

# Preauthorization Check Tool

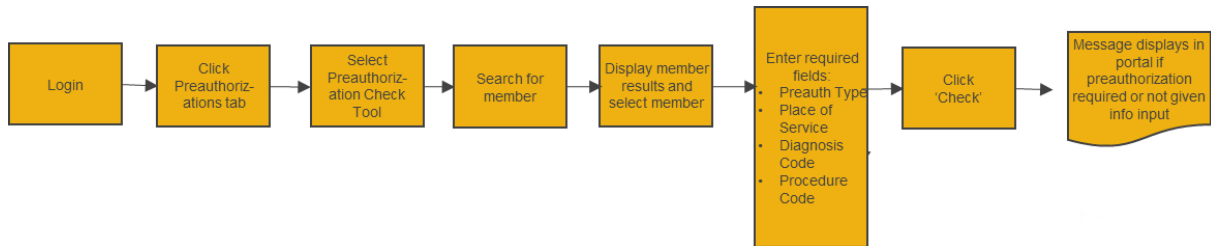
Quick Reference Guide (QRG)



# Provider Portal – Preauthorization Check Tool



This Quick Reference Guide (QRG) will provide an overview of the Preauthorization Check Tool on the Provider Portal.



A Preauthorization Check will tell you if the member requires a preauthorization for the selected Diagnosis Code and Procedure Code BEFORE creating a preauthorization.

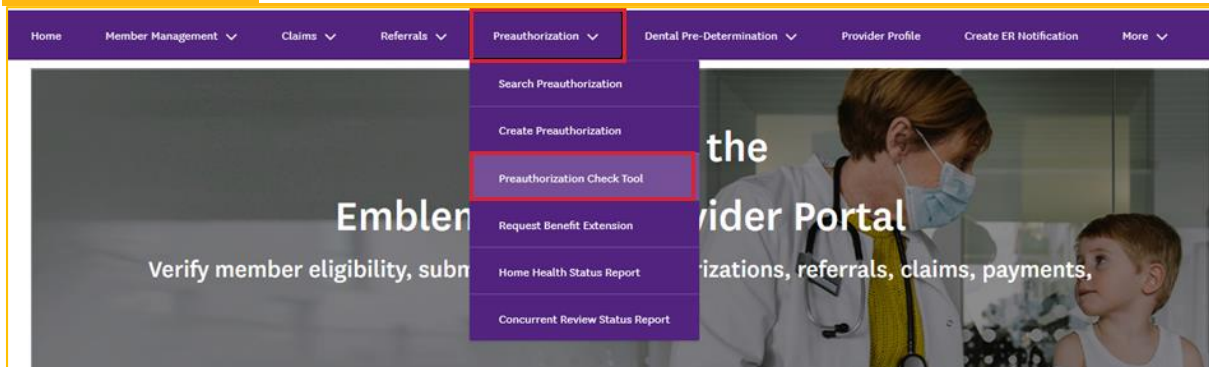
Let us look at the steps in detail for the Preauthorization Check Tool process.

**Purpose: Check if a Preauthorization is required for a member for the selected Diagnosis and Procedure Code.**



## Step 1:

1. From the **EmblemHealth Home** screen, select the **Preauthorization** tab.
  2. From the **Preauthorization** drop-down menu, select **Preauthorization Check Tool**.
- Note:** You can also access the Preauthorization Check Tool from the **Search Preauthorization** page.





## Step 2:

The Preauthorization Check Tool screen displays.

1. In the **Search By** field, select Member Name or Member ID from the drop-down menu.

**Note:** For this example, we will use **Member ID**.

## Preauthorization Check Tool

Before you begin, please be sure that the service you are requesting is not managed by one of our partners. Check the [Provider Manual](#) for the most up to date information.

Emergency services do not require a preauthorization.

Search By \*  
Member ID

Member Name  
Member ID

Search



## Step 3:

1. Select **Member ID** from the drop-down menu in the **Search By** field.
2. Enter the **Member ID**.
3. Click **Search**.

## Preauthorization Check Tool

Before you begin, please be sure that the service you are requesting is not managed by one of our partners. Check the [Provider Manual](#) for the most up to date information.

Emergency services do not require a preauthorization.

Search By \*  
Member ID

Member ID \*

Search

# Provider Portal – Preauthorization Check Tool



## Step 4:

1. The search results display. Select the required member.  
**Note:** You can use **Filter By** to narrow down the search results.

Filter By

Member ID	Member Name	Coverage Start Date	Coverage End Date	Status	Date of Birth	Gender	Coverage Type	Product Type
<input checked="" type="radio"/> K1000124801	Davis, John	11/01/2020	12/31/9999	Active	02/07/1987	Female	Medical	HMO
<input type="radio"/> K1000124801	Davis, John	11/01/2019	10/31/2020	Inactive	02/07/1987	Female	Medical	HMO

Total Records: 2 < Showing 1 - 2 >

Preauthorization Type \*  Place of Service \*

Q Diagnosis Code

Q Procedure Code \*



## Step 4:

1. From the Preauthorization Type drop-down menu, select **Inpatient** or **Outpatient**.

Filter By

Member ID	Member Name	Coverage Start Date	Coverage End Date	Status	Date of Birth	Gender	Coverage Type	Product Type
<input checked="" type="radio"/> K1000124801	Davis, John	11/01/2020	12/31/9999	Active	02/07/1987	Female	Medical	HMO
<input type="radio"/> K1000124801	Davis, John	11/01/2019	10/31/2020	Inactive	02/07/1987	Female	Medical	HMO

Total Records: 2 < Showing 1 - 2 >

Preauthorization Type \*  Place of Service \*

Inpatient  
Outpatient

Q Procedure Code \*

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## Step 5:

1. Select the appropriate option from the **Place of Service** drop-down.  
**Note:** The options will vary depending on whether you have selected Inpatient or Outpatient in the **Preauthorization Type** drop-down.

Member ID	Member Name	Coverage Start Date	Coverage End Date	Status	Date of Birth	Gender	Coverage Type	Product Type
<input checked="" type="radio"/> K1000124801	Davis, John	11/01/2020	12/31/9999	Active	02/07/1987	Female	Medical	HMO
<input type="radio"/> K1000124801	Davis, John	11/01/2019	10/31/2020	Inactive	02/07/1987	Female	Medical	HMO

Total Records: 2 < Showing 1 - 2 >

Preauthorization Type \*  
Inpatient

Q Diagnosis Code \*

Q Procedure Code \*

Place of Service \*

- 21 - Inpatient Hospital
- 31 - Skilled Nursing Facility
- 34 - Hospice
- 61 - Comprehensive Inpatient Rehabilitation Facility

Reset Check



## Step 6:

1. Click **Diagnosis Code**.  
**Note:** DiagnosisCode is optional.

Member ID	Member Name	Coverage Start Date	Coverage End Date	Status	Date of Birth	Gender	Coverage Type	Product Type
<input checked="" type="radio"/> K1000124801	Davis, John	11/01/2020	12/31/9999	Active	02/07/1987	Female	Medical	HMO
<input type="radio"/> K1000124801	Davis, John	11/01/2019	10/31/2020	Inactive	02/07/1987	Female	Medical	HMO

Total Records: 2 < Showing 1 - 2 >

Preauthorization Type \*  
Inpatient

Place of Service \*  
21 - Inpatient Hospital

Q Diagnosis Code

Q Procedure Code

Reset Check





## Step 7:

The **Diagnosis Information** dialog box displays.

1. In the **Diagnosis Code/Description** field, enter a few characters of the required Diagnosis Code or Description.
2. Click **Search**.  
**Note:** You can use **Filter By** to narrow down the search results.
3. Select the applicable Diagnosis Code from the search results.
4. Click **OK**.

**Preauthorization Check Tool**

**Diagnosis Information**

Diagnosis Code/Description \*  
A04

Reset Search Search

Filter By

Diagnosis Code	Code Description
<input checked="" type="radio"/> A04	Other bacterial intestinal infections
<input type="radio"/> A040	Enteropathogenic Escherichia coli infection
<input type="radio"/> A041	Enterotoxigenic Escherichia coli infection
<input type="radio"/> A042	Enteroinvasive Escherichia coli infection
<input type="radio"/> A043	Enterohemorrhagic Escherichia coli infection



## Step 9:

1. Click **Procedure Code**.  
**Note:** Procedure Code is required.

**Filter By**

**Member ID** **Member Name** **Coverage Start Date** **Coverage End Date** **Status** **Date of Birth** **Gender** **Coverage Type** **Product Type**

<input checked="" type="radio"/>	K1000124801	Davis, John	11/01/2020	12/31/9999	Active	02/07/1987	Female	Medical	HMO
<input type="radio"/>	K1000124801	Davis, John	11/01/2019	10/31/2020	Inactive	02/07/1987	Female	Medical	HMO

Total Records: 2 < Showing 1 - 2 >

Preauthorization Type \*  
Inpatient

Place of Service \*  
21 - Inpatient Hospital

Diagnosis Code \*  
A04 Other bacterial intestinal infections

Procedure Code \*

Reset Check

# Provider Portal – Preauthorization Check Tool



## Step 10:

The **Procedure Code Information** dialog box displays.

1. In the **Procedure Code/Description** field, enter a few characters of the required Procedure Code or Description.
2. Click **Search**.
3. The search results for the Procedure Code display.  
**Note:** You can use **Filter By** to narrow down the search results.
4. Select the applicable Procedure Code from the search results.
5. Click **Ok**.

**Preauthorization Check Tool**

**Procedure Code Information**

Procedure Code/Description \*  
S5170

Reset Search    Search

Filter By ⊙

Diagnosis Code	Code Description
<input checked="" type="radio"/> S5170	Home delivered meals, including preparation; per meal

Total Records: 1 < Showing 1-1 >

Cancel    OK



## Step 12:

1. Click **Check**.

Member ID	Member Name	Coverage Start Date	Coverage End Date	Status	Date of Birth	Gender	Coverage Type	Product Type
<input checked="" type="radio"/> K1000124801	Davis, John	11/01/2020	12/31/9999	Active	02/07/1987	Female	Medical	HMO
<input type="radio"/> K1000124801	Davis, John	11/01/2019	10/31/2020	Inactive	02/07/1987	Female	Medical	HMO

Total Records: 2 < Showing 1 - 2 >

Preauthorization Type \*  
Inpatient ▼

Place of Service \*  
21 - Inpatient Hospital ▼

Diagnosis Code \*  
A04 Other bacterial intestinal infections

Procedure Code \*  
S5170 Home delivered meals, including preparation; per meal

Reset    Check



## Preauthorization Required



### Step 13:

If a preauthorization is required based on the Diagnosis and Procedure code you selected for the member, you will see the message: **“Based on the information you provided, a preauthorization is required.”**

1. Click **Create Preauthorization** to begin the Preauthorization process.

The screenshot shows the 'Preauthorization Check Tool' interface. At the top, there is a purple header with the word 'Information'. Below this, a white box contains a message: 'Based on the information you provided, a preauthorization is required.' This message is enclosed in a red rectangular border. Below the message, there are two buttons: 'Go Back' (white with a grey border) and 'Create Preauthorization' (yellow with a red border). At the bottom of the interface, there is a 'Search' button and a small information icon with the text 'This Active/Inactive status is as of today's date.' In the bottom left corner, there is a 'Filter By' dropdown menu.

## Preauthorization Not Required



### Step 14:

If Preauthorization is not required, you will see the message: **“Based on the information you provided, a preauthorization is not required.”**

1. Click **Go back**.

The screenshot shows the 'Preauthorization Check Tool' interface. At the top, there is a purple header with the word 'Information'. Below this, a white box contains a message: 'Based on the information you provided, a preauthorization is not required.' This message is enclosed in a red rectangular border. Below the message, there is a single button: 'Go Back' (yellow with a red border). At the bottom of the interface, there is a 'Search' button.



Thank  
You

