



Network Notification

Date: April 8, 2015

To: Ohio Health Partners

From: CareSource®

Subject: Cite Auto Auth

CareSource is excited to announce the launch of Cite® Auto Auth for our health partners. Cite Auto Auth will allow you to request prior authorization for certain outpatient procedures. Behavioral health and inpatient prior authorization requests must be submitted by phone or fax.

Use Cite Auto Auth through the provider portal at <https://providerportal.caresource.com/oh/User/Login.aspx>.

Cite Auto Auth streamlines the preauthorization process and can improve medical management and utilization. By using Cite Auto Auth, health partners may also reduce potential delays in receiving authorizations for procedures. You can still request prior authorizations by phone and fax, but using Cite Auto Auth offers evidence-based utilization decisions and the simplicity of self-service much faster – just a few seconds in many cases.

Here's how it works:

1. Log in to the Provider Portal just as you would to check member eligibility.
2. Click on Prior Authorization.
3. Enter member and provider information, request type, code, and place of service. Click "Continue" for Cite Auto Auth.
4. Check the boxes that pertain to the clinical criteria that fits the request, then click "Next".
5. An Authorization Request Review opens. You will also see disclaimers and information as to whether criteria for the authorization is met or not met. Click "Submit".
6. You will receive a Reference ID for the authorization.

Your health partner representative can give you more information and show you how it works. If you have questions, please call 1-800-488-0134.