

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.



- 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.





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.

You can search for preauthorization requests that have been submitted within the last 24 months. Requests submitted by means other than portal, such as by fax, phone or EDI, will take some time to be seen in the portal.		F	reauthorization Re	quests	
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- 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.

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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 >

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.

	Preau	thorization De	tails	
	Reference ID	Status Fully Approved	Preauthorization Type Outpetient	Date Submitted 08/02/2020
	Submission Source Web Portal	Member Name	Hember Date of Birth	Member ID
\checkmark	Gonder Male	Plan Name HRP HMC PREFERRED w/ DME PDN (SOC)	Product Type Commercial HMO	Coverage Start Date OB/07/2000
	Coverage End Date 10/37/9899			
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Requesting Provider				
> Additional Provider In	formation			
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	e is in pending status due to m	ssing information.		
Primary Diagnosis Info Service Details Created By Provider Submitted Do INI Letters Status Description Pending Decision - The case Defined - The case was derived and the case was derived and the case was derived - The case	ermation ocuments e is in pending status due to mi ed based on the medical revie	ssing information.		
Primary Diagnosis Info Service Details Created By Provider Submitted De DH Letters Status Description Pending Decision - The case Denied - The case base deci Fully Approved - This case Partially Approved - This case	e is in pending status due to m ed based on the medical revie has been approved with no line se is partially approved with no line	ssing information, s s pending medical review. Two lines pending medical review.	2724L	

