

Provider Update

Coming Soon! Enhanced Online Precertification Tool

Background: To continue to simplify processes and make our website a valuable resource for you, we are adding enhancements to our precertification tool currently available on the provider website.

★ **What this means to you:** Save time and effort — use our enhanced online tool for Emergent Admission, Precertification or OB Global precertification requests.

What has been enhanced?

Navigation Enhancements — We've developed a standard and consistent navigation format using tabs and service icons so you can easily identify precertification categories for Emergent Admission, Precertification or OB Global requests..

Submission Enhancements — To improve the process for the submission of precertification requests, the enhanced tool lets you:

- Attach supporting documentation
- Review and print the authorization prior to submitting request
- View an immediate Approved or Pend response to an authorization request
- Include up to 10 diagnosis codes with associated description displayed
- Enter available newborn information for delivery notifications
- Enter specific conditions that are related to a high-risk OB diagnosis

Search Enhancements — To help you locate member or provider information, the tool now has:

- Multiple criteria selection feature for provider and member searches
- An option to add provider information if no results are returned during a provider search

How to access the tool

The tool is located on our website. You must be a registered user to access the tool.

Don't have a login?

- Select **Login Help** from the top menu bar.
- Complete the **New User Registration Page**.



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On our website, you will also find online tutorials to guide you through the precertification appeal process and other helpful functions.

Need help?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730 for Medicaid or 1-866-805-4589 for Medicare.



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