



Provider Web Portal Quick Guide – Viewing Prior Authorizations in the Portal

Registered providers and their delegates are now able to view Prior Authorizations (PAs) in the Provider Web Portal even if their provider ID is not listed on the PA. The provider will need to search with the following information:

Prior Authorization Number and Member ID

Or

Prior Authorization Number, Member Last Name and Member First Name

Using any other search criteria will require that the provider be listed as the billing provider or rendering provider on the PA in order to see the PA on the Web Portal.

If the provider is listed as the billing or rendering provider on the PA they do not need to know the Prior Authorization Number to search for it. Providers can see all their PAs on the Perspective Authorization tab or they can search for specific PAs on the Medical/Dental tab using any of the following criteria:

At least one field in the "Authorization Information" section

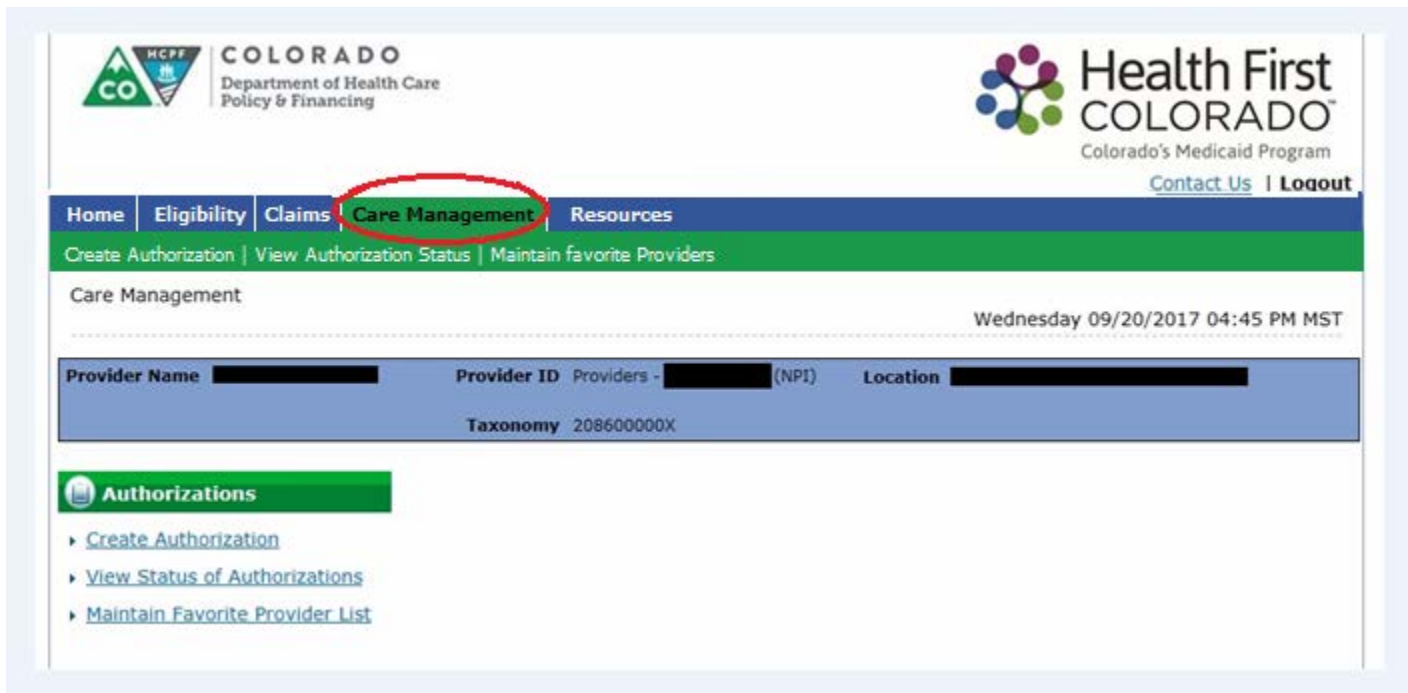
Or

At least one field in the "Provider Information" section

Or

Member ID or Last Name, First Name and Birth Date in the "Member Information" section

Step 1. Select the "Care Management" option from the menu.



Step 2. Select the “View Status of Authorizations” option on the Care Management page.

Step 3. If you are not the billing or rendering provider on the PA, enter the Prior Authorization # and Member ID or the Prior Authorization # and Member Last Name and First Name.

Step 4. If you are the billing or rendering provider on the PA, enter at least one field in the “Authorization Information” section, at least one field in the “Provider Information” section, OR the Member ID or Last Name, First Name and Birth Date in the “Member Information” section. You do not need to know the Prior Authorization #.

View Authorization Status ?

Prospective Authorizations | Medical/Dental Search

Enter at least one of the following fields to search for an authorization.

Authorization Information

Prior Authorization #

Authorization Type

Authorization Status

Code Type Code

Select a Day Range or specify a Service Date

Day Range OR Service Date

Member Information

If member information is entered and the Member ID is not entered, then Last Name, First Name and Birth Date are all required.

Member ID Birth Date

Last Name First Name

Provider Information

Provider ID ID Type

Taxonomy

This Provider is the Servicing Provider on the Authorization
 Referring Provider on the Authorization

Red arrows point to the search instruction, the Member Information section, and the ID Type field.

Step 5. Prior Authorization results will show at the bottom of the page.

View Authorization Status ?

Prospective Authorizations
Medical/Dental Search

Enter at least one of the following fields to search for an authorization.

Authorization Information

Prior Authorization #

Authorization Type

Authorization Status

Code Type **Code**

Select a Day Range or specify a Service Date

Day Range **OR** **Service Date**

Member Information

If member information is entered and the Member ID is not entered, then Last Name, First Name and Birth Date are all required.

Member ID **Birth Date**

Last Name **First Name**

Provider Information

Provider ID **ID Type**

Taxonomy

This Provider is the Servicing Provider on the Authorization

Referring Provider on the Authorization

Search Results

Prior Authorization #	Authorization Service Date	Status	Member	Member ID	Authorization Type	Requesting Provider	Servicing Provider
XXXXXXXXXX	05/01/2017 - 11/01/2017	APPROVED	XXXXXX	XXXXXX	OCCUPATIONAL THERAPY	XXXXXX	XXXXXX

Need More Help?

Please visit the [Quick Guides and Webinars](#) web page to find all the Provider Web Portal Quick Guides:

Aid Code and Benefit Plan Acronyms
Are You Billing from the Correct Account?
Copy, Adjust, or Void a Claim
Delegates
Delegate Access Definitions
Entering Third Party Liability
Provider Maintenance
Pulling your 835 - Linking to your own TPID
Pulling your Remittance Advice (RA)
Reading your Remittance Advice (RA)

- Internal Control Number (ICN) Information Sheet
- Region Code Information Sheet

Updating your EFT/ERA Information
Validating a Trading Partner ID (TPID)
Verifying Member Eligibility

- Managed Care Assignments
- Primary Care Provider
- Medicare Coverage
- Member Co-Pay Amounts

Viewing Prior Authorizations in the Portal
Web Portal Registration

Provider Web Portal – Frequently Asked Questions (FAQs)

Please visit the [Provider FAQ Central](#) web page and look under the Billing and Web Portal headings to see Provider Web Portal FAQs.

Provider Web Portal – Recorded Webinars

Click the links below to access the recorded webinars:

[Session #1](#) Access the new Portal, Portal Registration, Log in, My Profile, Manage Accounts (including delegates)

[Session #2](#) Provider Maintenance (including updates and affiliations), EFT/ERA Enrollment, Disenroll

[Session #3](#) Member Information and Eligibility Verification

[Session #4](#) Remittance Advice (RA), Search Payment History, Search for Accounts Receivable Records, Make a Payment

[Session #5](#) Notify Me, Alerts, Secure Correspondence

[Session #6](#) Files Exchange, Resources

[Session #7](#) Search & Submit CMS 1500, UB-04, Emergency Dental Claims, Prior Authorizations (Nursing Facility PETI PARs only)

[Bridge](#) Bridge training for Community Centered Boards (CCBs) only