

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*).

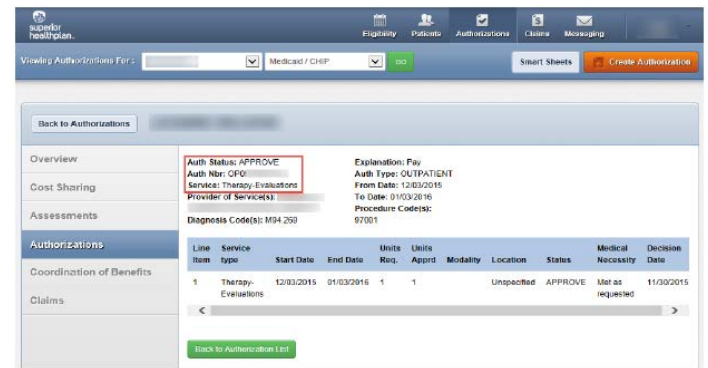
Authorization Home Page:

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



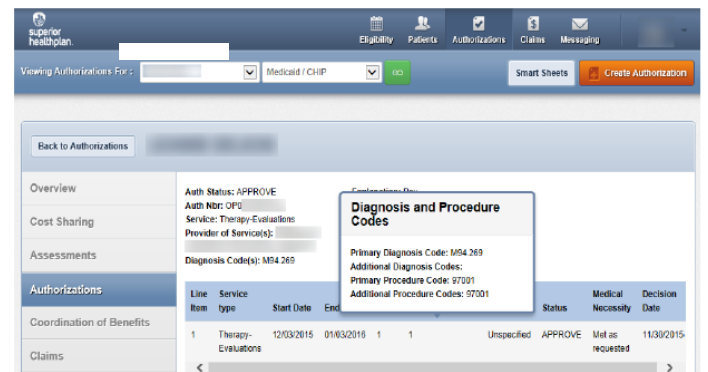
2. To view Authorization details:

Click on the authorization number or member's name.



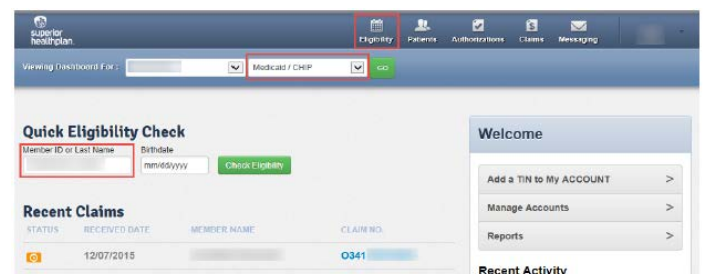
3. In the Authorization detail view:

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*).

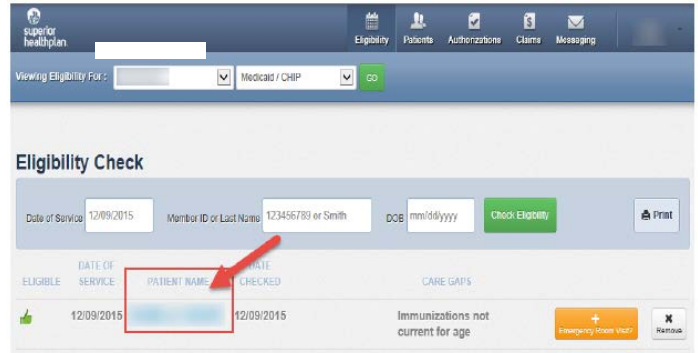


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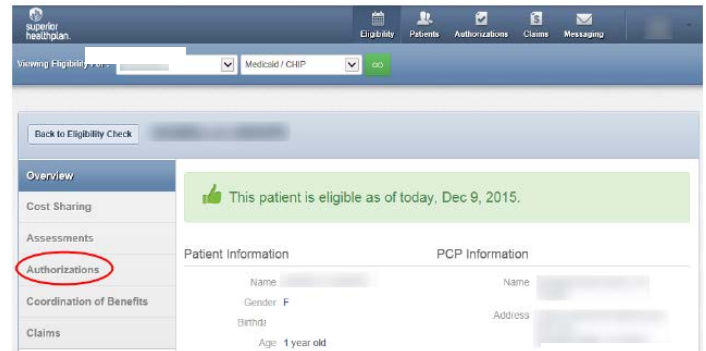
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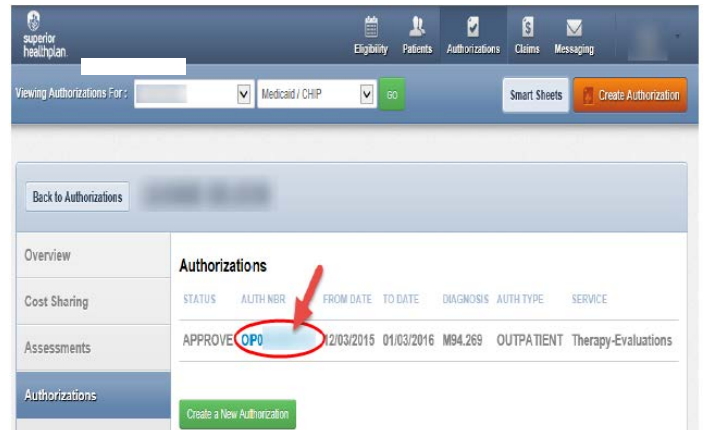
- 5. To view Eligibility information:
Click on the member's name.



- 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.