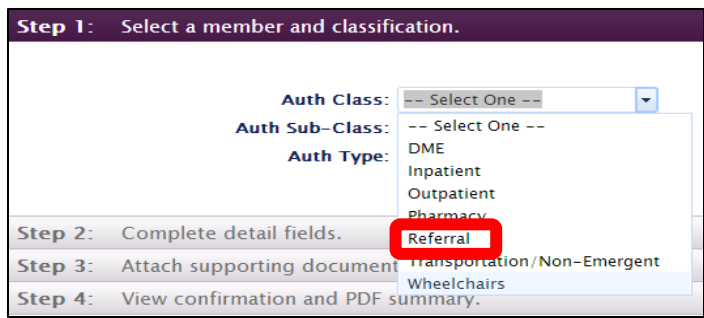


# Provider Portal Update: New Processes for Referrals and Authorizations

On April 4, 2016, the process for submitting **Referral and Authorization entries** and conducting **Authorization/Referral searches** on the Provider Portal will be updated. Please see below for some quick tips to help you submit referrals using the new process.

## Changes to Referral Entry

- \* Select Referral from the Auth Class drop down
- \* Select Referral from the Auth Sub-Class drop down
- \* **NEW!** In step 2, select a service from the drop down and click "Add."



**Step 1: Select a member and classification.**

Auth Class: -- Select One --

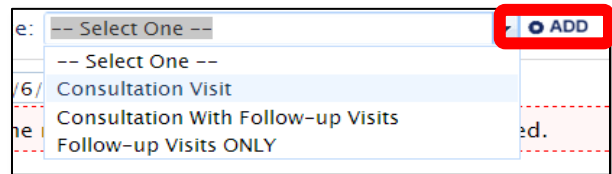
Auth Sub-Class: -- Select One --

Auth Type: DME, Inpatient, Outpatient, Pharmacy, Transportation / Non-Emergent, Wheelchairs

**Step 2: Complete detail fields.** Referral

**Step 3: Attach supporting document**

**Step 4: View confirmation and PDF summary.**



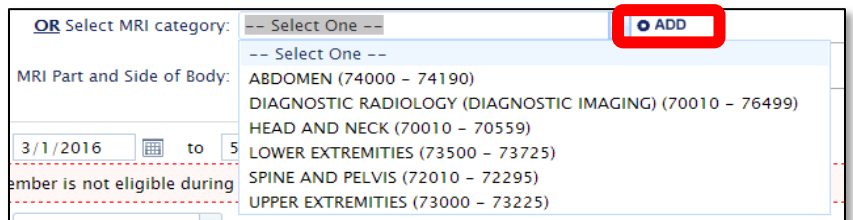
Auth Sub-Class: -- Select One --

Auth Type: Consultation Visit, Consultation With Follow-up Visits, Follow-up Visits ONLY

**ADD**

## Submit a MRI Authorization

When submitting an MRI Authorization, service codes are now required in Step 2. To add a code, select the appropriate category from the MRI category drop-down and click "Add."



**OR** Select MRI category: -- Select One --

MRI Part and Side of Body: ABDOMEN (74000 - 74190), DIAGNOSTIC RADIOLOGY (DIAGNOSTIC IMAGING) (70010 - 76499), HEAD AND NECK (70010 - 70559), LOWER EXTREMITIES (73500 - 73725), SPINE AND PELVIS (72010 - 72295), UPPER EXTREMITIES (73000 - 73225)

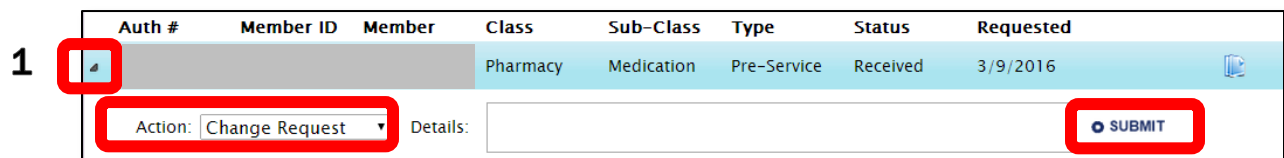
3/1/2016 to 5

Member is not eligible during

**ADD**

## Authorization / Referral Search: Change or Cancel an Existing Request

The pencil has been erased! Click on the arrow next to the Auth/Referral No., select an Action from the drop down, type in details and click submit



Auth #	Member ID	Member	Class	Sub-Class	Type	Status	Requested
			Pharmacy	Medication	Pre-Service	Received	3/9/2016

Action: Change Request Details:

**SUBMIT**

2

Questions? Please contact your  
Provider Services Representative

3

or call Provider Services at (800) 700-3874 ext. 5504