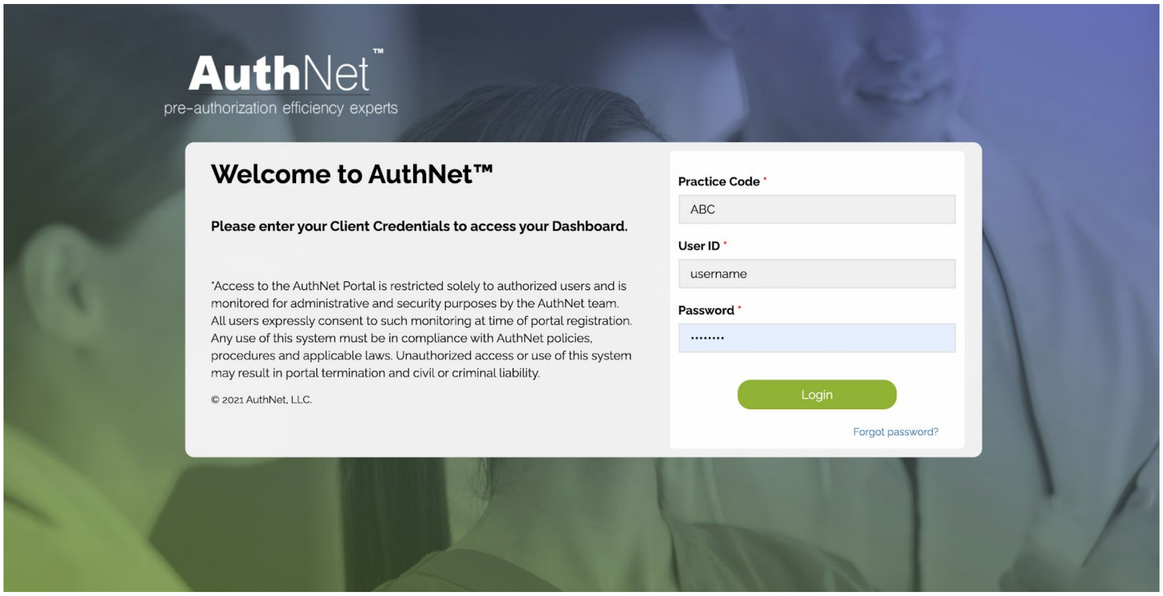
AuthNet User's Guide

Table of Contents

AuthNet™

pre-authorization efficiency experts



Pre-Authorization Creation and Management

Web Address: www.Auth-Netportal.com

Your Personal Access Information:

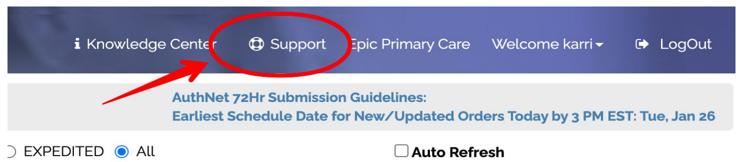
Practice Code: Username: Password:

The first time you login:

- After you enter the information above, you will be taken to an editor and prompted to select a security question and enter your personal answer. Your answer **will** be case sensitive.
- You will then be taken to the login screen where you will need to again enter your Practice Code, User ID, and Password
- Please change your password from the default that was provided to you, to your own personalized password. In the top right of the portal click on the Welcome “Username” link and select ‘change password’ from the dropdown list.

Accessing the Portal

Support Contacts



The Support button allows you to generate a ticket that is categorized as to the topic of your question/issue and will auto-generate a ticket addressed to the appropriate support team. The **Topic** dropdown at the top of the ticket holds the list of topics available and the **Details** editor allows you to type in your question or concern. The processing team will receive the tickets as will your account managers and your question/issue will be addressed as quickly as possible.

Browser Notes

- **Google Chrome** is the preferred browser to access the AuthNet portal.
- **Allowing popups for the AuthNet website** - while logged into your AuthNet user click on the Settings link for Chrome scroll down to click on Advanced. Then, under the Privacy and security header, click on Site Settings and scroll down and click on Pop-ups and redirects. You will need to unblock our site in order to view the additionally opened tabs for patient scanned in documents and exported summaries.
- **Having trouble loading the AuthNet Portal? -** updates to websites will occasionally cause problems due to the 'cached' images that browsers store in order to speed the loading of web pages. If you experience any issues with the AuthNet Portal when using Chrome please follow these steps to clear your cache:
    1. Open Chrome and at the top right of the browser either click More or the little dots under your name (depending on the version of Chrome you are using)
    2. In the Drop-Down menu click More Tools - Clear Browsing Data
    3. In the Pop Up menu select the time range
    4. Leave the Browsing History box cleared, and check the box for **Cookies and other site data** and **Cached images and files**
    5. This should clear the outdated stored images of the portal and clear the way for the portal to load correctly with the new information.

- ***For further help and screenshots of this process, please see page 33***

The Processing Timeline

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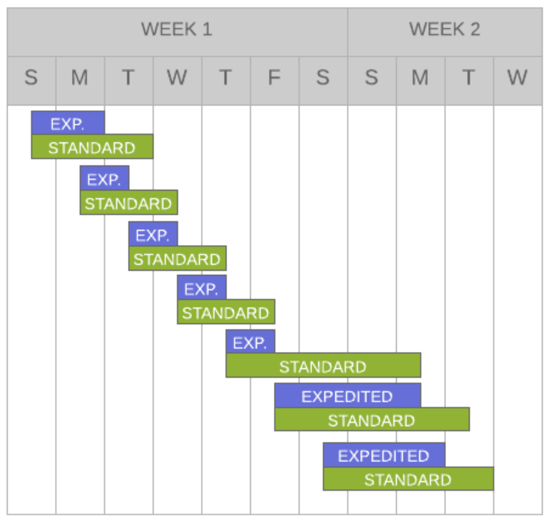
First-Pass* Processing Timeline

Based upon 12 noon EST submissions



*Turnaround times for first-pass processing include **eligibility & benefits verification, authorization initiation (where required) and submission of any required support clinical documentation** (as needed), and are defined as follows:

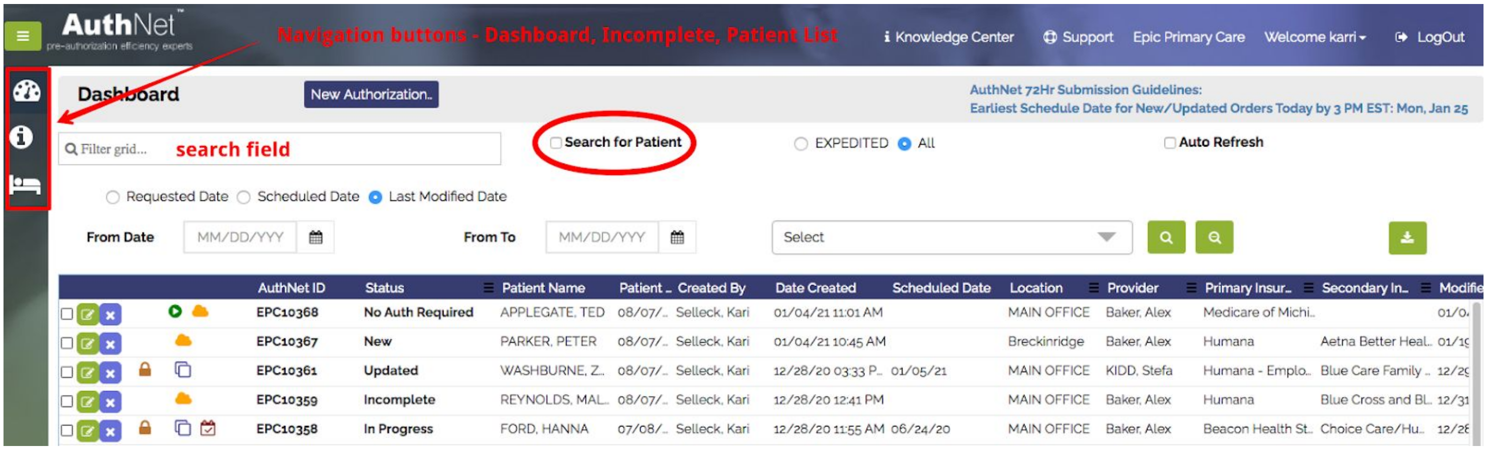
- Standard Submissions: within 48 hours
- Stat Submissions: within 24 hours

NOTE: Timeline does not indicate final decision or guarantee payer receipt of clinicals as payer fax confirmations, responsiveness, and decision times may vary.

Payer response rate, processing speeds, and adjudication times vary widely by payer and plan and are out of the control of AuthNet. As a result, authorization SLA's apply solely to AuthNet's duties and responsibilities, and do not account for additional processing or adjudication time that may be required by the payer. We strongly recommend that payer processing time be considered as part of the authorization timeline when submitting an authorization for processing and scheduling patients. **For any NEW/ADD-ON authorization requests with less than 2 business days to appointment time, Client is responsible for retaining and handling authorization submission**. **Under current COVID protocols, this timeframe has been extended to 72 hours until further notice (see screenshot on next page).**

Notes:
Submissions sent after 3:00 pm EST will not be received for processing until following business day.

The AuthNet Portal



Navigation

At the top left corner of the AuthNet Portal, you will find three navigational links.

Top Left Icon - Dashboard/Speedometer - this is your dashboard of prior authorizations submitted and in progress, showing their pertinent info and current status.

Middle Left Icon - "i" in a circle / Incomplete - This is your Incomplete tab and will show a list of your incomplete prior authorizations that are missing the required information in order for AuthNet to work them.

Bottom Left Icon - Patient List - this opens the list of all current patients entered in your database.

Search Field - this is the editor in which you can enter information to search the dashboard by. You can type the AuthNet ID number directly in the field, or if you prefer to search by Patient Name you can select the **Search for Patient** tag box to the right and then enter the patient's name in the search field.

Workflow

What do you need to do?

1. Create your patient in the portal by entering their demographics and insurance information.
2. Generate the authorization request
3. Fill out all required fields on the auth request - enter CPT and ICD-10 code(s) and any needed modifiers, Location, Place of Service (will carry over with the Location), and Rendering Provider (will carry over with the patient's demographics) and the DOS..
4. If you're aware that clinical information/documentation will be required to process any authorizations needed, please upload that information at the time of creation.
5. If you have any additional comments for our team, use the Notes editor to enter them.
6. Submit your request to our processing team to be worked by clicking the Save button when finished and selecting yes when prompted to change the status to New.
7. Designate a set cadence to check the AuthNet portal once or twice each day to check for any authorizations for which we need assistance from you. **Client Action Required** statuses are: "CAR: Response Needed", "CAR: Medical Records Needed", "CAR: Peer-to-Peer Needed", "CAR: Clinical Survey Available". Once you've updated them with any needed info, you will need to save and change the status to "**Client Action Completed**" to alert the AuthNet processing team that the auth is again ready to be processed.
    - ***Note***: *if an auth request is left in a* ***Client Action Required (CAR)*** *status and not changed to "Client Action* ***Completed"*** *status - AuthNet will* ***NOT*** *be actively processing the request. You* ***must change the status to Client Action Completed*** *in order to alert us to resume work on the request.*

What is AuthNet's process?

1. Pick up and process any New status auth requests in the portal
2. We will change the auth statuses appropriately as the request is worked (For example: New —> E&B Initiated —> E&B Verified —> Clinicals Submitted/Faxed to Payer —> Pending Payer Review —> Approved)
3. If we need any additional information or assistance from you, we will change the status to a Client Action Required Status (*CAR: Response Needed, CAR: Medical Records Needed, CAR: Peer-to-Peer Needed or CAR: Clinical Survey Available*). We will monitor the portal throughout the day looking for those ready for us to resume by checking for Client Action Completed statuses.
4. We will document all pertinent information and work the authorization requests to a completed status.

Authorization Statuses

The pre auth statuses are a **very** important element of the auth request. The status of an auth request will let you know their current progress in completion. There are statuses for which you, the client, are responsible and others for which we, as the processing team, are responsible.

It's critically important that someone in your clinic checks the auth requests daily and filters the statuses to see if any need any action or attention on your side, and if so that they're handled and updated for us so that our processing team is aware they're ready for us to resume processing.

STATUSES INDICATING AUTHNET OWNERSHIP / ACTION BEING TAKEN

- New
- Check E&B
- Client Action Completed *(an order being returned to AuthNet after a Client completes a requested action)*
- Clinicals Submitted/Faxed to Payer
- E&B: Initiated
- E&B: Unsuccessful
- E&B: Verified
- Future Scheduled Date *(orders in HOLD status that are picked up for work based on scheduled date of service)*
- In Progress
- Pending Payer Review
- Updated *(an order being returned to AuthNet when a Client makes a material change to DOS, Location, etc.)*

(Cont. on Next Page)

STATUSES INDICATING CLIENT OWNERSHIP / ACTION NEEDED FOR FURTHER PROCESSING

- CAR: Clinical Survey Available
- CAR: Medical Records Needed
- CAR: Peer To Peer Needed
- CAR: Response Needed
- Incomplete

STATUSES INDICATING FINAL DETERMINATION COMPLETE

- Approved
- Approved: Conditional
- Approved: Partial
- Cancelled *(only at Client instruction)*
- Denied
- No Auth Required
- No Coverage

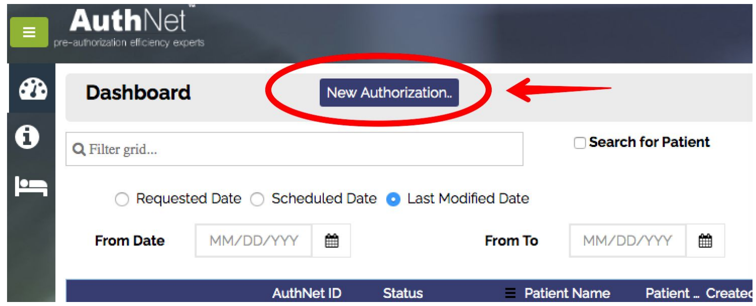
(Cont. on Next Page)

OPTIONAL CLIENT-USE STATUSES (POST-AuthNet PROCESSING)

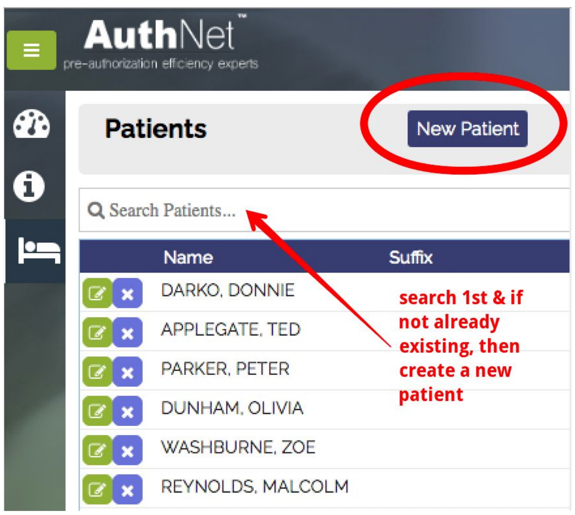
*NOTE: These are Non-AuthNet statuses that are **NOT** monitored, reported or used by AuthNet*

- PPS: Action Required *(used to request action/response from internal staff on an order, post-AuthNet processing)*
- PPS: Cancelled *(cancels an order/date of service after post-AuthNet processing if needed)*
- PPS: Completed *(indicates that a patient is scheduled/confirmed or any internal post-processing work is done)*
- PPS: Not Scheduled *(indicates that a patient has declined to schedule after AuthNet has already processed)*
- PPS: Patient Call Required *(indicates a patient call is needed for scheduling or info update)*
- PPS: Send to Scheduling *(used to close/satisfy a PPS: Action Required and send back to scheduling/creator)*

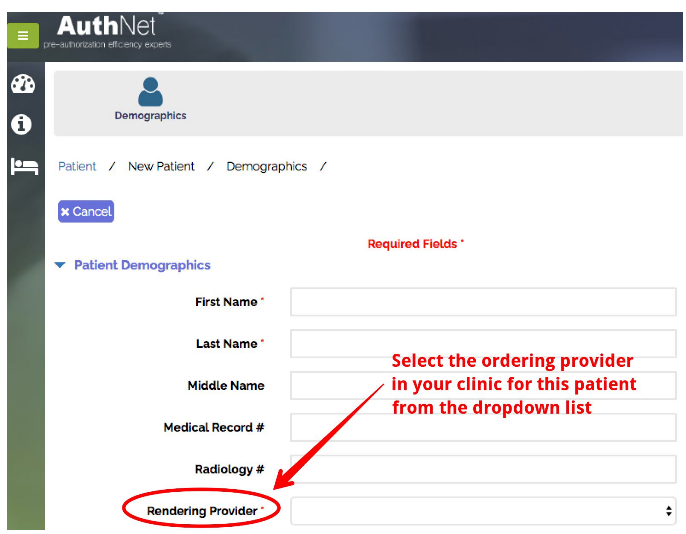
Steps to Creating An Auth Request For a New Patient



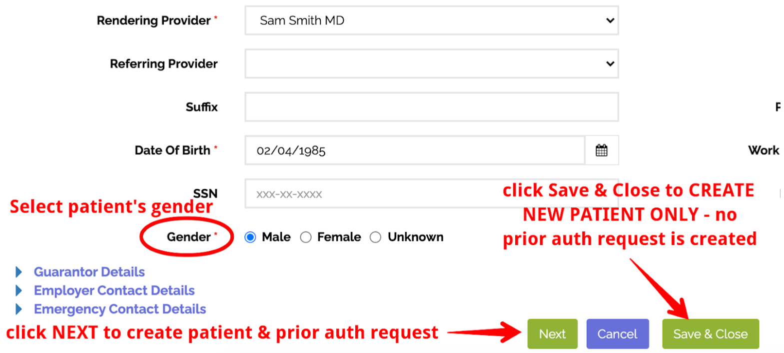
1. From your Dashboard, click on the New Authorization button at the top which opens the Patient Tab.



2. In the Patient Tab, first search for your patient by typing their name in the search bar. (If you find your patient - just single click on their name to create an auth and skip to the Auth Request instructions). If you do **not** find your patient in the list, click on the **New Patient** button at the top.

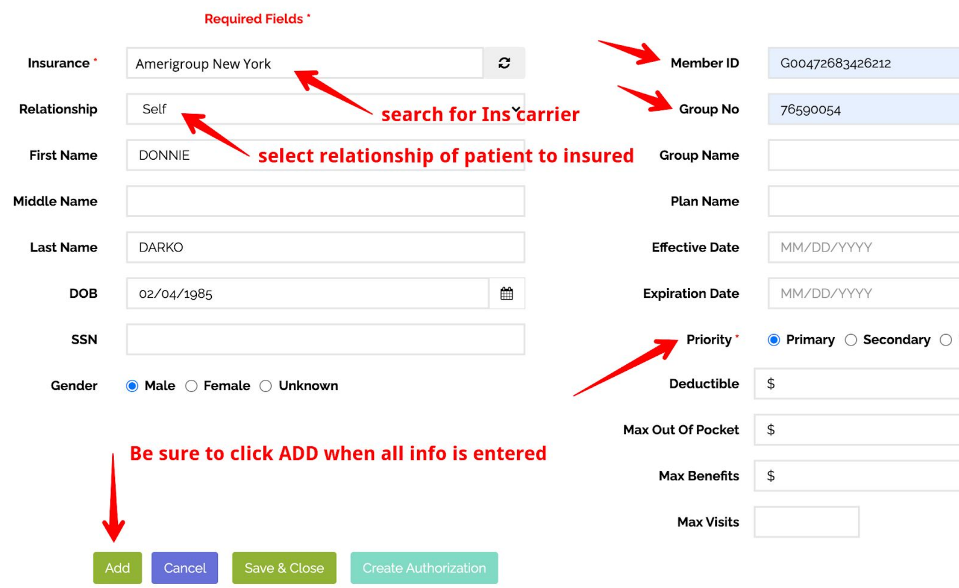


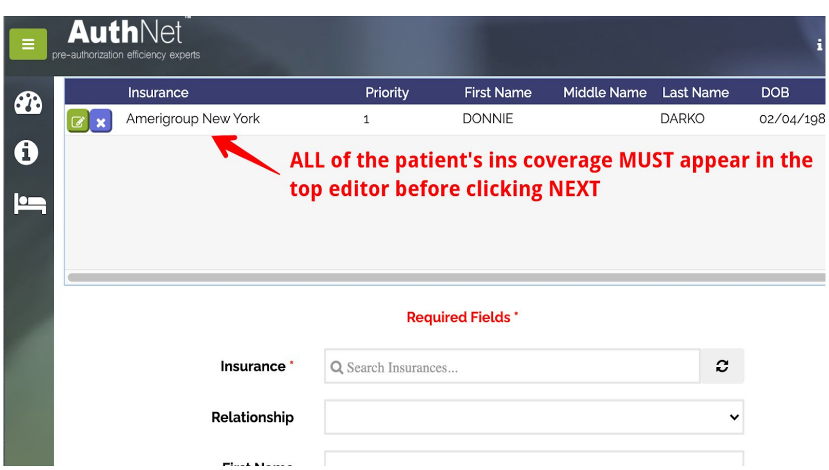
3. In the New Patient editor you will need to fill out all the fields with a red asterisk (including the Rendering Provider, who is actually the Referring Provider in your practice).



4. After you have completed all the red asterisked fields, you can click NEXT to continue with the creation of an Auth request, or SAVE & CLOSE to merely save the patient and **not** continue to create an Auth Request.

5. Insurance Editor - search for the ins carrier in the search bar and select, set the relationship to the insured, enter the Member ID (required) and Group # (if applicable), and be sure to select the Primary, Secondary or Tertiary radio button. When done, click **ADD at the bottom of the editor**.



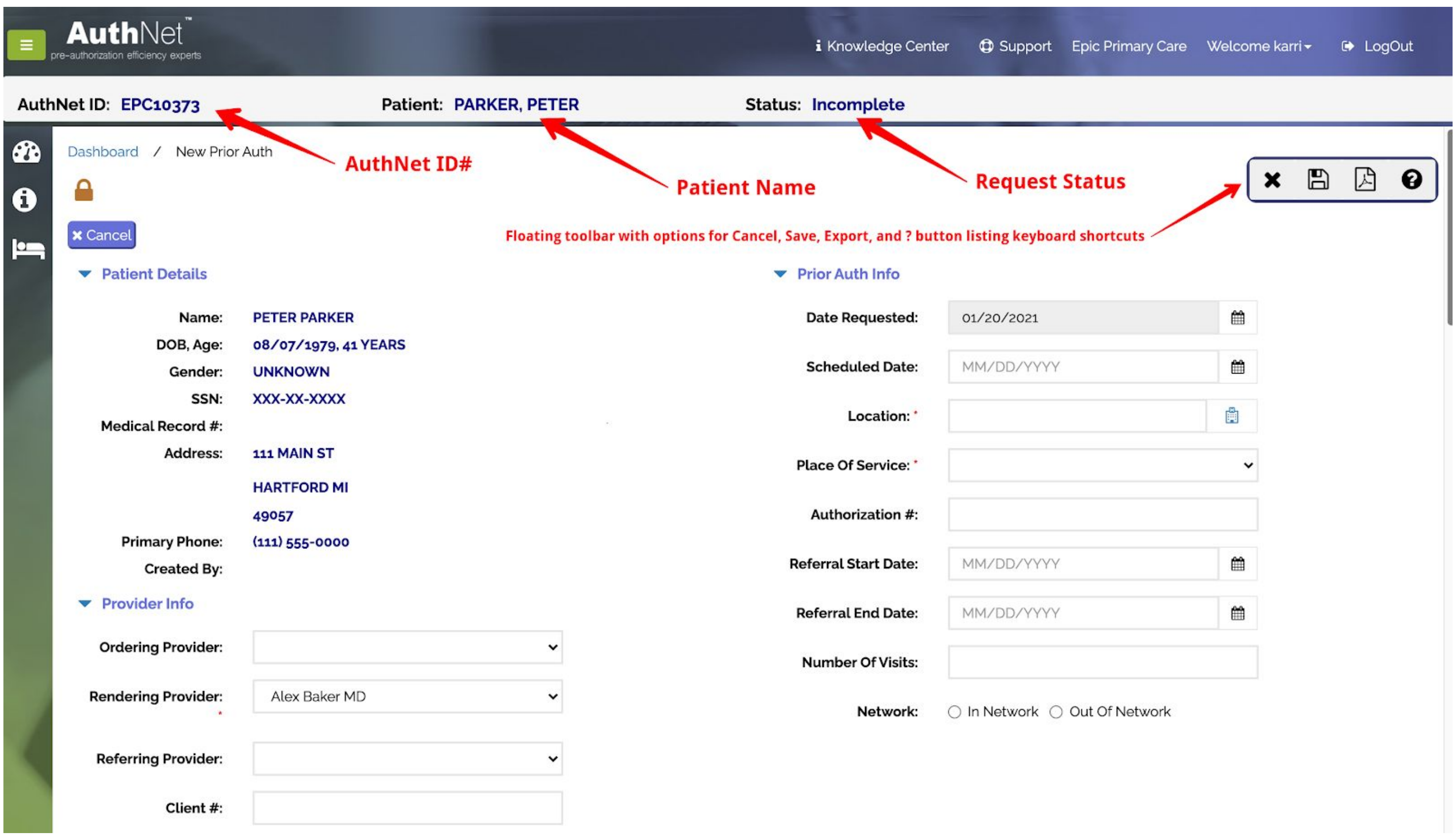


6. When you see all of the patient's insurances listed in the above list, click the NEXT button to be taken to the prior auth form. ***Note:*** *if you click NEXT before adding the insurances in the list above they will* ***NOT*** *be saved to the patient's demographics.*

Tip: when searching for ins carriers, start with the most unique word in the name in order to see a narrower list of options

The AuthNet Prior Authorization Request

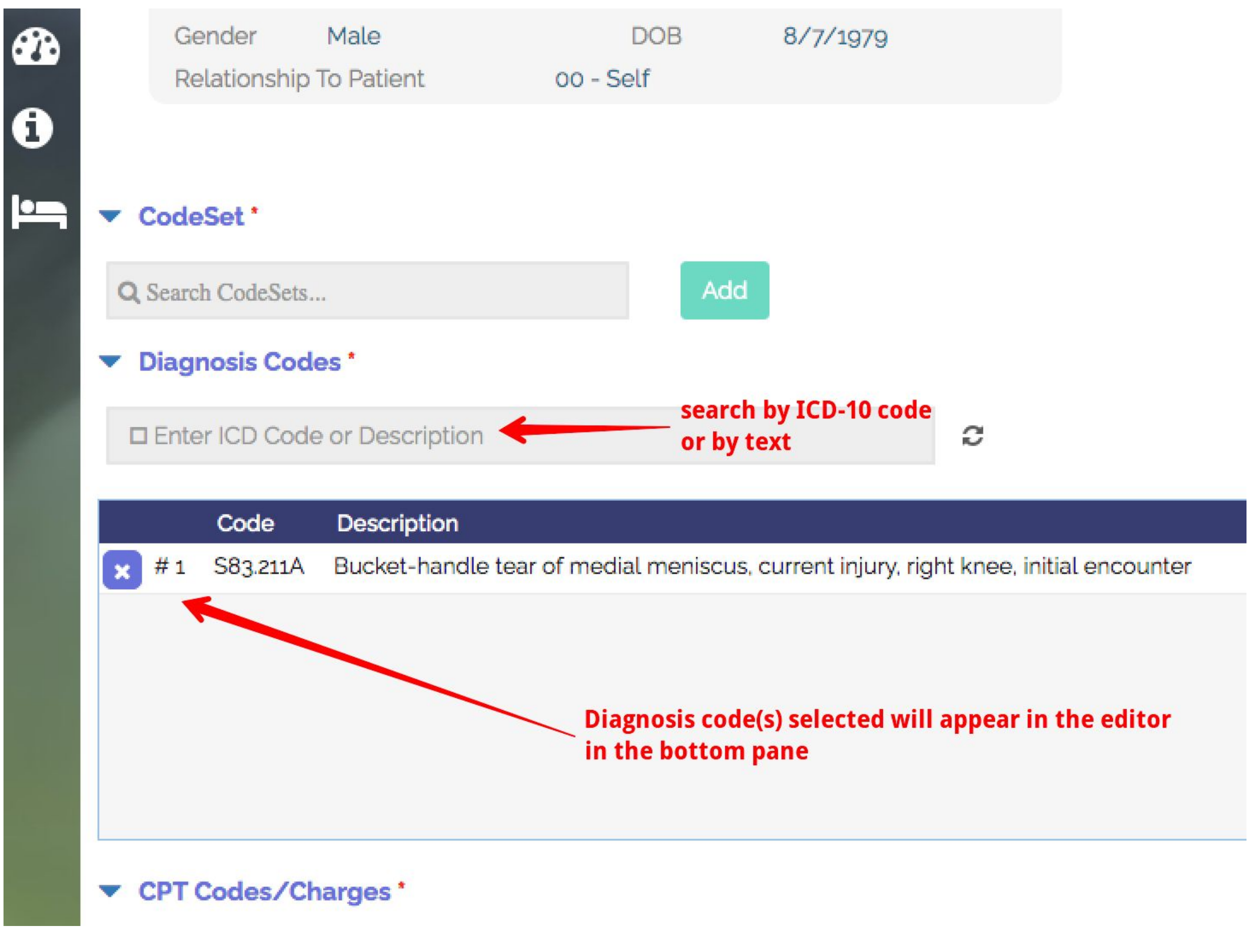
The required fields will be shown with a red asterisk in the prior auth editor. You will see an AuthNet generated ID#, the patient's name and the current authorization Status. The authorization status will show as Incomplete until all the required fields are completed and the Save button is selected.



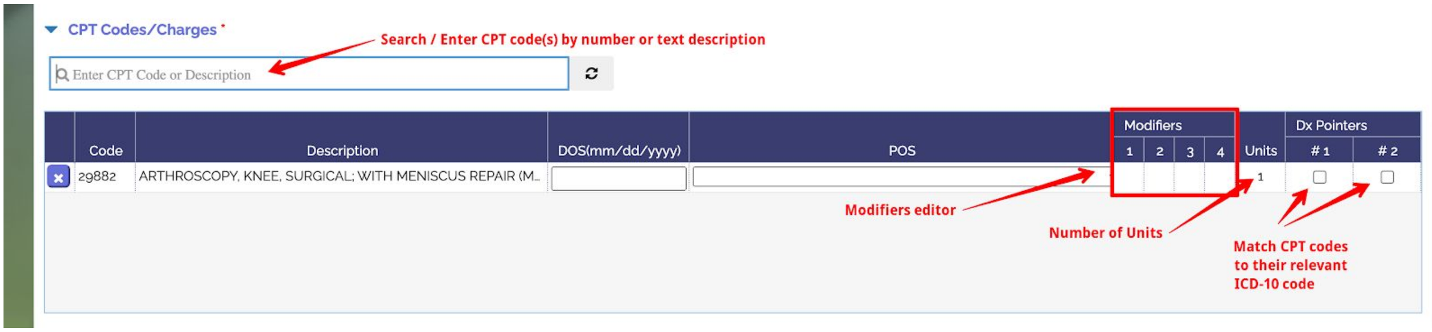
Required Information on the Auth Request

Much of the required information will be carried over from the patient's demographics editor, with the addition of the following fields:

- **Scheduled Date** - This would be the date the procedure is scheduled for, if known. This is not a required field.
- **Location** - This is the location where the procedure will take place, select from the dropdown list.
- **Place of Service** - This is the type of location (Outpatient Hospital, ASC, Office, etc.) and this field should populate itself when the Location is selected, but can also be changed for the auth request if needed.
- **Rendering Provider** - This field should populate itself with the information that was entered in the patient's demographics editor.
- **Diagnosis Code(s) ICD-10** - all pertinent diagnosis codes related to the procedure(s) needing prior authorization. Over time, the AuthNet Portal will remember previous ICD-10 codes you've selected most frequently and you will see an initial 'short-list' popup of the top codes previously selected, saving you time in entry.



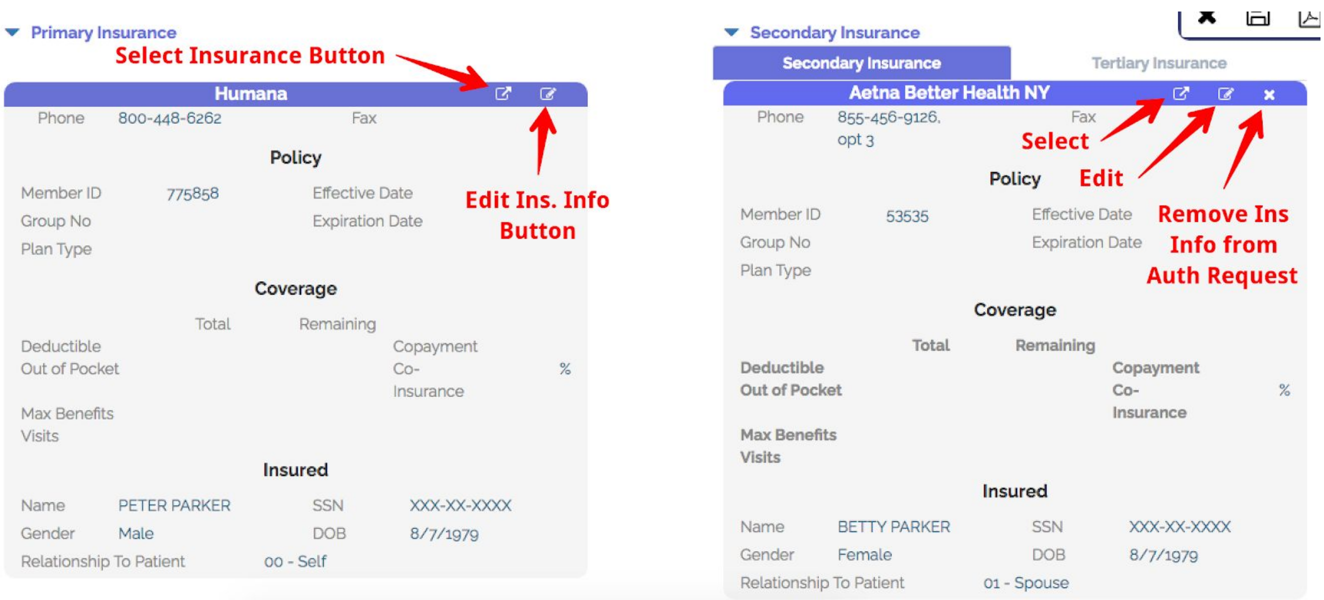
- **CPT Code(s)** - all relevant CPT codes needing prior authorization. In the CPT code editor you are also able to enter Modifiers, Units, and even associate individual CPT codes to individual ICD-10 codes. Over time, the AuthNet Portal will remember previous CPT codes you've selected most frequently and you will see an initial 'short-list' popup of the top codes previously selected, saving you time in entry.



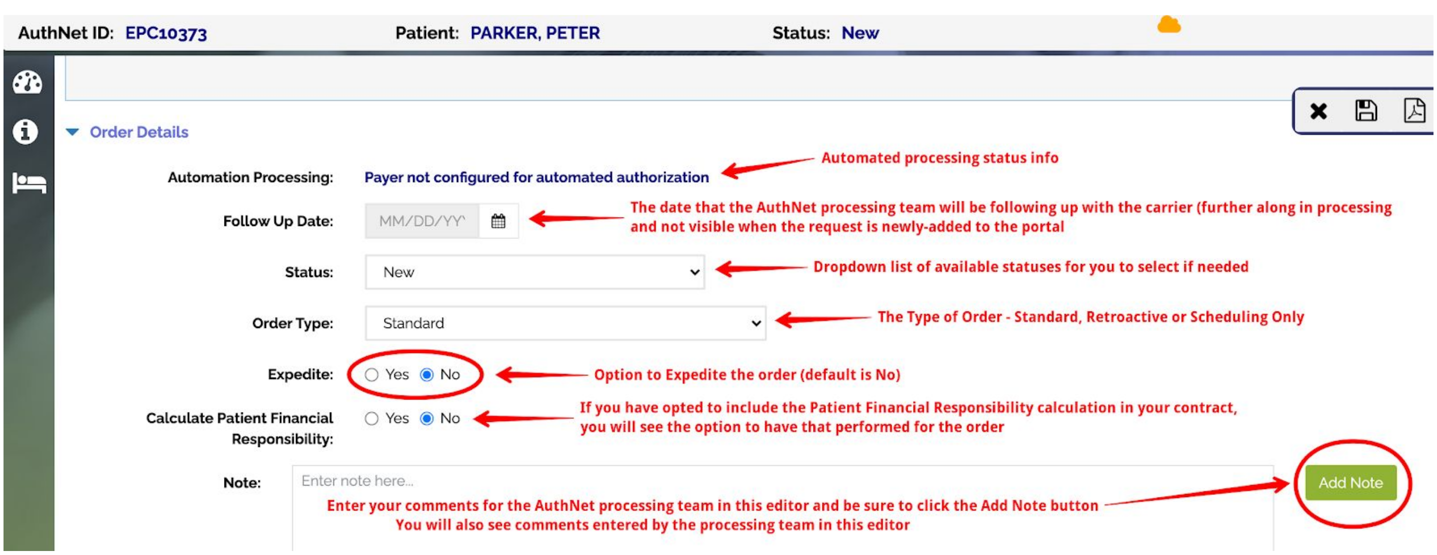
- **Incomplete Auth Requests -** if you do not enter **all** the required information your auth request will be saved in the Incomplete tab and will not be processed until completed. *For further instructions to complete an incomplete auth request, please see page 18.*

Other Information found on a Prior Authorization

- **The Insurance Card:** You will see the patient's benefits information entered here by the AuthNet processing team. You are also able to click the Select button in order to see a dropdown list of all of the patient's entered insurance coverages, click the Edit button in order to edit the patient's info (member ID#, etc.) and click the X in order to remove a carrier from the patient's auth request, or to move it to a different slot (move from Primary to Secondary, etc.)



- **Information Regarding Automated Processing:** the status of the automated processing
- **Follow Up Date**: is the date that the AuthNet processing team will be following up on the request. This field will be populated later once processing has begun.



- **Status**: when the request is being created, this will show as Incomplete and you will be prompted to change the status to New when you are finished and click Save. After the auth request has been successfully moved to the New status and beyond, this is the editor where you will change the status as you edit it and add information if needed, so that it will be placed back into processing.

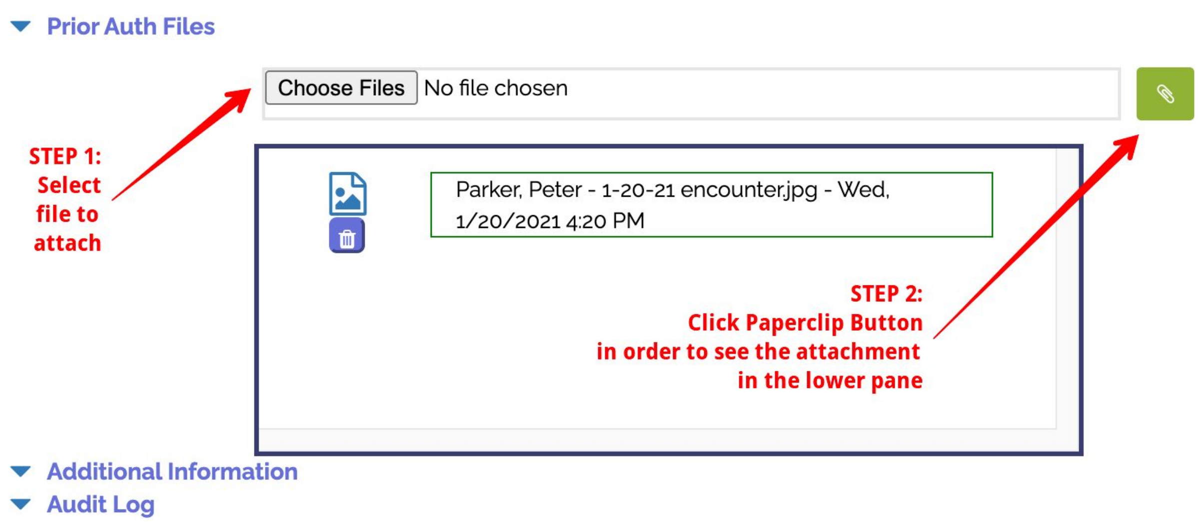
- **Order Type**: the default order type is ***Standard*** which is an order that will be processed fully by AuthNet. You also have options for ***Retroactive*** and ***Scheduling Only***. *(**Scheduling Only** orders are processed only as far as the Eligibility and Benefits by AuthNet, and no prior authorization need will be checked or initiated.)*

- **Expedite**: the option to expedite the order if wished.

- **Calculate Patient Financial Responsibility**: if you have opted to include this service with your contract, you will see the option to select Yes or No for each prior auth request generated.

- **Notes Editor:** the AuthNet processing team will document all of their contact with the insurance carriers in this editor. You can also enter notes for the processing team here. If you receive a request for more information (clinical documentation, etc.) for an auth request, you will also see notes documenting anything that is needed by the processing team - just look at the last entry for more details as to what is needed. When entering comments, please be sure to click the "**Add Note**" button to the right of the editor in order for it to be attached to the auth request.

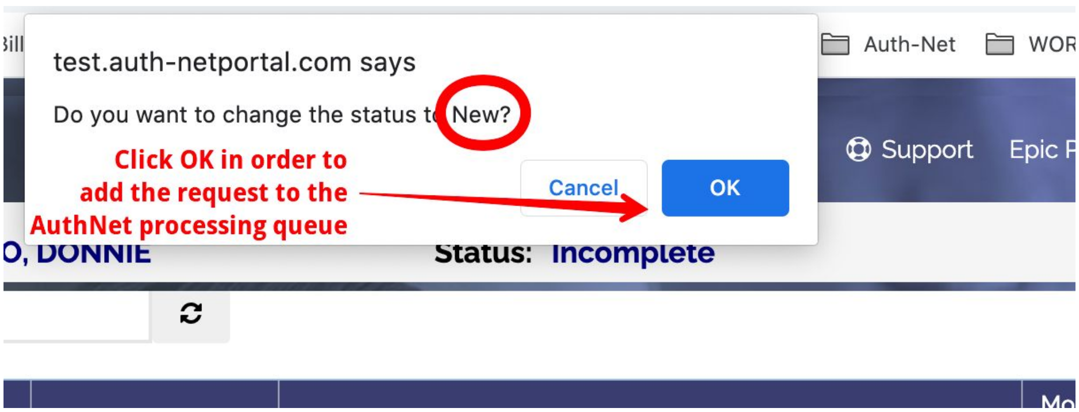
- **Prior Auth Files:** this is where you can upload and attach clinical documents needed for the auth request processing. Click the Choose Files button to select the file, and then click the Upload File button to upload them to the auth. The accepted file formats are: .pdf, .jpg, .bmp.
  - ***Note***: *it is important to click the paperclip button on the right after you've selected the desired file in order to attach it to the auth request. If you do **not** see the file in the lower pane and only see it next to the "Choose Files" button, it is not yet attached to the auth request.*



Finishing the Auth Request

Once you have entered all the information and uploaded any needed clinical documentation, please leave us a note if you have any additional information you'd like to include and then click **Save** at the bottom of the auth request. When you click Save and you have entered all of the needed information, you will see the popup appear at the top of your screen (*see below screenshot*), asking if you want to change the status to **New**. Clicking OK and changing the status to New will alert the AuthNet processing team that the authorization request is ready to be worked.

Note*: if you* ***do not*** *see this popup when you click Save, check the Incomplete tab for your authorization request as it must be missing needed information.*

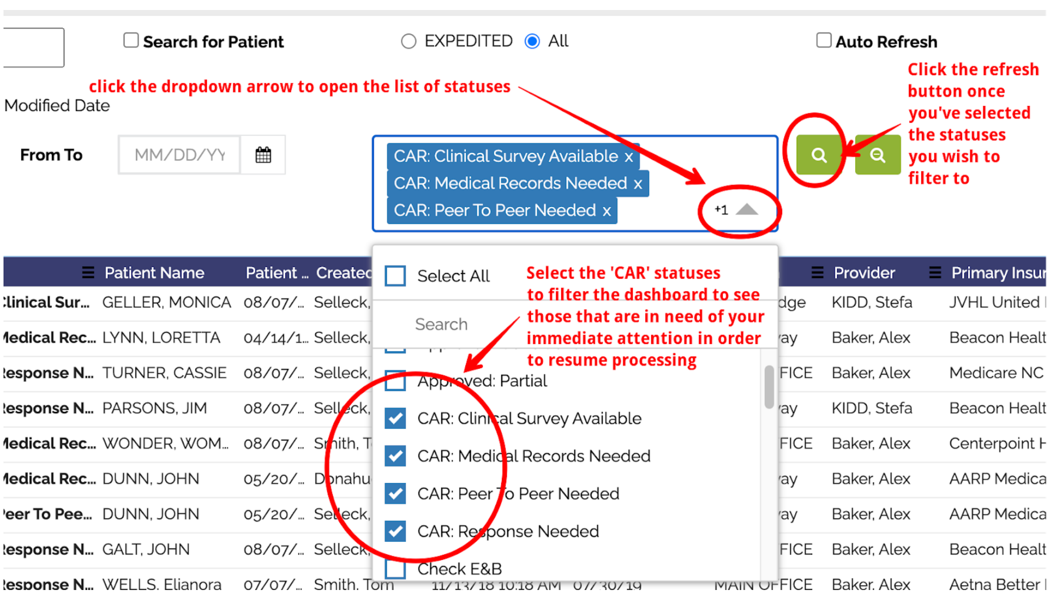


Updating an Auth Request

How do you know if any auth requests need your attention? The statuses which need your attention in order for processing to resume will begin with "**CAR"** (Client Action Required) - **CAR: Medical Records Needed**, **CAR: Response Needed**, and **CAR: Peer to Peer Needed** are all statuses needing your input before they can be further processed by the AuthNet processing team.

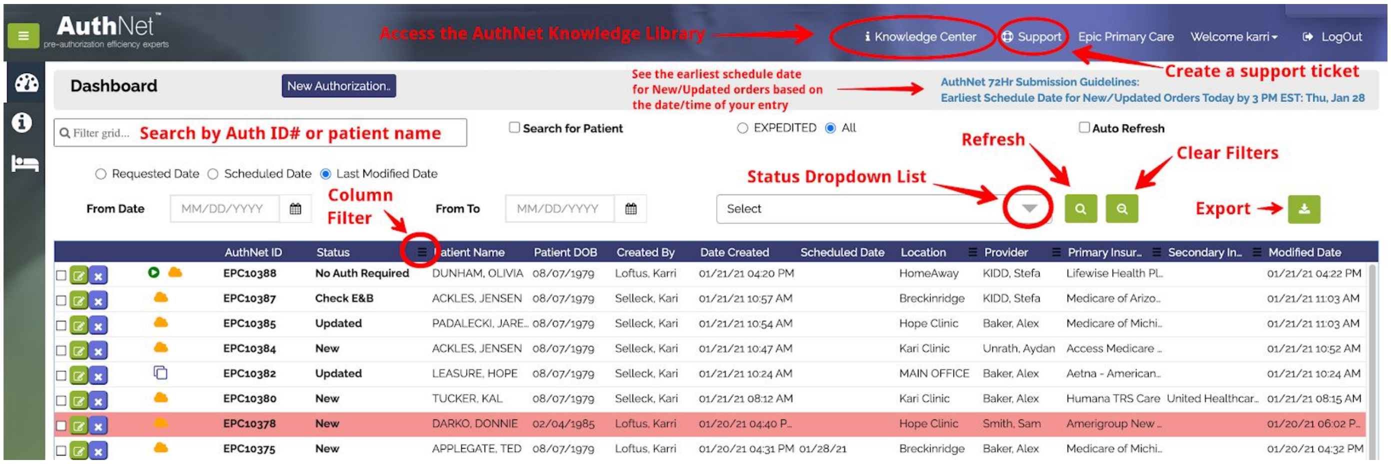
Filtering your Dashboard to see Client Action Required orders

1. Click on the Dropdown arrow to the left of the Update button to filter by status. Then select the filter labels you wish to see. (For example: CAR: Response Needed; CAR: Medical Records Needed; CAR: Peer To Peer Needed and CAR: Clinical Survey Available are those statuses requiring action on your part.) Then click the Update button. You will then see only those prior auth statuses which you have selected.



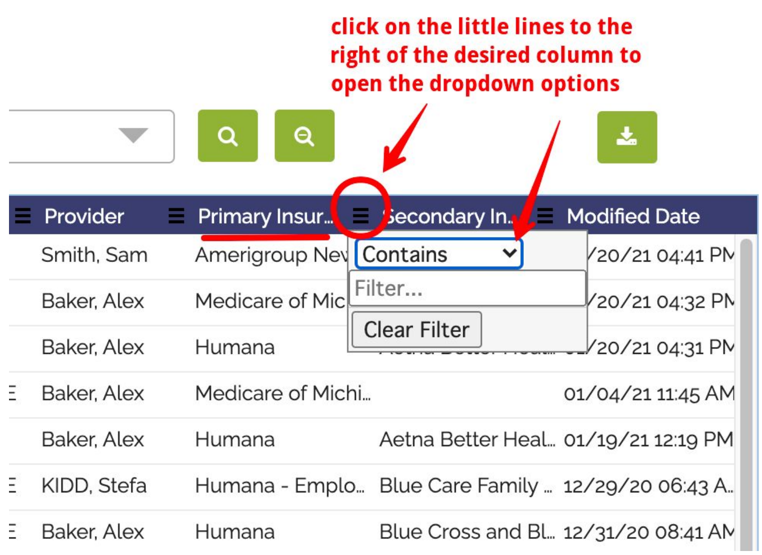
2. Open the authorization and look in the Comments editor to see what is needed.
3. Upload any missing documentation, change any codes, etc. and please leave a comment as to the change/addition you have made .
   - Change the status of the auth to "**Client Action Completed"**. ***This is a very important step!*** *If the auth is saved without the status being changed, we won't know that you've addressed it and we will not know it is ready to be worked by us again, thereby causing a delay in processing.*
4. Click Save.

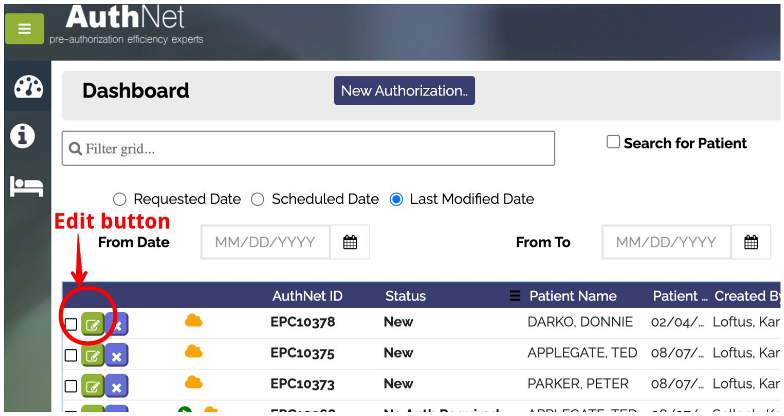
Your AuthNet Dashboard



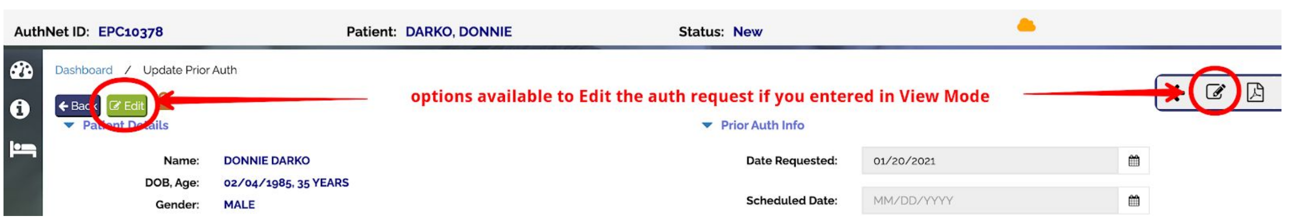
Your dashboard is your resource for all authorizations currently in process allowing you to see their current status. The dashboard may be sorted and arranged in a multitude of ways.

- **You may search by the Auth ID or the patient's name**. If you search by the patient name, be sure to click the search by patient check box to the right of the search field.
- **You may select multiple statuses to view by clicking the dropdown box for Statuses**. See the above screenshot, this dropdown is located just to the left of the Refresh button. Then just click the Refresh button after selecting the filters you'd like to see in the list.
- **Drag column labels to the left or right, rearranging the columns you see on the dashboard** - just left click on the label of the column you'd like to move and drag it to where you'd like to see it
- **Sorting columns by date or alphabetically -** to sort the column, just left click on the header of the column.
- **Access the AuthNet Knowledge Center** - for access to the portal user's guide, and other information.
- **Column filters** - there are little lines to the right of some of the column headers: Status, Location, Provider, Primary Insurance and Secondary Insurance. They are a link to an editor where you can select options you'd like to see, or not see, etc in that column. For example, if you do not want to see those orders with BCBS coverage - click on the lines to the right of one of the insurance columns and select "Contains" and then type the word "BCBS" under that. You will only see BCBS orders. These filters are removed when you log out of the portal or enter an auth request, etc.

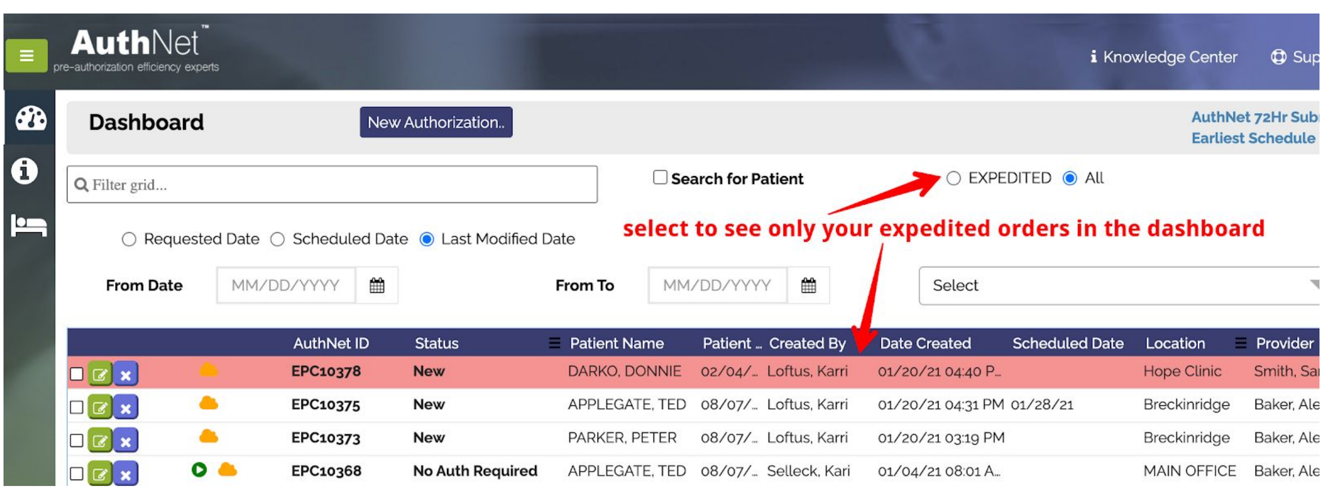




- **Opening an Auth in edit or view mode** - to open an auth in view mode - left click anywhere on the line. To open an auth automatically in Edit mode - click on the green edit button to the far left in the line. ***Note:*** *Even if you open an auth in View mode - you can still edit it by clicking the green edit button at the top of the auth.*



- **Clearing your filters** - click on the Clear Filters button to set your Dashboard back to the default setting, without any selected filters
- **Viewing expedited requests only** - there is a radio button at the top to select which will restrict the auth requests shown on the dashboard to display only the expedited requests. Expedited requests will appear red in the dashboard.

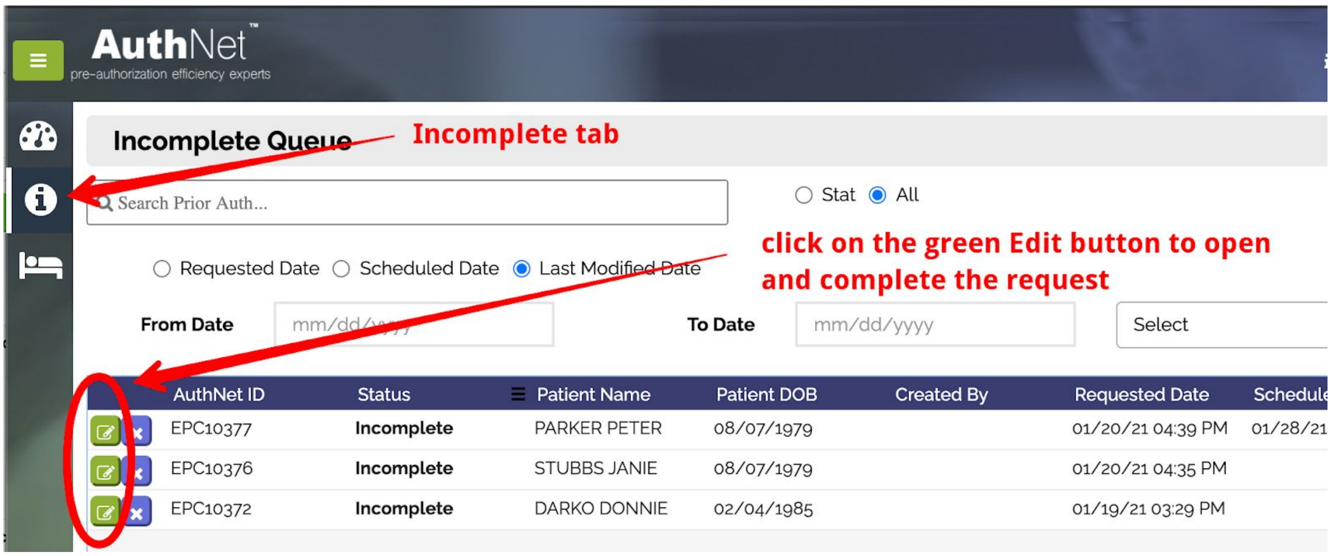


The Incomplete Auth Tab

Incomplete authorization requests - if you are entering an auth request and you're bumped out of the request before all required fields are completed, or you close your browser before saving, etc., your auth request may end up in the Incomplete tab and not be visible on the Dashboard. Please be sure to frequently check your Incomplete Tab in order to be sure there aren't orders that you inadvertently left unfinished.

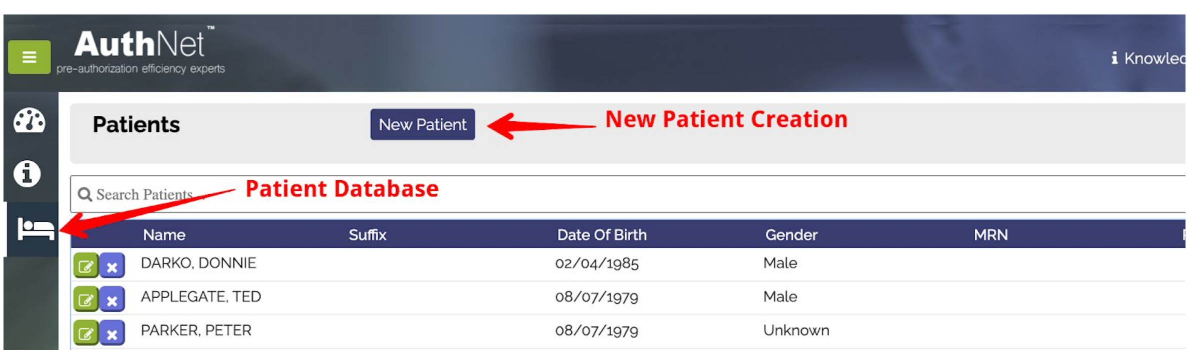
To finish an Incomplete request:

1. Click on the Incomplete tab and then click on the green edit button next to the auth request in order to open it in edit mode.
2. Once you have entered all needed info and changed the status to **New** when prompted upon saving, your auth request will then appear in the Dashboard.



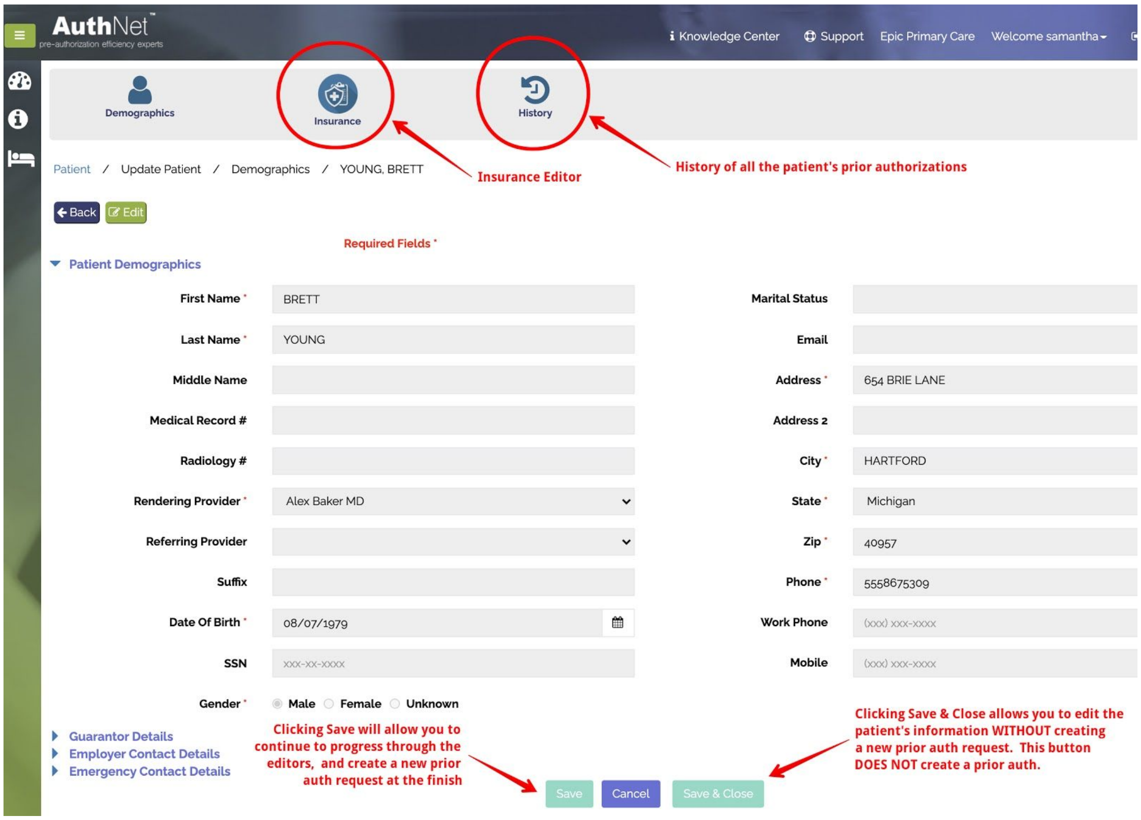
The Patient Tab

The Patient tab is the button on the far left with the patient bed icon. Here you will find your existing patients database, and you're also able to create new patients from this tab if needed. Before creating new patient authorizations, you will always want to search to see if the patient has been previously entered so you can prevent duplicate patients from being created.

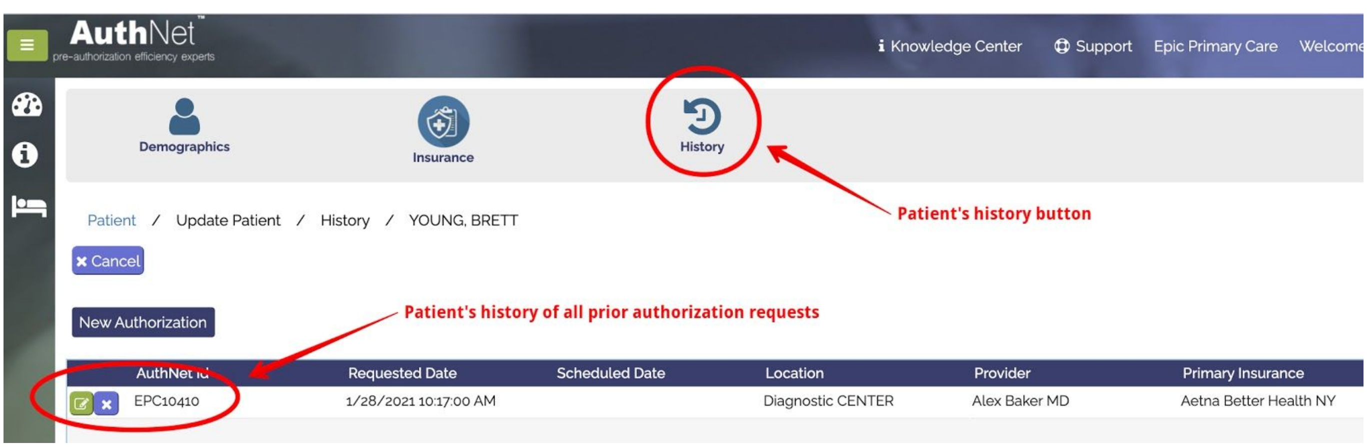


The Patient's Record

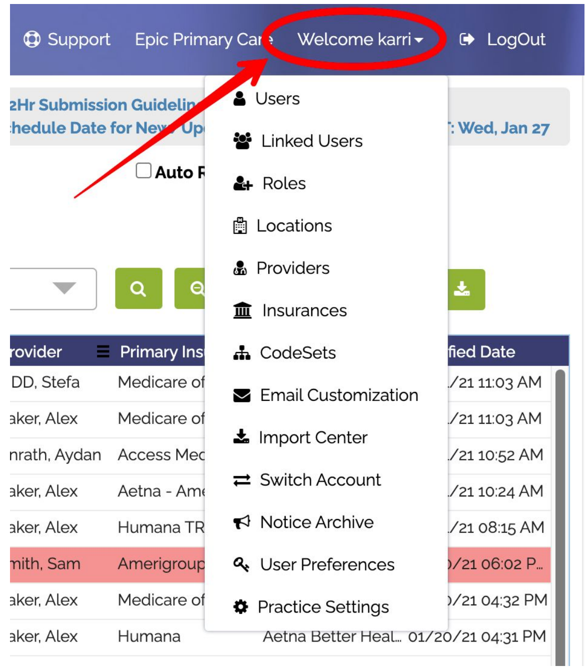
If you enter a patient's record you will see tabs for the Insurance editor and also the patient's history of all previous prior authorizations. You may edit their information in the editors. At the bottom you will see Next and Save & Close buttons. Clicking the Next button will take you to the Insurance Editor and then all the way out to create a new prior authorization request. Clicking the Save & Close button will save the demographic changes you've made and will **NOT** generate a new auth request, but will save the changes you've made.



The Patient's History Tab



Administrative Tasks



Changing Your Password

1. Click on the Welcome Username link at the top right of the portal to open the dropdown menu
2. Select - Change Password

Set Your Email Notification Preferences

The AuthNet portal will send email notifications to notify you when auth request statuses are changed to the statuses you have selected. ***Important statuses to select include*: CAR: Response needed; CAR: Medical Records Needed; CAR: Clinical Survey Available; and CAR: Peer-to-Peer Needed**. To select the status changes to be notified of:

1. Click on the Welcome Username link at the top right of the portal to open the dropdown menu
2. Select - Email Customization
3. Select the Statuses you wish and click Save

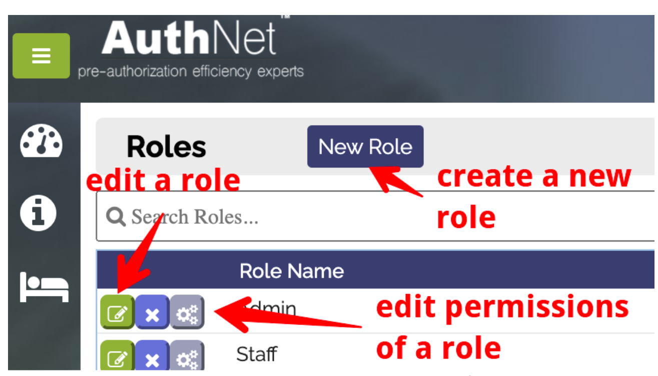
The options you will see in your dropdown list depends on your assigned User Role

Change Your Automatic Timeout Setting

1. Click on the Welcome Username link at the top right of the portal
2. Select Settings
3. Set the time you prefer and click Save

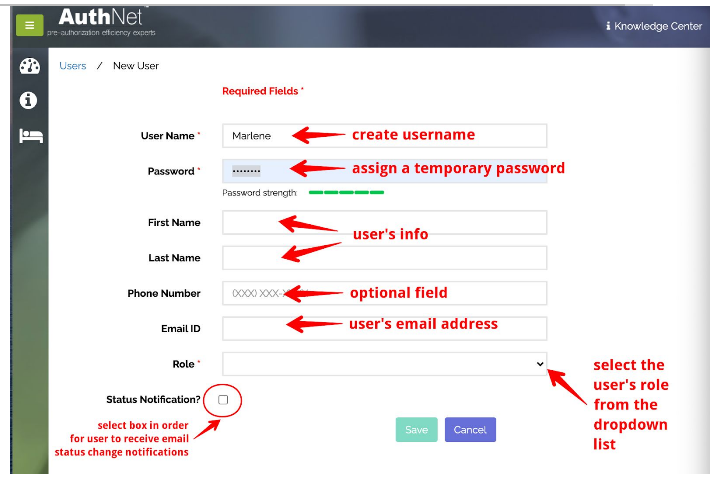
Adding/Editing User Roles

1. Click on the Welcome Username link at the top right and select Roles
2. Your account comes with two default Roles - Admin and Staff
3. To Edit a Role label or description - click on the green edit button to the left of the role.
4. To Edit a Role- click on the gray button with the gears next to the label
5. Select the permissions you would like that type of user to have and click Save



Adding Users to the Portal

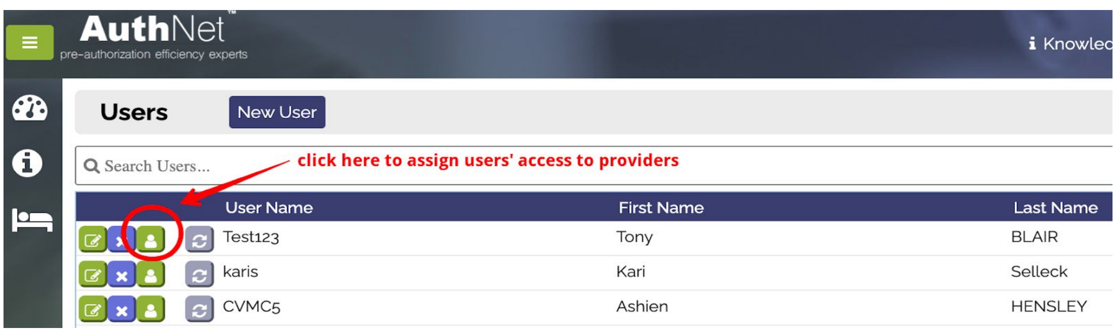
1. Click on the Welcome Username link at the top right of the portal to open the dropdown menu
2. Select Users
3. Click the New User button at the top of the screen
4. Complete the fields and Click Save
5. Follow the steps below to Assign Providers to the user



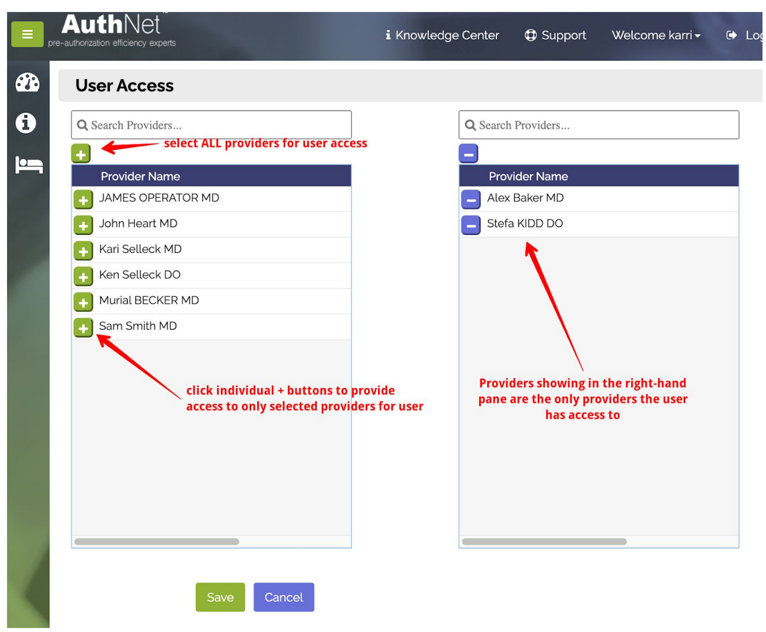
Assigning Providers to a User

THIS IS AN IMPORTANT STEP - once you have created the user you will need to assign the Provider(s) to that user that they will have access to. If this step is missed, the user will see the authorizations for **ALL** providers and patients in the clinic. If you don't want the user to have access to ALL providers, be sure not to forget this step.

1. From the Users Dashboard - click on the green button just to the left of the username



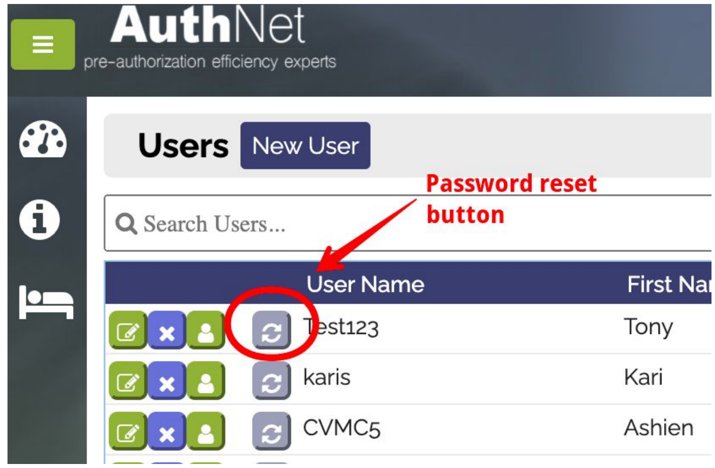
2. Select the + symbol in the green box at the top of the list on the left to select **all providers** in the database for the user to be linked to, or individually by selecting the + to the left of each desired Provider name.
3. Click Save



***IMPORTANT NOTE:** if NO providers are selected for the user (no providers are showing in the right pane), the user will have access to **ALL** providers' orders. However, they will not receive any email notifications of status changes as they are not linked to any specific providers.*

Resetting a User's Password

From the Users Editor, click on the gray button just to the left of the username in order to reset their password. Then enter the new password and verify by entering it again and click Save.

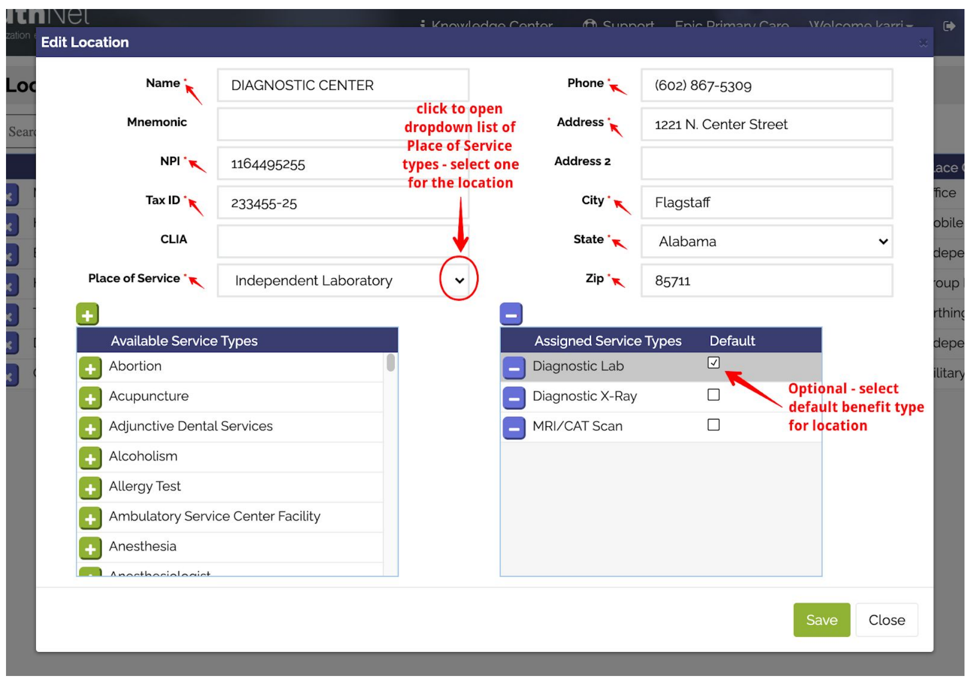


Deactivating Users

1. Click on the Welcome Username link at the top right of the portal
2. Select Users
3. Click the blue box with the X next to the name of the user(s) you'd like to deactivate
4. Confirm the deactivation

Adding/Editing Locations

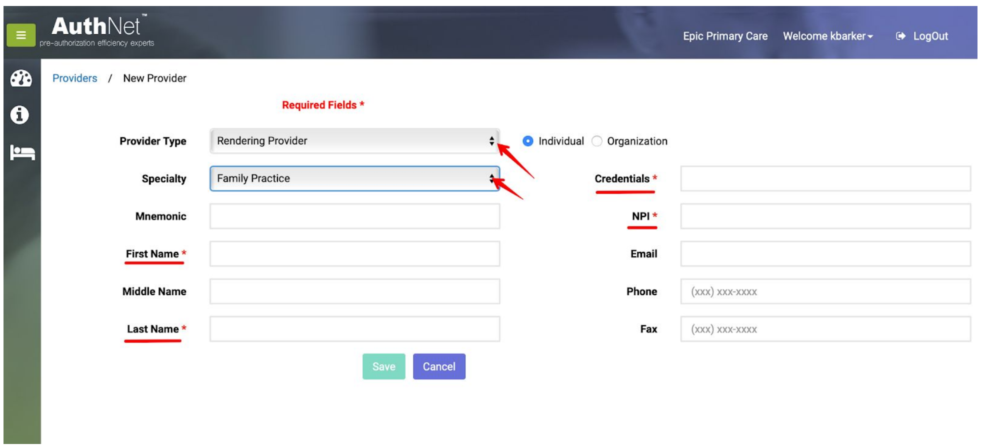
1. Click on the Welcome Username link at the top right of the portal to open the dropdown menu
2. Select Locations to see a list of the Locations entered in the database
3. **To Edit an existing Location** - click on the green edit button to the left of the Location Name
4. **To Add a Location** - click the New Location button at the top
5. Enter the Required fields (those with a red asterisk) and click Save.



***Note:** You may select multiple Benefit Service Types from the left side pane. Any Assigned Service Types you see on the right side of the editor will appear in the Insurance Card editor on the auth. You may also select a Default type which will become the top benefit type for that location when viewed on the auth in the portal. The others will also be available, but not be the top/default benefit visible but can be toggled to.*

Adding/Editing Providers

1. Click on the Welcome Username link at the top right of the portal
2. Select Providers to see a list of the Providers entered in the database
3. To Edit an **existing** Provider - click on the green edit button to the left of the Provider name
4. To **Add a Provider** - click on the Add Provider button
5. Select "Rendering Provider", select a specialty, and enter the other required fields (those with a red asterisk)
6. Click Save

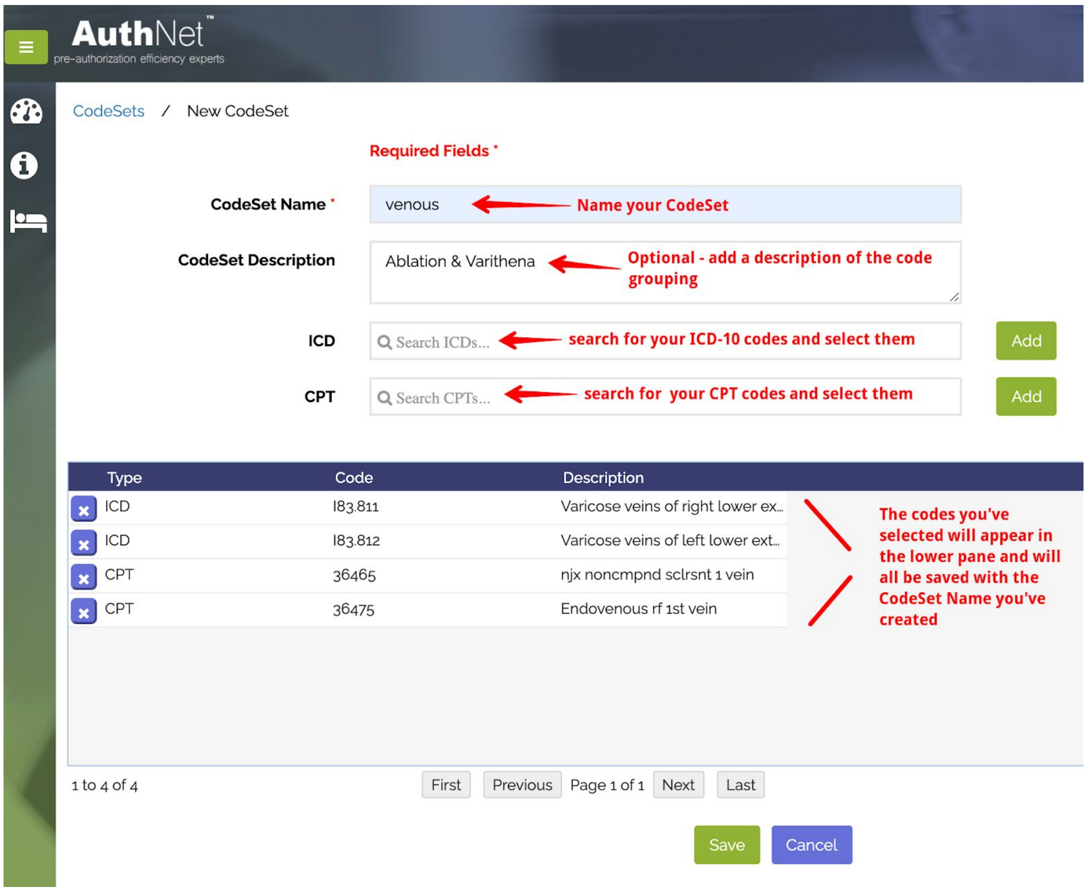


Adding/Editing Insurance Carriers

1. Click on the Welcome Username link at the top right of the portal to open the dropdown menu
2. Select Insurances to see a list of the default insurances in the database (at last count over 4,400 entries)
   ***Note**: you may search for the insurance carriers in the search bar at the top. A good practice is to start your search with the most uncommon word in the insurance name. i.e. when looking for Blue Cross Blue Shield of North Carolina, if you search for the word "north" first, instead of Blue, etc. it will be faster. There are many 'blue' entries in the list and not as many 'north's etc.*
3. **To Edit an existing Insurance Carrier** - click on the green edit button to the left of the insurance entry
4. **To Add an Insurance Carrier** - click on the New Insurance button at the top
5. The New Insurance editor only has one required field - Name. However, it will be very helpful if you can include the phone number, and address if known.

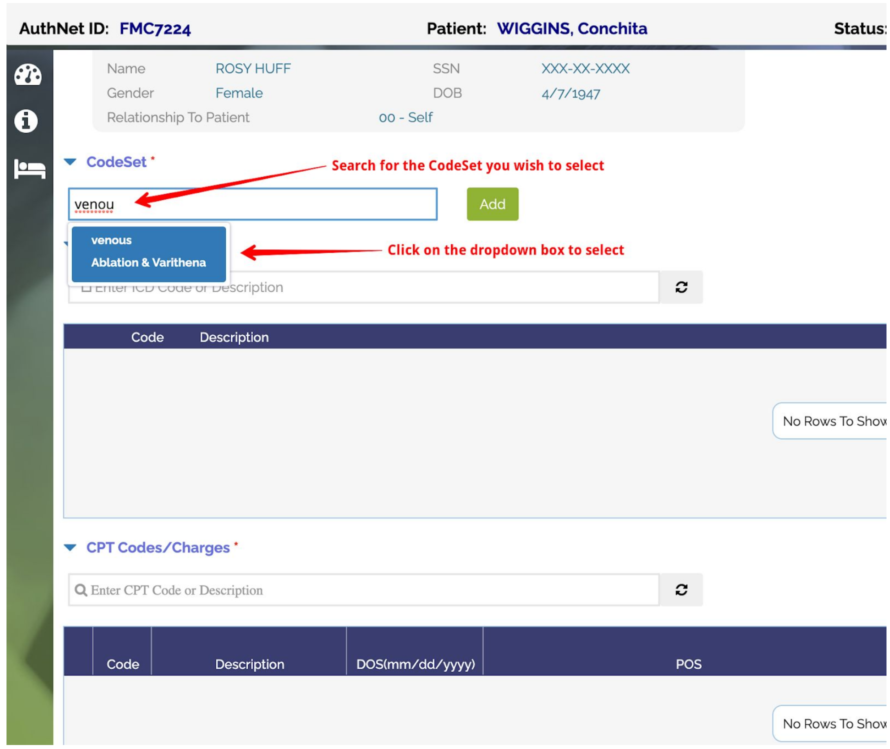
Creating/Editing CodeSets

An AuthNet CodeSet is a grouping of ICD-10 and CPT codes you may frequently use in your practice. You have the ability to create the CodeSet with a descriptive name and save all the desired codes together so they can be brought onto the auth request with one selection. This is much quicker than having to select each ICD-10 code and CPT code individually. The steps to do this are as follows:

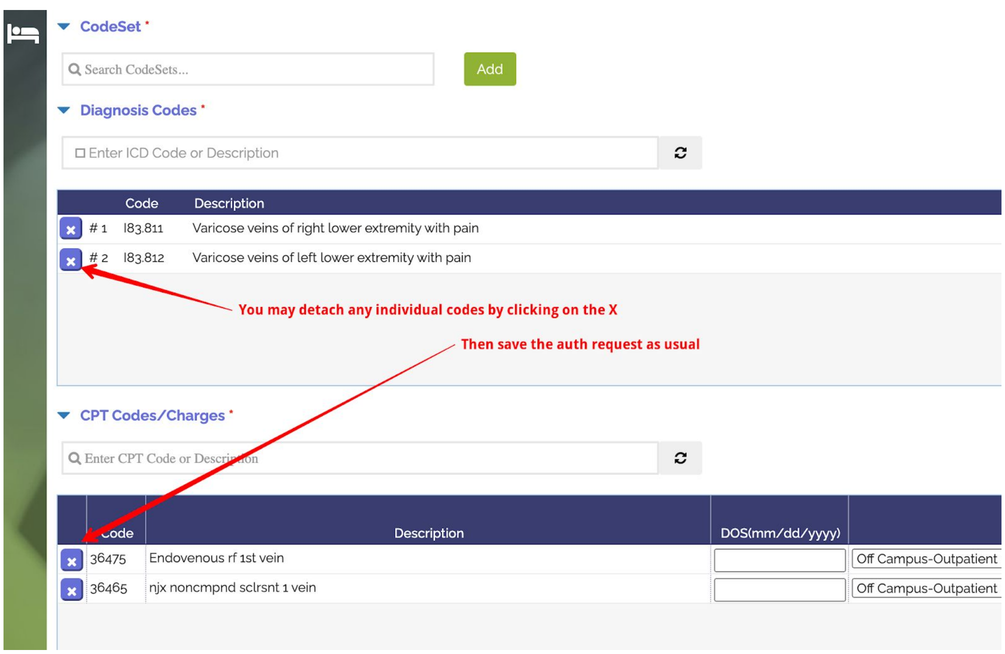


1. Click on the Welcome Username link at the top right of the portal to open the dropdown menu and select CodeSets
2. **To Create a new CodeSet** - click on the New CodeSet button at the top
3. Enter a CodeSet Name - this is required
4. Enter a CodeSet Description - this is not required, and can be a description of the grouping of codes
5. Search for and select each ICD-10 code you would like saved with the set
6. Search for and select each CPT code you would like saved with the set
   Note: you may select and save many codes in a CodeSet
7. **To Edit an existing CodeSet** - click on the green edit button to the left of the CodeSet to open in edit mode.

Using CodeSets



1. On the Prior Authorization request editor - type the name of the CodeSet you wish to access into the search bar (just above the ICD-10 search bar) and select it when it appears in order to populate your prior authorization with all the codes saved with the CodeSet



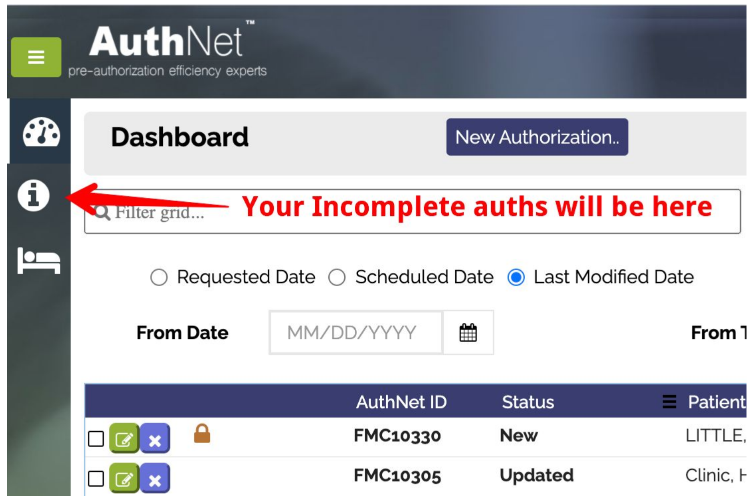
2. Then delete any codes from the auth that are not needed by clicking on the delete button to the left of the individual code label. They will return the next time you select this CodeSet, but they will not save with this auth request

3. Finish and save the auth request as usual

Frequently Asked Questions

I just created an auth request but I don't see it in the dashboard. Where did it go?

Check your Incomplete tab and see if it is there. If there is any required information missing when you hit the Save button, it will be in Incomplete status until the rest of the information is entered.

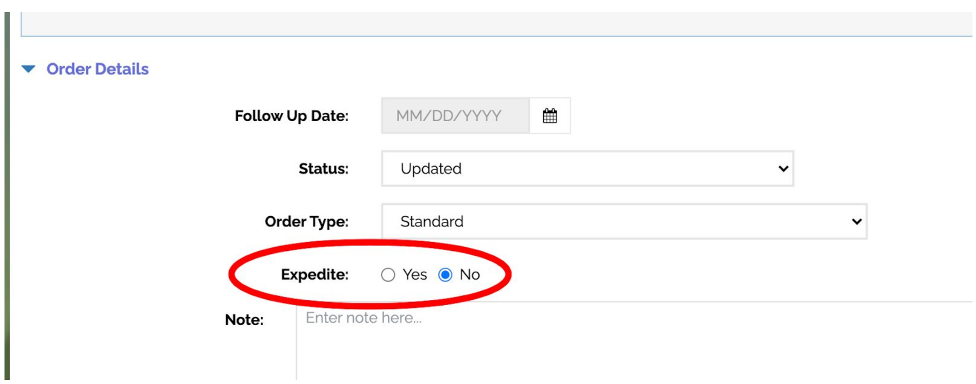


Can I request a change to an auth that has already been processed?

Yes, you can. Just open the auth request in Edit mode and enter a comment in the Notes section describing what you need. Then change the auth status to Updated to alert the AuthNet team that you have made a change that needs to be addressed.

What if I need an auth processed more quickly than usual?

Select the Expedite button in the Order Details. It will shorten the processing time for first touch to 24 hours. Of course, if you're doing this on a Friday afternoon, it will not be addressed until Monday at the earliest. Submissions sent after 3:00 pm EST will not be received for processing until the following **business day**.

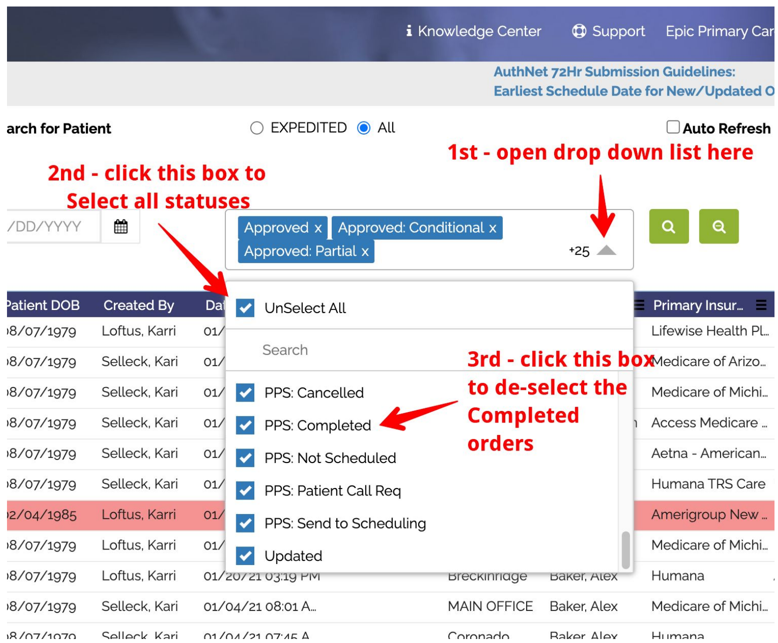


How can I create an additional auth request for an existing patient?

At the top of your Dashboard, click on the New Authorization button. In the Patient editor that loads, search for your patient. If they are in the list, when you single click on them the portal will generate a new authorization request for that existing patient.

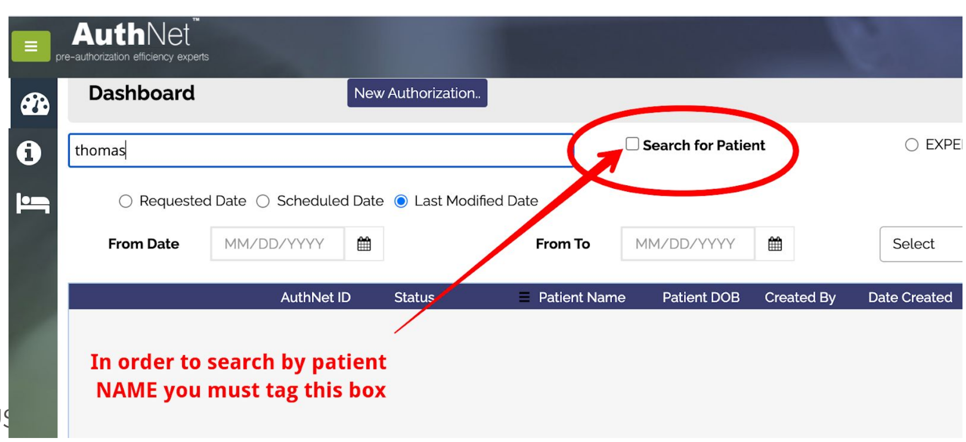
What if I don't want to see my finished/completed auth requests in my dashboard?

In your dashboard, click on the dropdown arrow to open the list of statuses. Click the Select All box at the top. Then, deselect any statuses you **do not** wish to see. In this case, PPS: Completed.



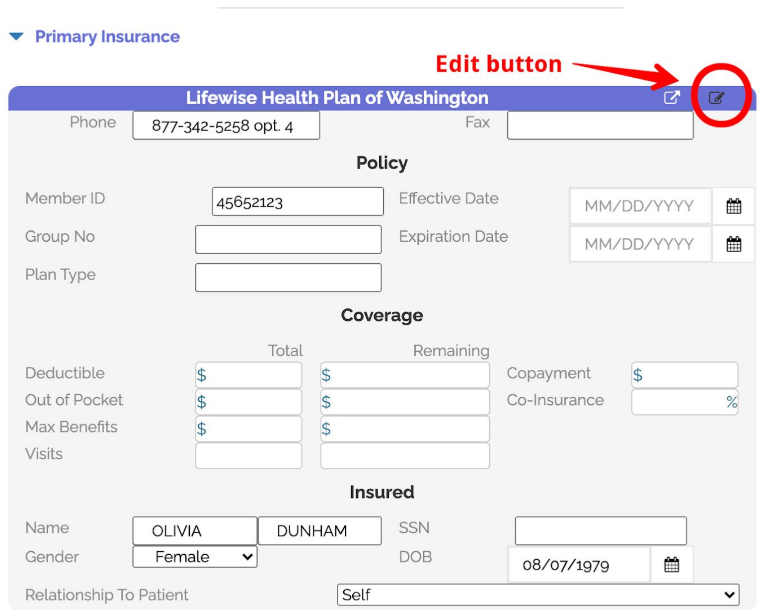
I'm searching for my patient's auth request in the dashboard but I can't find them.

Be sure you clicked the Search for Patient selection if you are searching for the patient's name and not the authorization ID number.



I've already created my patient's auth request and now I need to change their insurance information.

Open your patient's auth request in Edit mode and scroll down to the insurance card editor. The small button to the top right of the card that looks like a paper and pencil is the edit button. Click on that button to open the insurance card in edit mode where you can change their insured information, member ID#, etc.

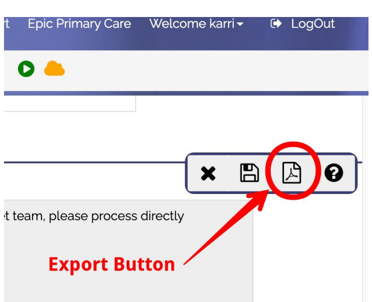


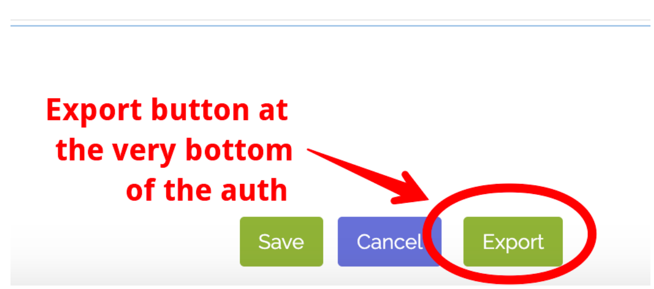
I edited my auth request and uploaded the needed documents or changed the codes, but why hasn't it been worked on yet?

Check to be sure that you changed the Status of the auth request to Client Action **Completed**. If you have left it in a CAR status - our processing team doesn't know that you have addressed it and that it is ready to be worked again. Once you have changed the status our processing team will pick it up and resume working on it shortly.

Can I print the prior authorization request?

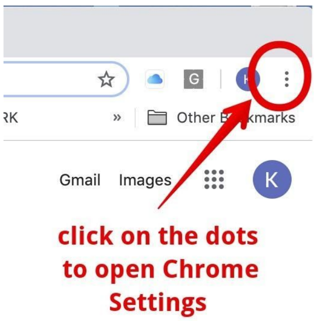
Yes, click on one of the two Export buttons - either at the very bottom of the auth request or on the floating toolbar on the right in order to open another tab in your browser with the auth summary where you can then print it. If the summary is not exported, check your browser settings to be sure that you have allowed popups in the AuthNet portal.

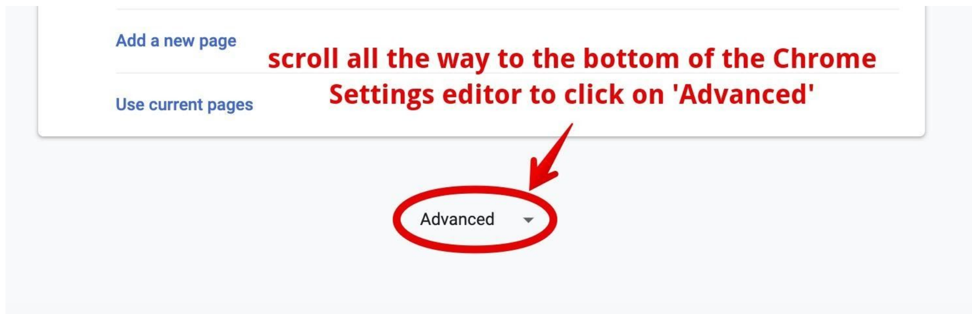




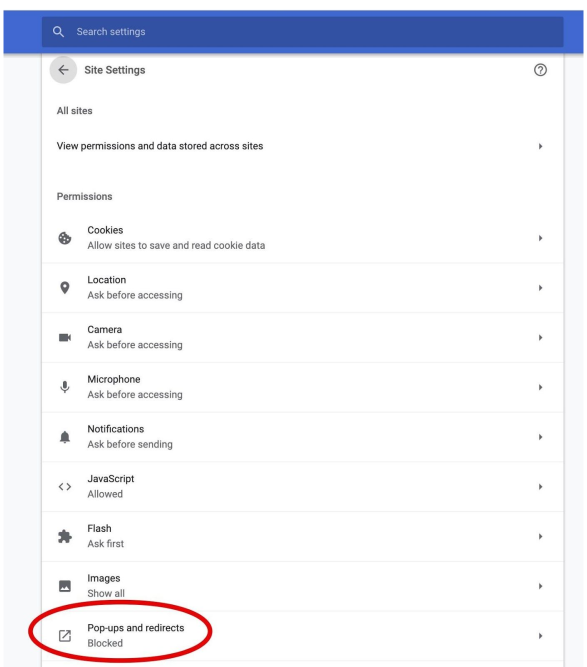
Expanded Chrome Browser Directions

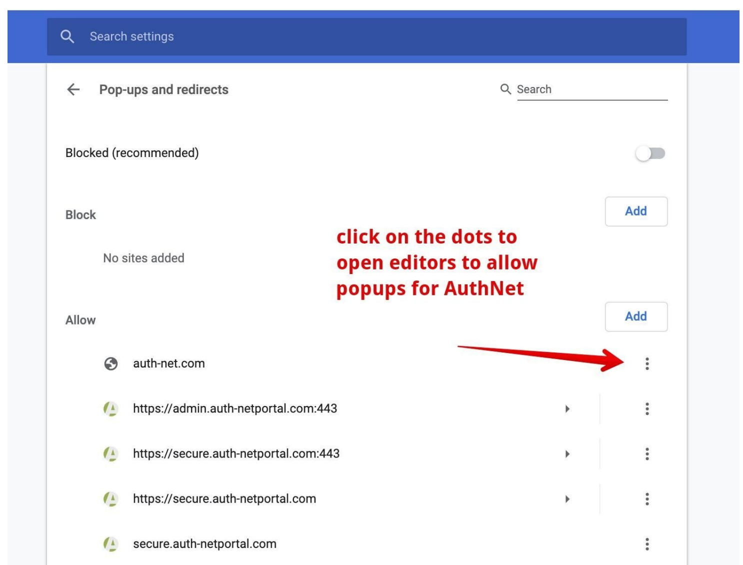
Allowing popups for the AuthNet website - while logged into your AuthNet user click on the Settings link for Chrome and then scroll down to click on Advanced.





Then, under the Privacy and security header, click on Site Settings and scroll down and click on Pop-ups and redirects.

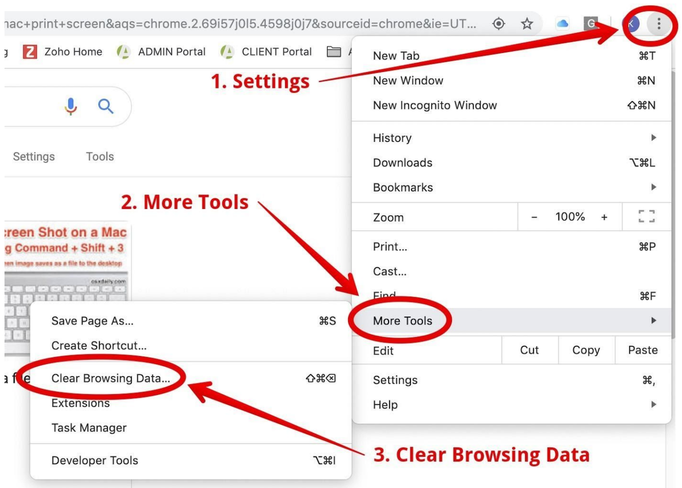




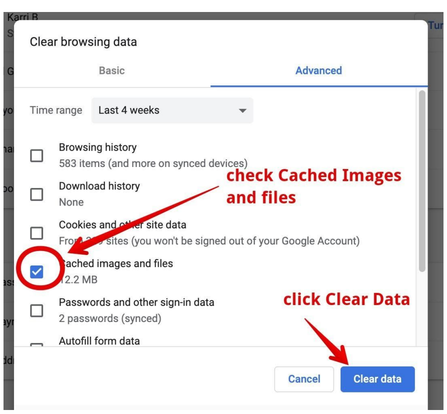
You will need to unblock our site in order to view the additionally opened tabs for scanned in documents and exported summaries. If you are not able to open scanned documents to the authorizations or export a summary of an authorization Chrome is blocking the AuthNet portal from opening that additional (pop-up) tab.

Having trouble loading the AuthNet Portal? - updates to websites will occasionally cause problems due to the 'cached' images that browsers store in order to speed the loading of web pages. If you experience any issues with the AuthNet Portal when using Chrome please follow these steps to clear your cache:

1. Open Chrome and at the top right of the browser either click More or the little dots under your name (depending on the version of Chrome you are using)



2. In the Drop-Down menu click More Tools - Clear Browsing Data
3. In the Pop Up menu select the time range
4. Leave the Browsing History box cleared, and check the box for **Cookies and other site data** and **Cached images and files**



This should clear the outdated stored images of the portal and clear the way for the portal to load correctly with the new information.