Getting Started

1. Login to UnitedHealthcareOnline.com

   **User ID:**
   **Password:**

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

### 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 dropdown menus.
2. Select **Prior Authorization Submission** or **Prior Authorization Status** click the **Continue** button.

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

### Step 1: Provider Selection (continued)

1. Click the **Select** button to create a new Prior Authorization Request.
2. Select the radio button next to the provider submitting the Prior Authorization Request and click the **Submit** button.

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

### Prior Authorization Submission

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

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

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

### Prior Authorization Status

1. Select **Initiate a Medication Prior Authorization Request**
   **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.

   **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.

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.

Prior Authorization

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

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**