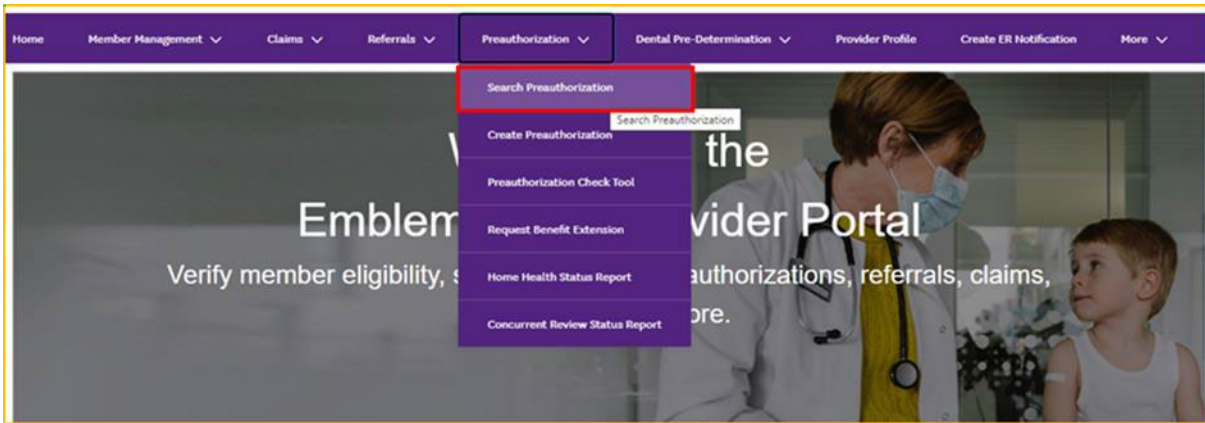
Purpose: To Search and view Preauthorization.




Step 1:

To search for a previously created preauthorization in the Provider portal:

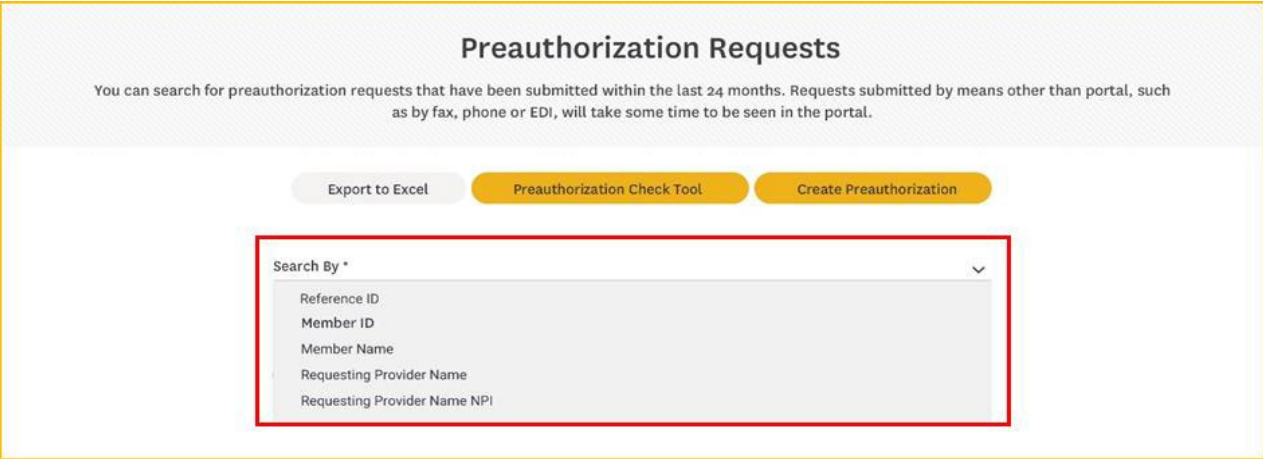
1. From the menu, click **Preauthorization**.
2. From the dropdown list, select **Search Preauthorization**.





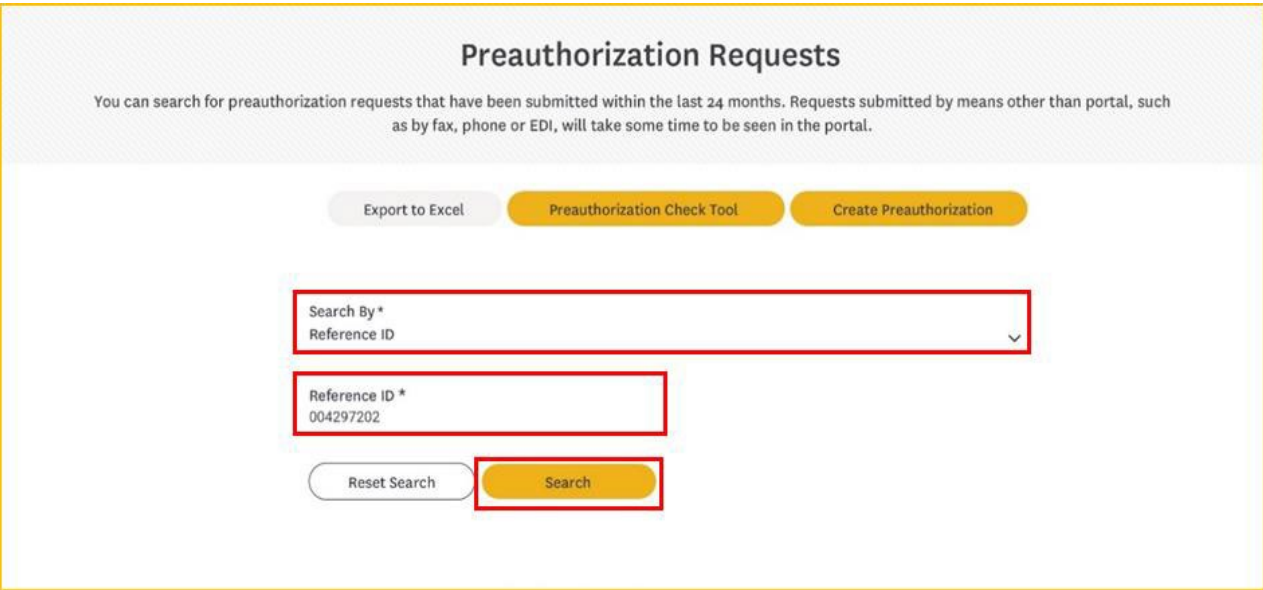
Step 2:

1. In the **Preauthorization Requests** screen, you can search for a previously created preauthorization by **Reference ID, Member ID, Member Name, Requesting Provider Name, and Requesting Provider NPI**.
Note: For this example, we will use **Reference ID**.



Step 3:

- To search by Reference ID:
1. In the **Search By** field, select **Reference ID**.
 2. In the **Reference ID** field, enter the Reference ID.
 3. Click **Search**.





Step 4:

1. The search results display.
2. Click the **Reference ID** from the search result to view the Preauthorization Details.

Note: The status of the request can be Pending Decision, Denied, Fully Approved, Partially Approved, or Voided. Status definitions can be found in the bottom of the Preauthorization details page.

Filter By !

Reference ID	Preauthorization Type	Member ID	Member Name	Requesting Provider Name	Servicing Provider Name	Service Start Date	Se
004297202	Inpatient	K1000887201	Davis, John	Lee, Jason	Brown, Scott	01/16/2019	02
005267292	Inpatient	K1000887201	Davis, John	Brown, Linda	Baker, James	02/16/2019	02
005297209	Inpatient	K1000887201	Davis, John	Jager, Josh	Kirby, Kirk	02/20/2019	02
002317891	Inpatient	K1000887201	Davis, John	Sanders, Ben	Williams, Sarah	02/26/2019	02
002397213	Inpatient	K1000887201	Davis, John	Lewis, Robert	Carter, John	02/27/2019	02

Total Records: 5 < Showing 1-5 >



Step 5:

On the Preauthorization Details page you can:

- See the review's status.
- Expand sections with an ">" to see available details.
- See utilization review letters in the UM Letters section.
- Click **Ask a Question** to go to the Message Center to ask a question about your preauthorization request.
- Click **Add Supporting Documentation** to add records or other information needed for a preauthorization request or concurrent review.

Preauthorization Details

Reference ID	[Redacted]	Status	Fully Approved	Preauthorization Type	Date Submitted
Submission Source	Web Portal	Member Name	[Redacted]	Outpatient	08/02/2023
Gender	Male	Plan Name	HP HMO PREFERRED w/ DHE FON (SOC)	Member Date of Birth	[Redacted]
		Product Type	Commercial HMO	Member ID	[Redacted]
Coverage End Date	12/31/9999	Coverage Start Date	08/01/2020		

Back to Search
Print Preauthorization
Ask a Question
Add Supporting Documents

i Preauthorization approval is not a guarantee of payment. Payment is subject to a member's eligibility for benefits on the date of service. Emergency services do not require a preauthorization.

- > Member Information
- > Requesting Provider
- > Additional Provider Information
- > Servicing Facility
- > Primary Diagnosis Information
- > Service Details
- > Created By
- > Provider Submitted Documents
- > UM Letters

Status Description

Pending Decision - The case is in pending status due to missing information.

Denied - The case was denied based on the medical review.

Fully Approved - This case has been approved with no lines pending medical review.

Partially Approved - This case is partially approved with a few lines pending medical approval.

Voided - This case has been voided.