

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**.

HEALTH PLAN OF NEVADA
SIERRA HEALTH AND LIFE

TIN:



 Dashboard

 Members

 Claims

 Claim Doc Requests

 EOP Search

 Referrals/Prior Authorizations

 Provider Demographics

 Rx Prior Authorizations

News

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News content here

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Urgent: Online Provider Center will have scheduled maintenance this weekend from Friday, September 18 at 7:00pm until Saturday, September 19 at 5:00pm.

Recent Claims

Claim Number	Member Number	Status	Claim Type
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Recent Members

Member Number	First Name	Last Name	Date of Birth	As of Date
			9/16/2020	
			9/14/2020	
			9/2/2020	
			9/2/2020	
			9/2/2020	

2021 plan notifications, upcoming events, important call-outs...can all be posted here!

HEALTH PLAN OF NEVADA
SIERRA HEALTH AND LIFE

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

Options

Providers
All

Additional Options

☐ Prior Authorization ID

☐ Member ID

☐ Medicaid ID

☐ SMA MRN

☐ Member Name

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 date range) 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 'Search and Manage Prior Authorizations' interface. At the top, a dark blue header contains the 'HEALTH PLAN OF NEVADA SIERRA HEALTH AND LIFE' logo on the left, and 'WELCOME, [redacted] Logout [arrow]' and 'TIN: [redacted]' on the right. A left sidebar has three buttons: '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'. It features two date pickers: 'From Date' (10/2/2024) and 'To Date' (10/17/2024), each with a calendar icon. To the right of these are three buttons: 'APPLY FILTER', 'RESET FILTER', and 'REFRESH'. Below these is a 'Filter Options' section with a dropdown menu for 'Providers' (set to 'All') and a group of radio buttons for 'Additional Options': '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.

The screenshot displays the 'Search and Manage Prior Authorizations' interface for the Health Plan of Nevada Sierra Health and Life. The top navigation bar includes the organization's logo and name, a 'WELCOME' message with a user profile dropdown, a 'Logout' link, and a 'TIN' dropdown. The left sidebar contains three navigation links: 'New Referral / Prior Authorization' (highlighted with a red arrow), 'Search and Manage Referrals', and 'Search and Manage Prior Authorizations'. The main content area is titled 'Search and Manage Prior Authorizations' and features a search filter section. This section includes 'From Date' (10/2/2024) and 'To Date' (10/17/2024) date pickers, followed by 'APPLY FILTER', 'RESET FILTER', and 'REFRESH' buttons (the 'REFRESH' button is highlighted with a red arrow). Below these is a 'Filter Options' section (highlighted with a red arrow) containing a 'Providers' dropdown menu set to 'All'. Under 'Additional Options', there are radio buttons for 'Prior Authorization ID', 'Member ID', 'Medicaid ID', 'SMA MRN', and 'Member Name', along with an empty text input field.

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

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	MemberID	Oct 17 2024 12:00:00 AM		Pending		