

Checking the Status of a Prior Authorization Request

How to Check the Status of a Request

Checking the status of an authorization request is easy in Connect. After you have submitted an authorization, your request will process and end up in one of the following statuses:

- Approved Authorization has been approved or partially approved.
- **Pended** Authorization request requires review and is in the review process.
- **Modified** Submission has been updated.
 - **For example:** The submission was received, and the services were added to an existing authorization. The data will relay the information back to Connect and this status will be displayed. The authorization number where services were added will be noted at the bottom of the authorization.
- **Rejected** Entry has been rejected and <u>will not</u> be submitted or reviewed.
- **Denied** Authorization request has been denied. Connect will not show the reason for the denial. A separate Notice of Adverse Benefit Determination (NOABD) will be issued.
- **No Action Required** No authorization required for requested service.

In many cases you will be informed of the status **immediately** after submitting the request. If your request was "*Pended*," you will need to return to Connect to check the status of your request.

Please note: Standard authorization requests have turnaround times ranging from 1-14 business days. In exceptional cases, requests may require up to 28 days for review.

To check the status of your submitted requests, follow these steps:

1. Go to the "**Referrals/Authorizations**" tab in the left-side navigation menu.

The colored tiles represent the different status types and the number of corresponding requests you've submitted.

CareOrego	n [,]	Home Log Out Logged In: Message Center: 0 New Role: Office Staff View All Internal
Patient Management Current Patient	Referral & Authorizations	New Request 👻
(None) Search Patients Office Management	Search by Request Number Advanced Search	Search
Online PCP Change Request Eligibility Claims/Remittance Member Roster	Current Requests Status Types	
Raporis Code Lookup Document Manager Referratis/Authoritzations Dental care request BH Referrat/Authoritzations Administration User Preferences	Approved Pended Modified Rejected Denied 18 45 0 0 0 No Action Required 2 0 0	

The **number** that displays in each box is representative of the status of the authorization **since the start date shown in the drop box just above the approved and pended boxes**. You can change this date range to reflect the desired range of your search.

Current Requests						
Start Date last 7 days →						
Approv last 7 days last two weeks	Modified	Rejected	Denied			
18 ^{last month} last year .5	0	0	0			
No Action Required						
2						

- 2. To view the requests within each of the statuses, simply click the associated tile.
 - a. **Example:** Click approved to provide a list of all requests you have submitted within the last 7 days that have been approved. To see more details of a specific request, click the "**VIEW**" button to the right of the request.

Approved	Behavioral Health	Request Number	\	
Patient	Effective Date	Effective Dates		
	6/22/2023-6/	VIEW		
Requesting Provider	Servicing Pro			
	SERENITY LANE PORTLAND			
Approved	Behavioral Health	Request Number		
Patient	Effective Dates			
	6/22/2023-6/	29/2023	VIEW	
Requesting Provider	Servicing Providers			
	FORA HEALTH	H - ADULT		

b. To modify the search, click the "Modify Search" button above the list.

	Would Search	
Approved	Behavioral Health Request Number	
Patient	Effective Dates	
	6/22/2023-6/29/2023	VIEW
Requesting Provider	Servicing Providers	
	SERENITY LANE PORTLAND	
	Behavioral Health Request Number	
Approved		
Patient	Effective Dates	
Approved Patient	Effective Dates 6/22/2023-6/29/2023	VIEW
Approved Patient Requesting Provider	Effective Dates 6/22/2023-6/29/2023 Servicing Providers	VIEW

To search for a specific request or group of requests, follow these steps:

Go to the "**Referrals/Authorizations**" tab in the left-side navigation menu. This gives you the option to search by either:

• Request Number

Advanced Search

CareOrego	n [.]	Home Logged In: Logged In: Message Center: 0 New Role: Office Staff View All Internal
Patient Management Current Patient	Referral & Authorizations	New Request 👻
(None)	Search by Request Number	Search
Office Management Online PCP Change Request	Advanced Search	
Eligibility Claims/Remittance Member Roster	Current Requests Status Types Start Date last 7 days V	
Reports Code Lookup Document Manager Referrals/Authorizations Dental care request BH Referral/Authorizations	Approved Pended Modified Rejected Denied 18 4.5 0 0 0 No Action Required 0 0 0 0	
Administration User Preferences	2	

Searching by Request Number

Use the "*Search by Request Number*" field to search by a specific request number. Type in the request number and click "*Search*."

CareOrego	Home Loo Out Logged n: Message Center: U New Role: Office Staff View All Internal
Patient Management	
Current Patient (None)	Referral & Authorizations
Search Patients Office Management	Search by Request Number
Online PCP Change Request Eligibility	Current Requests
Claims/Remittance Member Roster	Start Date last 7 days 🗸
Reports Code Lookup Document Manager	Approved Pended Modified Rejected Denied 100 4.5 0 0 0 0

Advanced Search

The "Advanced Search" function is used when you:

- <u>Do not know</u> your request number
- Are looking for a particular <u>type</u> of request

• Are looking for a group of requests

To conduct an advanced search, click the "Advanced Search" words in blue on the "Referrals & Authorizations" page.

CareOrego	Home Loo Out Logged n: Message Center: U New Role: Office Staff View All Internal
Patient Management	
Current Patient	Referral & Authorizations
(None) 🔻	
Search Patients	
Office Management	Search by Request Number Search
Online PCP Change Request	Advanced Search
Eligibility	Current Requests
Claims/Remittance	
Member Roster	Start Date last 7 days 🗸
Reports	
Code Lookup	Approved Pended Modified Rejected Denied
Document Manager	

The "Advanced Search" page will open. On this page you can search by any number of parameters to find a specific request. Enter and/or select the information you have and click "Search Requests" at the bottom of the page.

You can search by the following:

- Patient
- Requesting Provider
- Servicing Provider
- Request Number
- Date Range
- Requested Service Outpatient, Specialist, Home Care, Admission, Behavioral Health, Dental
- Status Approved, Denied, Pended, Modified, Rejected, No Action Required

Patient Management	Referral & Authorizations	6					
(None) Search Patients Office Management Online PCP Change Request Eligibility Claims/Remittance Member Roster	PLEASE NOTE:Authorizations pri any authorizations ending prior Ple Please allow Payment is based on the member requested authorization.	ocessed th to this tin ease allow up to four er's eligibi	nrough the last 24 n me period. four (4) business d rteen (14) days for : ility at the time the	nonths will be display ays to view your faxe all authorizations to i e service is performed	red. Please o d request(s be approved d and on the	contact Customer Sen). I or denied. I billed services match	vice for
Reports Code Lookup Document Manager	Patients Select a patient	٩	Requesting Pro	vider Q	Servicin	g Provider	٩
Referrals/Authorizations Dental care request BH Referral/Authorizations	Request Number			Date Range 05/23/2023		06/23/2023	
Administration User Preferences	Requested Service Contraction			Approved			
System Admin References	Home Care			Pended			
Healthwise Knowledgebase MMIS	✓ Behavioral Health✓ Dental			Rejected	Required		
Provider Handbook Language services - Interpretation and	Search Requests Load S	ave					