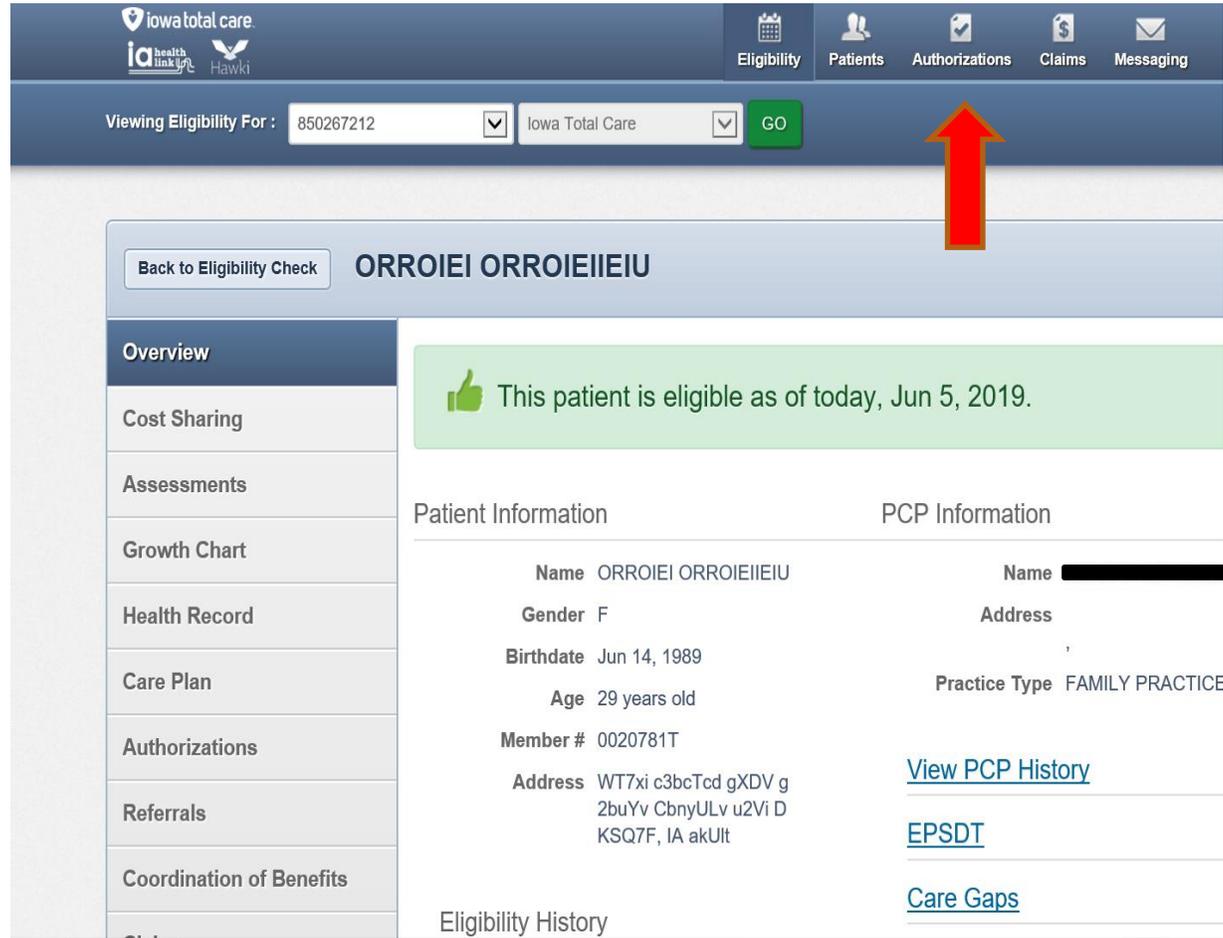


Provider Portal

Viewing Prior Authorizations

Prior Authorizations

To view a Prior Authorization, click on the Authorizations button



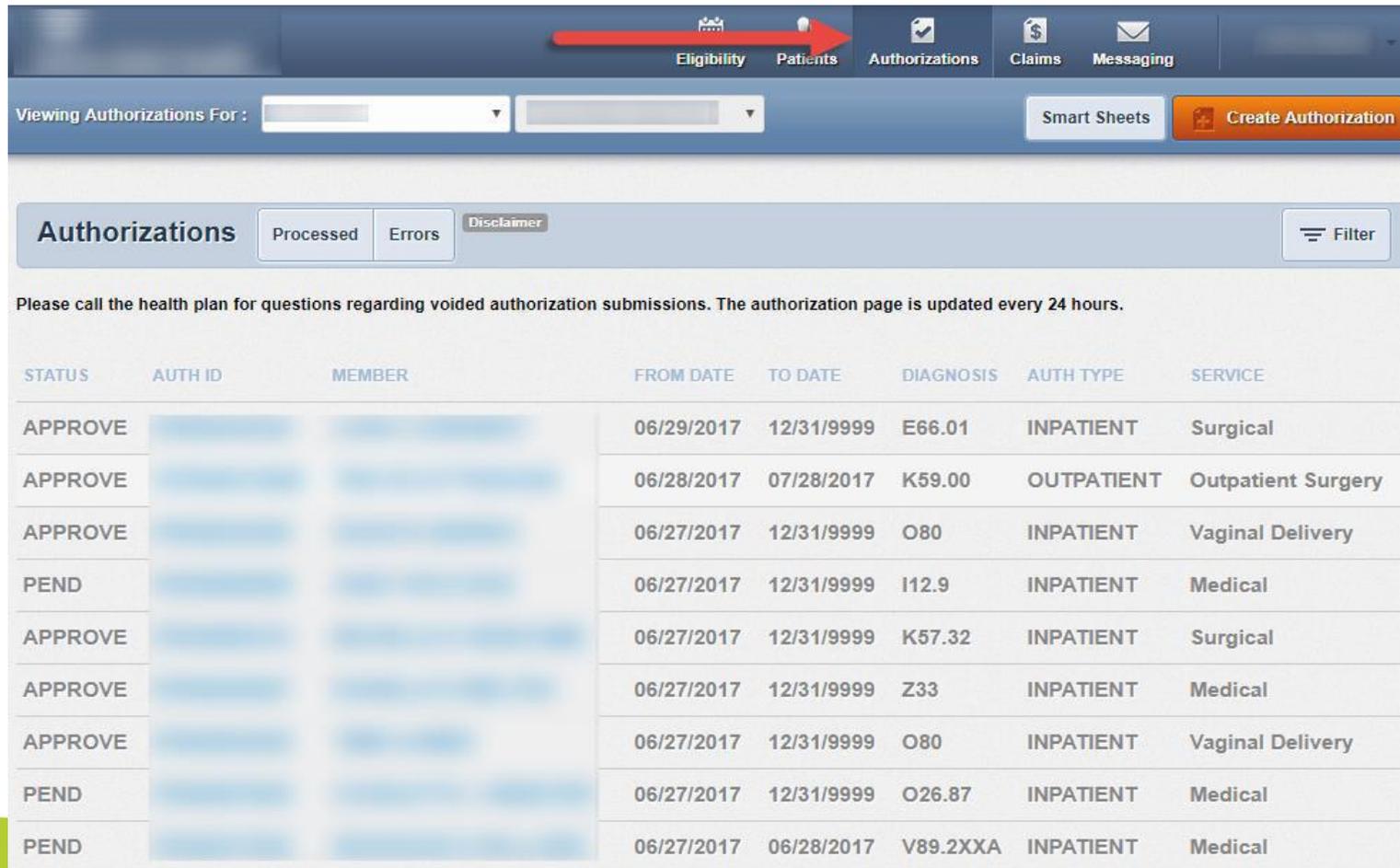
The screenshot shows the Iowa Total Care web application interface. At the top, there is a navigation bar with icons for Eligibility, Patients, Authorizations, Claims, and Messaging. The Authorizations button is highlighted with a red arrow. Below the navigation bar, there is a search area with the text "Viewing Eligibility For:" followed by a dropdown menu containing "850267212" and another dropdown menu containing "Iowa Total Care", with a "GO" button to the right. Below this, there is a "Back to Eligibility Check" button and a patient ID "ORROIEI ORROIEIIEIU". A green banner with a thumbs-up icon and the text "This patient is eligible as of today, Jun 5, 2019." is displayed. Below the banner, there are two columns of information: "Patient Information" and "PCP Information".

| Patient Information | | PCP Information | |
|---------------------|---|----------------------------------|-----------------|
| Name | ORROIEI ORROIEIIEIU | Name | [REDACTED] |
| Gender | F | Address | |
| Birthdate | Jun 14, 1989 | Practice Type | FAMILY PRACTICE |
| Age | 29 years old | | |
| Member # | 0020781T | View PCP History | |
| Address | WT7xi c3bcTcd gXDV g 2buYv CbnyULv u2Vi D KSQ7F, IA akUIt | EPSDT | |
| | | Care Gaps | |

Eligibility History

Prior Authorizations

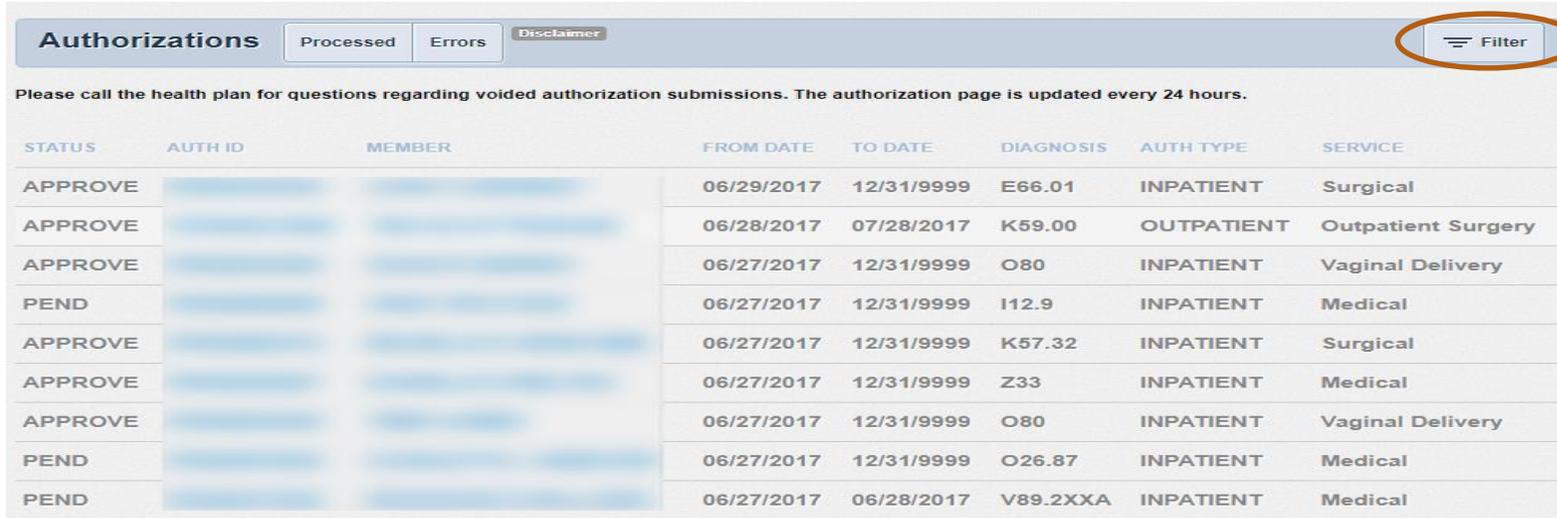
All processed Prior Authorization requests submitted within the last 90 days will display for the Tax ID number entered



| STATUS | AUTH ID | MEMBER | FROM DATE | TO DATE | DIAGNOSIS | AUTH TYPE | SERVICE |
|---------|---------|--------|------------|------------|-----------|------------|--------------------|
| APPROVE | | | 06/29/2017 | 12/31/9999 | E66.01 | INPATIENT | Surgical |
| APPROVE | | | 06/28/2017 | 07/28/2017 | K59.00 | OUTPATIENT | Outpatient Surgery |
| APPROVE | | | 06/27/2017 | 12/31/9999 | O80 | INPATIENT | Vaginal Delivery |
| PEND | | | 06/27/2017 | 12/31/9999 | I12.9 | INPATIENT | Medical |
| APPROVE | | | 06/27/2017 | 12/31/9999 | K57.32 | INPATIENT | Surgical |
| APPROVE | | | 06/27/2017 | 12/31/9999 | Z33 | INPATIENT | Medical |
| APPROVE | | | 06/27/2017 | 12/31/9999 | O80 | INPATIENT | Vaginal Delivery |
| PEND | | | 06/27/2017 | 12/31/9999 | O26.87 | INPATIENT | Medical |
| PEND | | | 06/27/2017 | 06/28/2017 | V89.2XXA | INPATIENT | Medical |

Prior Authorizations

To find a specific Prior Authorization select “Filter”

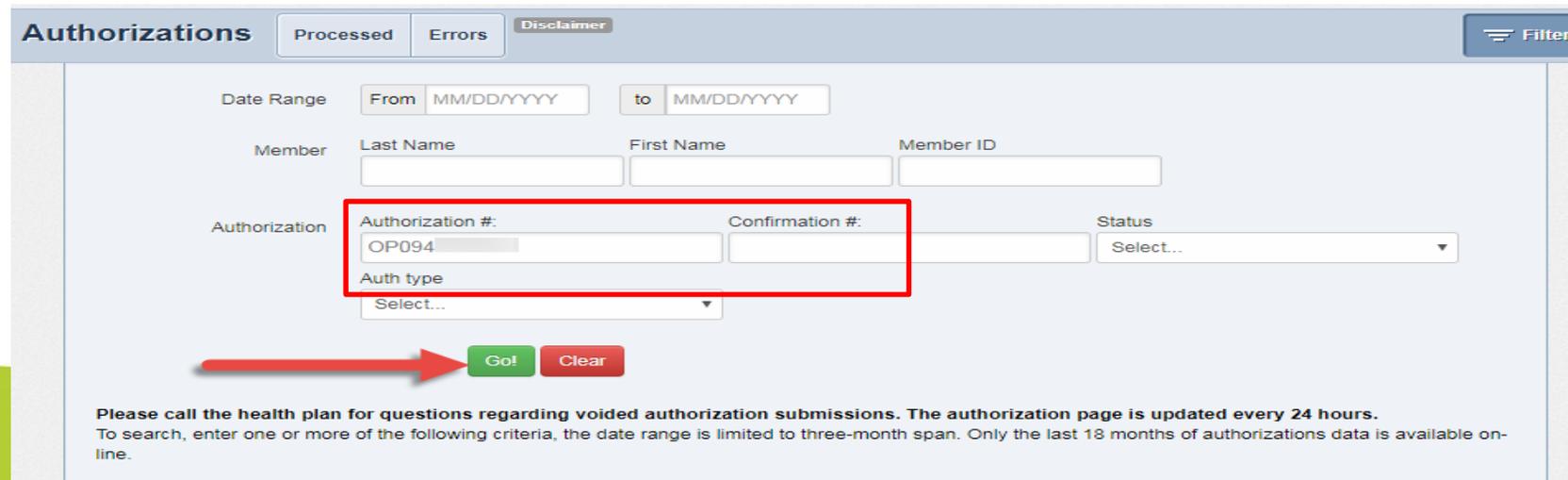


Authorizations Processed Errors Disclaimer Filter

Please call the health plan for questions regarding voided authorization submissions. The authorization page is updated every 24 hours.

| STATUS | AUTH ID | MEMBER | FROM DATE | TO DATE | DIAGNOSIS | AUTH TYPE | SERVICE |
|---------|---------|--------|------------|------------|-----------|------------|--------------------|
| APPROVE | | | 06/29/2017 | 12/31/9999 | E66.01 | INPATIENT | Surgical |
| APPROVE | | | 06/28/2017 | 07/28/2017 | K59.00 | OUTPATIENT | Outpatient Surgery |
| APPROVE | | | 06/27/2017 | 12/31/9999 | O80 | INPATIENT | Vaginal Delivery |
| PEND | | | 06/27/2017 | 12/31/9999 | I12.9 | INPATIENT | Medical |
| APPROVE | | | 06/27/2017 | 12/31/9999 | K57.32 | INPATIENT | Surgical |
| APPROVE | | | 06/27/2017 | 12/31/9999 | Z33 | INPATIENT | Medical |
| APPROVE | | | 06/27/2017 | 12/31/9999 | O80 | INPATIENT | Vaginal Delivery |
| PEND | | | 06/27/2017 | 12/31/9999 | O26.87 | INPATIENT | Medical |
| PEND | | | 06/27/2017 | 06/28/2017 | V89.2XXA | INPATIENT | Medical |

Enter the Authorization number or portal Confirmation number, click GO



Authorizations Processed Errors Disclaimer Filter

Date Range From to

Member Last Name First Name Member ID

Authorization **Authorization #:** **Confirmation #:** Status

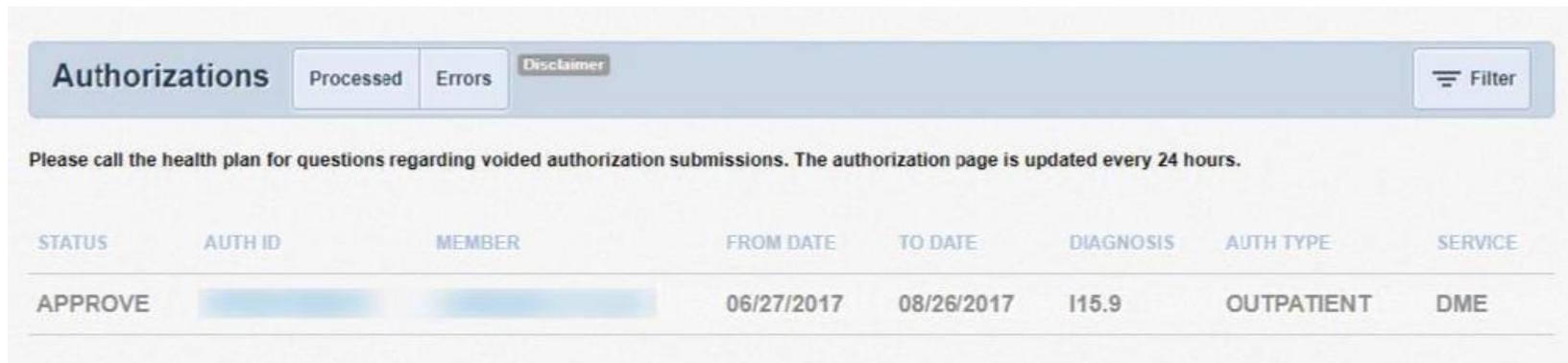
Auth type



Please call the health plan for questions regarding voided authorization submissions. The authorization page is updated every 24 hours.
To search, enter one or more of the following criteria, the date range is limited to three-month span. Only the last 18 months of authorizations data is available on-line.

The Prior Authorization summary will be displayed, which includes:

- Status
- Authorization ID
- Member Name
- Service Date Range
- Diagnosis
- Authorization Type
- Service



Authorizations Processed Errors Disclaimer Filter

Please call the health plan for questions regarding voided authorization submissions. The authorization page is updated every 24 hours.

| STATUS | AUTH ID | MEMBER | FROM DATE | TO DATE | DIAGNOSIS | AUTH TYPE | SERVICE |
|---------|---------|--------|------------|------------|-----------|------------|---------|
| APPROVE | | | 06/27/2017 | 08/26/2017 | I15.9 | OUTPATIENT | DME |

Prior Authorization details can be obtained by clicking on the Auth ID number displayed.

Click 'View' to see a list of Notes and Attachments that were submitted with the Prior Authorization request

Auth Status: APPROVE
Auth Nbr:
Service:
Provider of Service(s):

Explanation: Pay
Auth Type:
From Date: 12/27/2013
To Date: 01/27/2014

Notes & Attachments: [View](#)

| Line Item | Service type | Start Date | End Date | Units Req. | Units Apprd | Modality | Location | Status | Medical Necessity | Decision Date |
|-----------|--------------|------------|------------|------------|-------------|----------|----------|---------|-------------------|---------------|
| 1 | | 12/27/2013 | 01/27/2014 | 1 | 1 | | | APPROVE | Met as requested | 01/10/2014 |
| 1 | | 12/27/2013 | 01/27/2014 | 1 | 1 | | | PEND | Not Met | 12/31/2013 |
| 1 | | 12/27/2013 | 01/27/2014 | 1 | 0 | | | VOID | | 01/16/2014 |

[Back to Authorization List](#)

Click the Download option to open the Note or Attachment document

Notes and Attachments

PATIENT WAS ADMITTED TO OB ON 12/30/13. HAD VAGINAL DELIVERY BABY GIRL. DISCHARGE DATE IS UNKNOWN AT THIS TIME. WILL FAX BABY INFORMATION IN. THANK YOU.

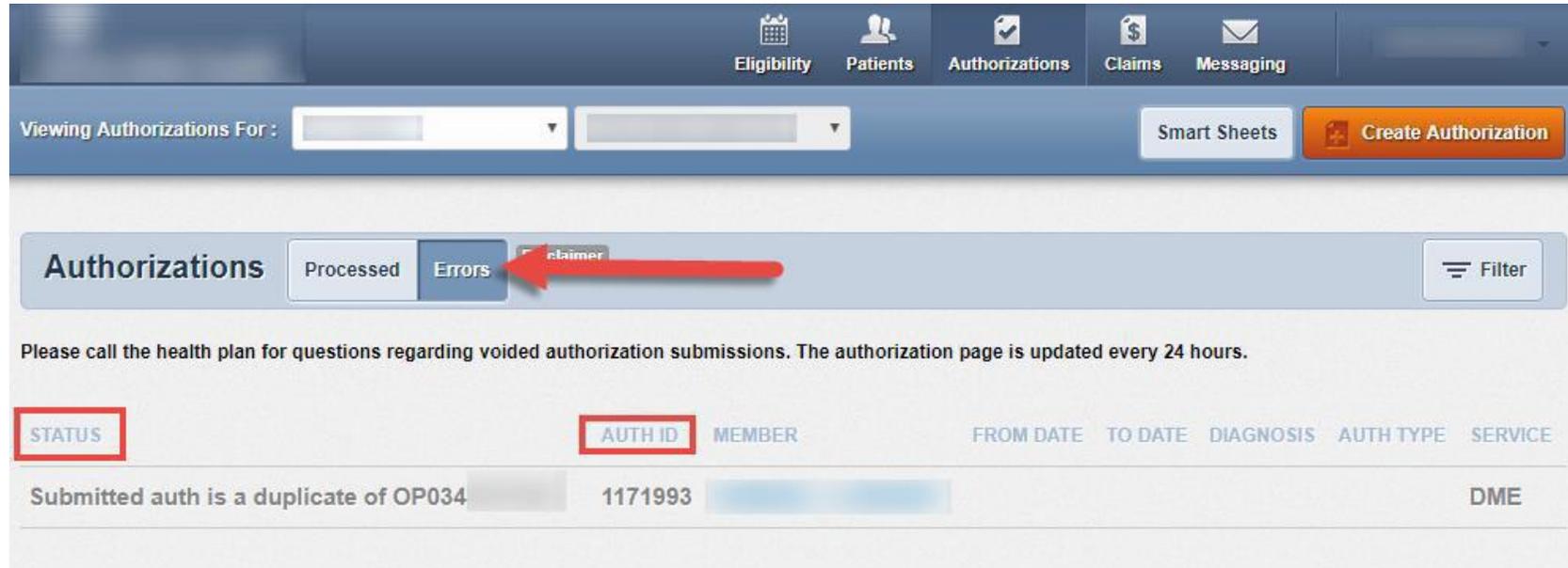
2 attachments found:

| ATTACHMENT NAME | SIZE | DOWNLOAD |
|-----------------|---------|--------------------------|
| AuthsReport.txt | 7.1 KB | Download |
| authStatus.xls | 13.8 KB | Download |

Close

Prior Authorization Errors

Prior Authorizations that have an error will be found under the Errors tab



The screenshot shows a web application interface for Prior Authorizations. At the top, there is a navigation bar with icons for Eligibility, Patients, Authorizations, Claims, and Messaging. Below this, there are two dropdown menus for 'Viewing Authorizations For:' and a 'Smart Sheets' button. A prominent orange 'Create Authorization' button is on the right. The main content area has a tabbed interface with 'Authorizations', 'Processed', and 'Errors' tabs. A red arrow points to the 'Errors' tab, which has a small red '1' notification badge. A 'Filter' button is on the right. Below the tabs, a message reads: 'Please call the health plan for questions regarding voided authorization submissions. The authorization page is updated every 24 hours.' A table below shows a list of authorizations with columns: STATUS, AUTH ID, MEMBER, FROM DATE, TO DATE, DIAGNOSIS, AUTH TYPE, and SERVICE. The first row shows 'Submitted auth is a duplicate of OP034', '1171993', and 'DME'. The 'STATUS' and 'AUTH ID' columns in the header are highlighted with red boxes.

The Authorization ID is a confirmation number assigned when a Prior Authorization is submitted through the portal