MEMBER AUTHORIZATION

Revised: 01/30/2018
Users will begin by searching for the member. First Name, Last Name and Date of Birth are required.

This application allows you to determine if a member is eligible for your services.

**NOTE:** Payment of benefits is subject to the member’s eligibility on the date of service and any other contractual provisions of the plan. To assure compliance with state mandates, please follow the pre-authorization instructions on the member’s health insurance card.

**Search for a Member**

Your search results will be limited to **ONE** record. The recommended search parameters are Member Name, Date of Birth, and State. At a minimum, you must enter State and Member Name or Member Number.

- **Last Name:**
- **First Name:**
- **Date of Birth:**
- **State/Province/Territory:**
- **Member Number:**
- **ZIP Code:**

Please provide any of the following member information to narrow your search results.

- Search
- Cancel

Return to MyPractice Page
The details for the member will display. Proceed by clicking ‘View / Start New Auth’.
Users have the ability to view previous authorizations or start a new authorization.
Users will select the appropriate MIS/TIN and service location and then the type of authorization they want to request. Only Inpatient/Observation and Outpatient types of services are available for on-line submission in this application.
The first section that will display is Member Information. Users will need to expand and complete the remaining three sections.
All fields in the Provider Information section must be completed. The Requesting Provider details default based on the provider selected on the prior screen. If the requesting provider is not the Servicing Provider, use the magnifying glass to start the search for a Servicing/Rendering Provider.
Next is the Authorization Information section. Again, all fields are required. Outpatient services prompt for Line Items, but Inpatient services do not. The screen shot above is for Outpatient. For Outpatient Medical, if additional services are required, users will click the Plus icon.
The last section is Attachment Information. Users must attach at least one document. For guidance on the types of documentation that may be needed, click the link in the lead in text. User must click the Plus icon to open the Select Attachment window.

Users can preview the request prior to Submitting the request for authorization.
Upon submission, users will receive a Tracking Number which can be used to check the progress of the request. This Tracking Number can be used in the View Authorization search.