Secure Web Portal
Check Status of an Authorization

1. To check status via Authorization or Web Reference ID Number:
   Click ‘Authorizations’ tab on the header (providers can search for the member’s authorization by entering the authorization or web reference ID number into the search box).

   Authorization Home Page:
   - List of members
   - Status of authorizations
   - Start and end date of authorization
   - Diagnosis code
   - Authorization type
   - Service

2. To view Authorization details:
   Click on the authorization number or member’s name.

3. In the Authorization detail view:
   Provider can hover over each line item to view details of the member’s authorization diagnosis and procedure codes.

4. To check status via Member’s ID or Last Name & Member’s Date of Birth:
   Click ‘Eligibility’ tab on the header. Enter member’s ID or last name and member’s DOB into the Quick Eligibility Check search box (providers must remember to select correct product for member before entering member’s information).
5. To view Eligibility information:
   Click on the member’s name.

6. To view Authorizations for this member in the Eligibility Detail Screen:
   Click ‘Authorizations’.

7. Authorizations for member will populate.
   Providers can click on the authorization number.

For help or questions, please contact Provider Services at 1-877-391-5921.