

Provider Portal

Tips for Requesting an Authorization

Automation at your fingertips

Optima Health has created this how-to guide for your office to use to make requesting an authorization efficient and simple. It includes helpful tips to keep in mind when using the provider portal for day-to-day activities.

As always, please contact Provider Customer Service if you have additional questions or experience difficulties.

Important to Remember

1 Use the Member ID and Number to start the authorization request process. Remember to include *01 or *02 in the Member ID.

2 It is important to select the correct SERVICE TYPE from the drop down menu. All prompts thereafter will align to the type of service. The most common service types are:

Inpatient

I Inpatient
SNF Skilled Nursing Facility
MHI Mental Health Inpatient

Outpatient

DME Equipment
HH Home Health
LAB Lab Tests
O Outpatient Surgery
ORF CT/MRI/PET
OT/PT/ST Therapies
REF In-office Services
MHO MH Services

3 When adding lines, or codes, each must be a separate line. Unit and frequency must also be added to each line.

4 After attaching providers to the service code, you must add the **TREATING PROVIDER** (usually the facility) and **REQUESTING PROVIDER** (physician or provider type).

5 Requester should include their name and contact phone number in case the authorization staff has questions.

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Attach documents in the provider portal after you have completed the criteria review and prior to the second submit of your request.

You may attach PDF or Word documents.

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After clicking submit, pop-up alerts will appear to remind you to enter ALL service codes.

Click **OK** and then scroll up to the code line
Click on the box above the code
Click **REVIEW**

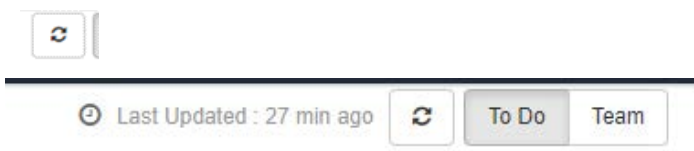
This will take a few seconds to load. After completing the criteria review click **SAVE**, then **SUBMIT**.

8

If there are no available criteria, type **NO CRITERIA** in the box and click **SAVE**.

9

After returning to the main screen, go to the bottom and click **SUBMIT**. A review screen of your entries will appear. Your authorization has now been submitted. You may return to the Dashboard. **REFRESH** your screen.



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You will then be able to view all the requests you have submitted. Click on the MY REQUESTS folder to view statuses of your requests. If the status shows as PROCESSED, please click on the widget to open to view the decision of the request.

Here is an example:

Service Request						
<input type="checkbox"/>	Service Type	Service Code	Due Date	Decision	Auth Start Date	Auth End Date
<input type="checkbox"/>	Initial	ORF	70496 (CPT)	04/28/2022 23:59	Approved	04/15/2022
<input type="checkbox"/>						07/16/2022

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The Cert Number is the authorization number:



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