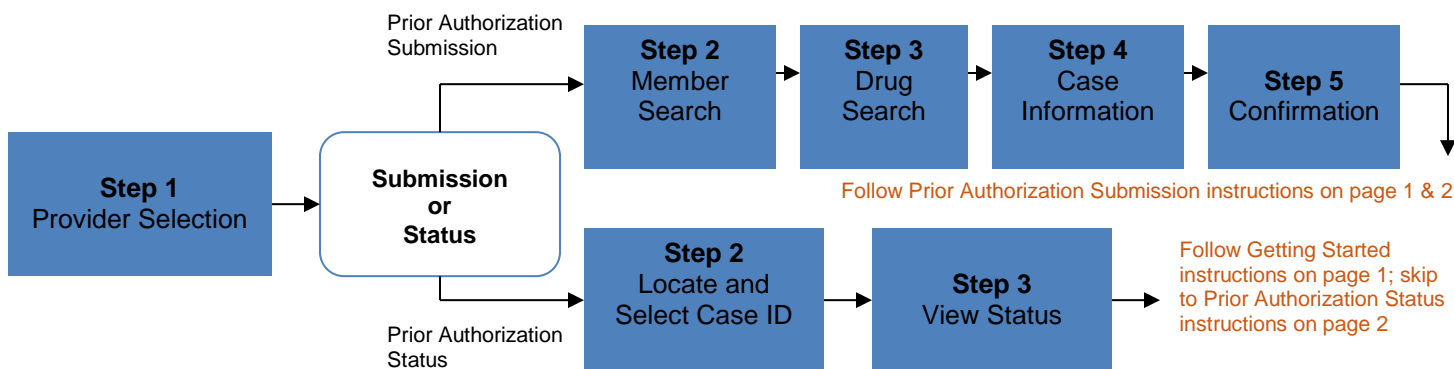


Prior Authorization Submission & Status Flow



Getting Started

1. Login to UnitedHealthcareOnline.com

User ID:

Password:

LOGIN

2. Select **OptumRx Prior Authorization Submission & Status** from the Notifications drop down menu

Notifications/Prior Authorizations
Referral Submission
Referral Status
Notification/Prior Authorization Required Inquiry
Notification/Prior Authorization Status
Notification/Prior Authorization Submission
Radiology Notification & Authorization - Submission & Status
OptumRx Prior Authorization Submission & Status
Cardiology Notification Submission & Status
Specialty Drug Prior Authorization Submission & Status (Medicare Part B)

NOTE: This transaction is available to physicians and facilities, not to pharmacies.

Step 1: Provider Selection

1. Select the **Corporate Tax ID Owner, Physician/Provider Tax ID, Physician/Provider Name, Service Address** and **NPI Number** from the drop-down menus.
2. Select **Prior Authorization Submission** or **Prior Authorization Status** click the **Continue** button.

Step 1: Provider Selection (continued)

Prior Authorization

** Indicates Required Field*

*Corporate Tax ID Owner:

*Physician/Provider Tax ID:

*Physician/Provider Name:

*Service Address:

*NPI Number:

Please make a selection

Prior Authorization Submission

Prior Authorization Status

Continue

Prior Authorization Submission

1. Click the **Select** button to create a new Prior Authorization Request.

Prior Authorization

Your Provider NPI is: 1558337972

Select **Initiate a Medication Prior Authorization Request**

Select **Check The Status Of An Existing Case**

2. Select the radio button next to the provider submitting the Prior Authorization Request and click the **Submit** button.

Select a Provider

Provider ID	Last Name	First Name	Specialty Description	Address	City	State	Fax Number	Primary Flag (Y/N)
<input type="radio"/> 0000000000	KEVIN		FAMILY PRACTICE		WILKES BARRE	PA	0000000000	Y
<input type="radio"/> 0000000000	KEVIN		FAMILY PRACTICE		WILKES BARRE	PA	0000000000	N
<input type="radio"/> 0000000000	KEVIN		FAMILY PRACTICE		WILKES BARRE	PA	0000000000	N

Is Contact the Selected Provider

Submit

NOTE: If only one provider is associated with the NPI number this box will not display.

Prior Authorization Submission (continued)

3. Search for the member, by Member ID OR Member Last Name, Member First Name and Member Date of Birth and click the **Submit** button.

4. Search for the drug by entering the Brand Name OR Generic Name OR Brand Name and Strength OR Generic Name and Strength or GPI and click the **Submit** button.

NOTE: If you searched without indicating strength, a list of available drugs will display, allowing you to select the desired strength.

5. If the Prior Authorization Request is a **duplicate**, the duplicate case page will display indicating the case has been cancelled. If you wish to submit another Prior Authorization Request, click the **Confirm** button.
6. Complete the **Case Information** fields and click the Submit button. You can enter the ICD code OR enter a description and click the notepad icon to look up a list of codes.

7. Confirm the **Case Details**, enter any additional information and click the Submit button.

Prior Authorization Submission (continued)

8. Answer the **Clinical Guideline** questions and click the **Submit** button. One question will display at a time allowing you to enter data in the field; click the Submit button to display the next question.
9. The **Confirmation Page** will display.

Prior Authorization Status

1. Click the **Select** button to check the status of an existing case.

2. A list of prior authorizations displays. Select the Case ID associated with the case you would like to view the status for.

Case ID	Provider ID	Drug Name	Status	Creation Date	Resolved Date	Appeal Indicator	Member ID	Member Last Name	Member First Name
PAW-220	000000000	ADVAIR DISKUS	Pending-PharmacistReview	10/6/2009					
PAW-219	000000000	LYRICA	Pending-PharmacistReview	10/6/2009					
PAW-218	000000000	COZAAR	Resolved-Cancelled	10/6/2009	10/6/2009				
PAW-217	000000000		Open-In Process	10/6/2009					
PAW-216	000000000	AMBIEN CR	Open-In Process	10/5/2009					
PAW-215	000000000	AMBIEN CR	Open-In Process	10/5/2009					
PAW-214	000000000		Open-In Process	10/6/2009					

3. The Prior Authorization Request status window displays. You can click the tabs to view the information in each respective section. You can also use the icons in the upper right corner to print or add attachments to the case.

Additional Quick Reference available on UnitedHealthcareOnline.com