

## **Quick Reference Guide: Prior Authorization Submission and Inquiry**

## TO SUBMIT A PRIOR AUTHORIZATION REQUEST:

Step 1: Log on to CarePartners of Connecticut's secure Provider portal.

Step 2: From the list of self-service options select "AUTHORIZATIONS" from the menu.

**Step 3:** A pop-up box will appear informing you that you are being redirected to our medical management system's website (MHK Care Prominence). Click "PROCEED TO MHK" to continue.

ELIGIBILITY & BENEFITS CLAIMS REFERRALS AUTHORIZATIONS NOTIFICATIONS BEHAVIORAL HEALTH RESOURCES	S			
Home > Authorizations > Authorization Tools (MHK)				
Leaving Care Partners Portal X				
You are now leaving the Care Partners Portal website and will be redirected to our medical management system's website (MHK Care Prominence). Continuing on to this site will allow you to complete your request for service.				
CANCEL PROCEED TO MHK				

**Step 4:** The *Request Prior Authorization or Notification* screen will then appear.

**Step 5:** Click "Request PA or Notification" on the left side of the *Request Prior Authorization or Notification* screen.

**Step 6:** Under *Search for Member*, enter "Member First Name," "Member Last Name," "Member Date of Birth," and "Member ID" in the fields presented. **Note:** All fields must be completed. Click "Search" and then select the member.

	Request Prior Authorization or Notification			
Medical/Behavioral Health     A Request PA or     Notification	Search for Member Member First Name * :		Member Last Name * :	
View/Update All Requests	Member Date of Birth * :	Member ID * :		
<ul> <li>View/Update Open</li> <li>Inpatient Requests</li> <li>View/Update Open</li> </ul>	Member DOB (mm-dd-yyyy)			
Service Requests				Clear Search

**Step 7:** Proceed by entering requested information in the fields presented. **Note:** All fields marked with an asterisk (\*) are mandatory and must be completed to submit the prior authorization request.

## **TO PERFORM A PRIOR AUTHORIZATION INQUIRY:**

**Step 1:** Select "View/Update All Requests" on the left side of the *Request Prior Authorization or Notification* screen. Identify the Requesting Provider using the offered search option. Authorizations will then be presented in list form.

**Step 2:** Click a "Reference" number to view details for that specific authorization. Click "Show More Search Options" to access additional options that can be used to narrow search results.

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