

Prior Authorization and Notification FAQ

Q: Can I submit a pharmacy, radiology or dental prior authorization through the provider portal?

A: Yes, there are links on the provider portal navigation panel to access those sites.

Providers
Care Management Referral
Claim Appeals
Online Claim Submission
Claims Recovery Request
Dental Provider Login
File Grievance
Payment History
Pharmacy
Prior Authorization and Notifications
Provider Maintenance
Quality Enhancer
Radiology Benefits Manager
State Plan Services Claims
Waiver Claims
SIM Reports

- Pharmacy <https://providerportal.caresource.com/OH/Provider/PriorAuth/Pharmacy.aspx>
- Radiology <https://providerportal.caresource.com/OH/Provider/RBM/RBMSignOn.aspx>
- Dental <https://pwp.sciondental.com/PWP/Landing>

Q: How do I attach clinical to my prior authorization request?

A: After submitting your request, you will be directed to the page that shows your authorization number. Below is the option to browse and attach clinical.

Reference #: XXXXXXXXXX

Upload Attachments:

If your authorization status is Pended, please attach member Clinical information in order to expedite your authorization process. [number](#).

Accepted file types: Word, Excel, PDF, Notepad, Image(tiff)

Files Uploaded:

Q: How do I check authorization status?

A: After logging into the provider portal, scroll down to the Prior Authorization box and click on the “Status” tab. Next, click on the Authorization tab and enter in the 9 digit authorization number. You may also search by member ID, Medicaid ID and Member info.

Prior Authorization and Notifications

Medical (Inpatient & Outpatient)Newborn Delivery NotificationStatus

Member IdMedicaid IdMember InfoAuthorization Number

CareSource ID: *

Date Range: 180 Days

Q: Can I print an authorization?

A: Yes, go to Status page, enter Reference number. Scroll down the page and Click View Details. This will bring up a new page with all the details of your request. If you right click on this page, you can print from here. You are able to print screen by selecting Ctrl + P or by right clicking and selecting print. Future enhancements allow users to select a Print Screen button.

Q: Can I attach clinical to an existing pended case?

A: Future enhancements will allow users to attach additional clinical to existing pended case.

Q: Can I submit a retroactive request via the portal?

A: Yes. Health Partners can submit retroactive request via the portal.

Q: What services can be submitted via the portal?

All medical services can be submitted via the provider portal. Radiology and Pharmacy requests are submitted via NIA and Novologix but can be accessed via the portal.

Q: How can I submit additional attachments?

File sizes must be limited to 12 MB. Only files of types: bmp, png, tiff, jpeg, txt, pdf, xls, xlsx, doc and docx may be uploaded. Multiple files can be uploaded.