



HEALTH PLAN OF NEVADA  
A UnitedHealthcare Company



SIERRA HEALTH AND LIFE  
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# Online Provider Center Tutorial Search and Manage Prior Authorizations

# Search and Manage Prior Authorizations

To review and communicate in a Prior Authorization, select Referral/Prior Authorization and Search and Manage Prior Authorization.

# Search and Manage Prior Authorizations Continued:

The **Filter Options** on the **Search Prior Authorization** screen will be used to filter the types of authorizations you want to view or manage. These filters can be used separately or together to define the view you are seeking.

**Providers:** The **Provider/Group** is who originally requested the services *or* who is assigned to service the authorization. One or more providers can be selected as a filter for this screen.

**Additional Options:** The user can choose an additional filter of **Prior Authorization ID**, **Member ID**, **Medicaid ID**, **Member Name** (subject to 15-day timeframe) or **SMA MRN** (subject to 15-day timeframe).

**Criteria:** The user then places the value for this option in the box to the right provided.

The screenshot displays the user interface for searching and managing prior authorizations. At the top, a dark blue header contains the Health Plan of Nevada Sierra Health and Life logo and navigation links for 'WELCOME', 'Logout', and 'TIN'. A left sidebar offers three menu options: 'New Referral / Prior Authorization', 'Search and Manage Referrals', and 'Search and Manage Prior Authorizations' (which is highlighted in dark blue). The main content area is titled 'Search and Manage Prior Authorizations' and includes date selection fields for 'From Date' (10/2/2024) and 'To Date' (10/17/2024), along with 'APPLY FILTER', 'RESET FILTER', and 'REFRESH' buttons. Below these is a 'Filter Options' section with a dropdown menu for 'Providers' set to 'All'. Under 'Additional Options', there are radio buttons for 'Prior Authorization ID', 'Member ID', 'Medicaid ID', 'SMA MRN', and 'Member Name'. A text input box is positioned to the right of the radio buttons.

# Search and Manage Prior Authorizations Continued:

Once all the **Filter Options** are selected, select the **Apply Filter** button and the screen refreshes with new results.

- **Reset Filter** will clear out all selections so the user can select new **Filter Options**
- **Refresh** button will refresh the screen with the latest authorization information

Users can also select the **New Referral/Prior Auth** button will launch to create a new referral or prior auth.

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WELCOME, [ ] Logout [→] TIN: [ ]

New Referral / Prior Authorization

Search and Manage Referrals

Search and Manage Prior Authorizations

### Search and Manage Prior Authorizations

From Date: 10/2/2024 To Date: 10/17/2024

APPLY FILTER RESET FILTER REFRESH

#### Filter Options

Providers: All

Additional Options:

Prior Authorization ID  Member ID  Medicaid ID  SMA MRN

Member Name

# Search and Manage Prior Authorizations Continued:

To view the **Prior Authorization Details**, select the hyperlink prior auth ID# (i.e. S12114728) and the **Search Prior Authorization** screen expands to display the details. **Web Notes** are what the user entered to communicate to the insurance prior auth team and the **RN Notes** are what the insurance prior auth team is communicating back to the Providers.

Routine

S12114728

[Redacted]

MemberID: [Redacted]

Oct 16 2024 12:00:00 AM

[Redacted]

Approved

[Redacted]

MEDICAL

Diagnosis codes(s)/Active Problems	Valid Dates	Category	Subcategory
Code:A15 Description:Respiratory tuberculosis	See Procedure Valid Dates	Radiology	, CT Neck, Wgt > 349 lbs - Cat Scan (CT)

### Procedure

Requesting Providers Name	Address	Phone	Fax
[Redacted]	[Redacted]	[Redacted]	

#	Procedure	Units	Status-Reason	Service Provider	Place Of Service	Valid Dates	Facility	Benefit Tier
0	A0010, Ambulance Service, Basic Life Support (Bls) Base Rate, Emergency Trans	1	Approved, Review approved	[Redacted]	Office	10/16/24, 02/13/25		HMO

### Notes

Date	Note
Web Note	

#### RN Note

# Search and Manage Prior Authorizations (end)

## The definitions of the columns are:

**Priority:** Indicates the priority of the prior authorization selected by the requesting provider/group.

**ID:** The authorization ID number assigned when the prior authorization was created

**Patient:** Supplies the patient information.

**Submitted:** Date the authorization was submitted.

**Requesting Providers:** Requesting Provider name.

**Status:** The current status of the authorization, such as Approved, Pending, Voided or Disallowed.

**Providers:** Servicing group name.

## Buttons:

**Print icon:** Selecting this icon provides the user the ability to print the authorization.

**Fax icon:** Selecting this icon provides the user the ability to print our special fax coversheet with bar code technology to attach records (when required by the UM PA team) for a **Pending** prior authorization case.

**Comments icon:** Allows a quick view of comments associated with the prior authorization.

**Copy icon:** Selecting this icon will allow a copy the prior authorization.

Priority	ID	Patient	Submitted	Requesting Provider	Status	Provider	Buttons
Routine	S12114731	[Redacted] MemberID [Redacted]	Oct 17 2024 12:00:00 AM	[Redacted]	Pending	[Redacted]	   

