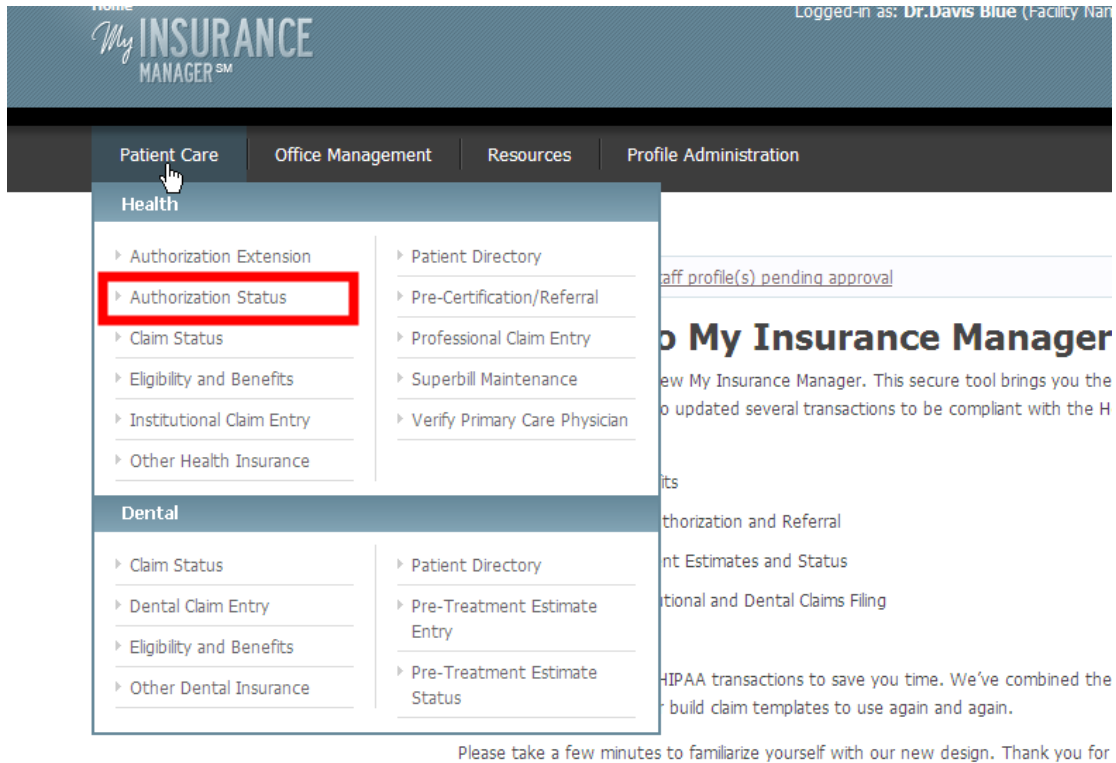


*My* **INSURANCE**  
**MANAGER**<sup>SM</sup>

---

**AUTHORIZATION STATUS**  
**USER GUIDE**



To review the status of an existing authorization, choose Authorization Status from the Patient Care menu.


# PATIENT SELECTION

 **Printer-Friendly**

## Authorization Status

\* Indicates required field.

**Patient Selection**

 Please note:  
The Health Plan you choose must have your National Provider Identifier (NPI) registered on file, as well as those of any providers you choose in the pre-certification or referral process.  
We will display behavioral health authorizations only to the rendering provider.

\* Health Plan:

\* Member ID:  
  
include alpha prefix, if applicable

\* Patient's Date of Birth:  
  
mm/dd/yyyy

**Continue**

From the Health Plan menu, choose BlueCross BlueShield Plans, BlueChoice HealthPlan or State Health Plan.

You can search for an authorization status by the Social Security Number, Member ID Card number or Database number.

Note: Only providers with a registered National Provider Identifier (NPI) on file can access this feature.

# AUTHORIZATION STATUS LIST

[Printer-Friendly](#)

## Authorization Status

**Insurance**  
 Plan Name:  
**BlueCross BlueShield Plans**

---

Member ID:  
**ZCZ065922516805**

---

Member's Name:  
**MICHAEL TESTING**

**Patient**  
 Patient's Name:  
**MICHAEL TESTING**

---

Gender:  
**MALE**

---

Date of Birth:  
**10/01/1958**

[Change Patient](#)

**Please note:**  
 We will display behavioral health authorizations only to the rendering provider.  
 An approved authorization or referral is not a guarantee of payment or reimbursement or a guarantee of your eligibility for coverage. We will review all claims to verify that:

- The pre-authorization request and the claim information submitted are consistent.
- The patient is eligible for benefits at the time of treatment.
- The patient's health plan covers the services he or she receives.
- All health plan requirements have been satisfied (e.g. limitations, waiting periods, copayments, deductibles, network eligibility, etc.).

We will pay claims based on this information.

**Advanced Search**

All Authorizations

All Available Dates

Specific Beginning Date ...

Date Range ...

[Update Results](#) [Show All Authorizations](#) or [New Search](#)

Our records show these authorizations for the period you chose:

Authorization Status List *(click a column title to sort)* Showing 151 Result(s)

Authorization Number	Status	Authorization Period	Healthcare Provider	Place of Service
<a href="#">View Authorization</a>	PENDING	10/16/2012 - 10/19/2012	TEST PROVIDER	INPATIENT HOSPITAL
<a href="#">View Authorization</a>	PENDING	10/15/2012 - 10/18/2012	TEST PROVIDER	INPATIENT HOSPITAL
<a href="#">View Authorization</a>	PENDING	03/16/2012 - 03/16/2012	TEST PROVIDER	INPATIENT HOSPITAL
<a href="#">1128617367516</a>	APPROVED	02/24/2012 - 02/25/2012	TEST PROVIDER	INPATIENT HOSPITAL

The Authorization Status List displays the patient's pending and approved authorizations for which you are the rendering provider or facility. This page lists the authorization numbers, authorization status, dates, health care provider and place of service. Only mental health providers can view behavioral health authorizations.

**Note:** You can sort the Authorization Status List by any of the columns, such as Authorization Number, Status and Authorization Period.

## ADVANCED SEARCH OPTIONS

**Advanced Search**

All Authorizations

All Available Dates  
 Specific Beginning Date ...  
 Date Range ...

\* Start Date:

mm/dd/yyyy

\* End Date:

mm/dd/yyyy

**Advanced Search**

All Authorizations

All Available Dates  
 Specific Beginning Date ...  
 Date Range ...

\* Beginning Date of Service:

mm/dd/yyyy

In addition to searching by All Available Dates, you can also search by a Specific Beginning Date or Date Range.

**Advanced Search**

All Authorizations

All Authorizations  
 Show me ONLY authorizations that I can ...  
 Extend  
 Update  
 Appeal  
 Provide Clinical Information for

Date Range ...

You can also narrow your results to show only authorizations that you can:

- Extend
- Update
- Appeal
- Provide Clinical Information For

## AUTHORIZATION DETAIL

Please note: We will display behavioral health authorizations only to the rendering provider.

Authorization Number:

**1126619118908**

Status	Authorization Period	Provider's Name	Place of Service	Days/Units
APPROVED	09/23/2011 - 09/26/2011	LEXINGTON MEDICAL CENTER	INPATIENT HOSPITAL	00003
Facility: LEXINGTON MEDICAL CENTER				
APPROVED	09/23/2011 - 09/23/2011	LEXINGTON MEDICAL CENTER	INPATIENT HOSPITAL	00001
Service: 27447 - ARTHROPLASTY, KNEE/CONDYLE/PLATEAU; MEDIAL & LATERAL COMPARTMENTS				


StatChat

Update

or [Back](#)

The Authorization Detail page lists the authorization number (if approved), the status, authorization period (dates), provider's name, place of service and days/units. There are several different buttons you may see at the bottom of the page depending on the authorization status. If we have approved the authorization, you will see the StatChat and Update buttons.

Please note: We will display behavioral health authorizations only to the rendering provider.

 We are still processing the record you selected. Details are not available at this time.

Authorization Number:

**Authorization is Pending**

Status	Requested Period	Requesting Provider	Place of Service
PENDING	09/27/2011 - 09/27/2011	LEXINGTON MEDICAL CENTER	INPATIENT HOSPITAL
Facility: LEXINGTON MEDICAL CENTER			

Update

Provide Clinical Information

Ask Healthcare Services

or [Back](#)

If the authorization is pending or deferred, you will see the Update, Provide Clinical Information and Ask Healthcare Services buttons.

If we have denied the authorization, you will see the Update, Request an Appeal and Ask Health Care Services buttons.

Note: The Extend button will only show for BlueChoice HealthPlan members with an approved office visit authorization.

# ASK HEALTHCARE SERVICES

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**Ask Health Care Services** Required fields feature an asterisk (\*).

Please use this form to ask Health Care Services a question. Or, talk to a Health Care Services representative right now with [STATchat](#).

**This is a test message**

Facility:

First Name:

Last Name:

Health Plan:

Patient's Name:\*

Patient's Member ID:\*

Patient's Date of Birth:\*  /  /  (mm/dd/yyyy)

Inquiry Reason:

Please enter a Question.\*

Health Care Services Hours of Operation:  
8:30 a.m. until 4:30 p.m. Monday through Friday  
[How to use STATchat](#)

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Please give us your e-mail address so we can respond to your question.

E-mail Address:\*

Confirm E-mail Address:\*

Phone Number: ()  -  Extension:  ((123) 456-7890)

Fax: ()  -  ((123) 456-7890)

Address:

Address, cont.:

City:

State:

ZIP Code:  (11111)

**This is a test message**

Please note: Check Your Mailbox in My Insurance Manager in one business day for the answer to your question. Thank you for using My Insurance Manager!

If you choose Update, Provide Clinical Information, Request an Appeal, Ask Health Care Services or StatChat, you will see the Ask HealthCare Services/StatChat page. You can either send a secure email to Health Care Services or use StatChat (during normal business hours) to connect directly to the nursing staff.