

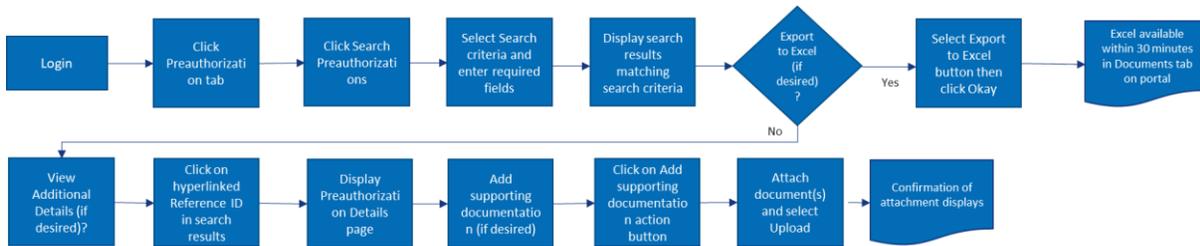
Search and View Preauthorizations

Quick Reference Guide (QRG)

ConnectiCare



This Quick Reference Guide (QRG) will provide an overview of the steps needed to search for and view preauthorizations on the Provider Portal.



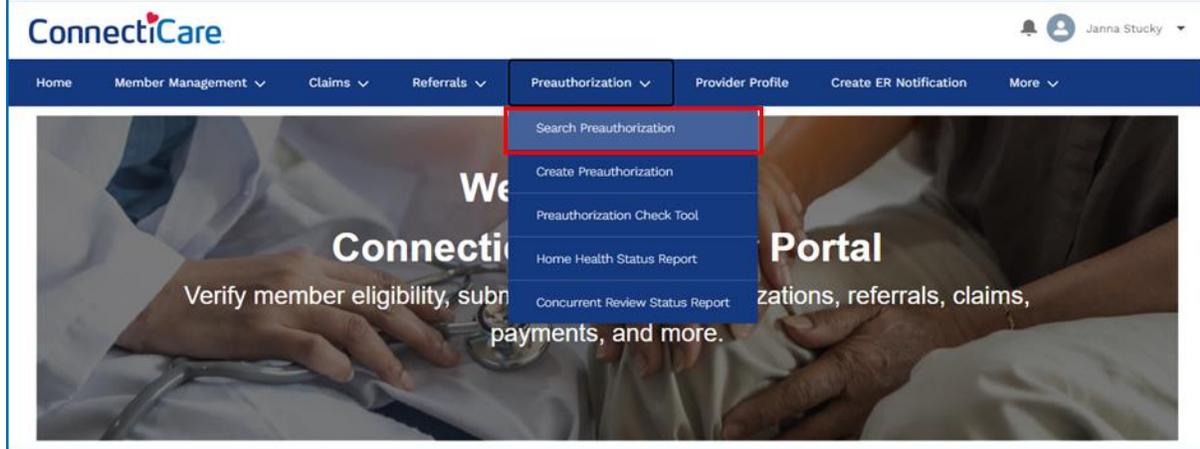
Let us look at the steps in detail for the process of searching for a viewing a preauthorization.

Purpose: Search for and view a 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.**

Home Member Management ▾ Claims ▾ Referrals ▾ Prior Authorizations ▾ Provider Profile Create ER Notification User Management More ▾

Preauthorization Requests

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.

Export to Excel Preauthorization Check Tool Create Preauthorization

Search By * ▾

- Reference ID
- Member ID
- Member Name
- Requesting Provider Name
- Requesting Provider Name NPI



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.**

Preauthorization Requests

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.

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Search By * ▾

Reference ID

Reference ID *

004297202

Reset Search 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	Brown, Linda	Baker, James	01/16/2019	01

Total Records: 1 < Showing 1-1 >



Step 5:

The Preauthorization Details page displays with the status and other details.
Note: You can click **Ask a Question** to go to the Message Center to ask a question about your preauthorization request.

1. If you need to add supporting documentation, click **Add Supporting Documentation**.

Preauthorization Details

Reference ID 004294561	Status ⊙ Approved	Preauthorization Type Outpatient	Date Submitted 01/15/2021
Submission Source Web	Member Name Davis, John	Member Date of Birth 09/21/1983	Member ID K10017860001
Gender Female	Plan Name HIP HMO Preferred	Product Type HMO	Coverage Start Date 11/01/2020
Coverage End Date 12/31/9999			

Add Supporting Documentation
Ask a Question

ⓘ 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

Member ID K1000887201	Member Name Davis, John	Date of Birth 09/21/1983
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▼ Requesting Provider

Name	Address	Tax ID	NPI
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Step 6:

1. Click  and locate your file.
2. Click **Upload**.
3. Once you have uploaded all supporting documents, click **Done**.

PREAUTHORIZATION

Add Supporting Documentation

Attach Documents:

1. Allowed file types to attach .csv, .svg, .jpg, .jpeg, .png, .doc, .docx, .xls, .xlsx, .gif, .txt, .tiff, .bmp, .pptx, .ppt
2. File limit of 4 MB for each attachment.
3. Maximum 5 attachments.

Attachment 

Thank
You