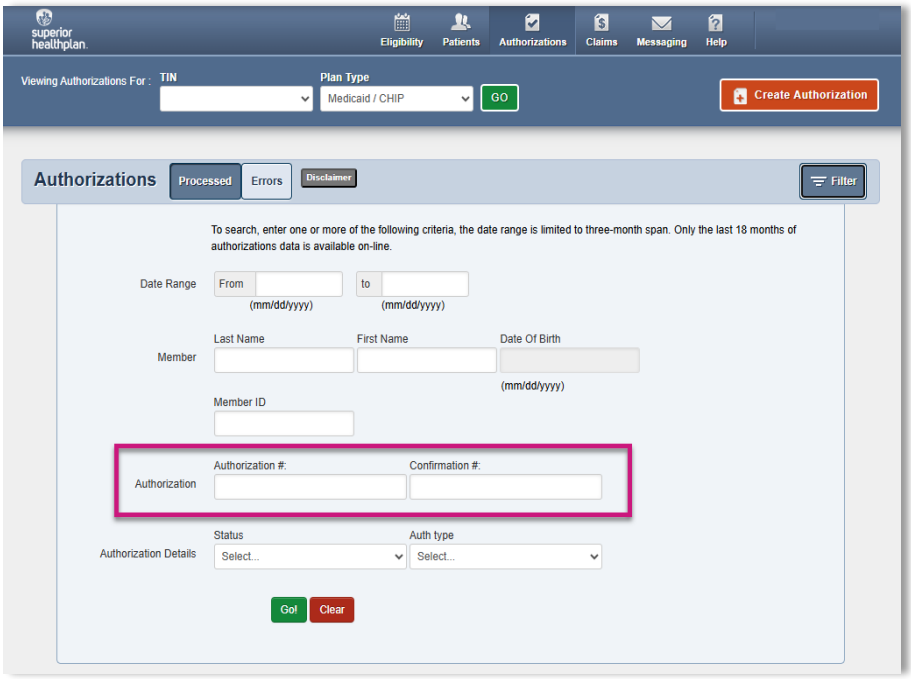
Secure Provider Portal:
Check Status of an Authorization

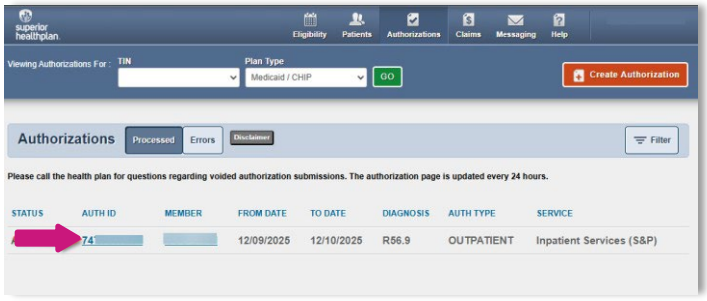
1. **To check status via Authorization or Web Reference ID Number:**
   Click the **Authorizations** tab on the header *(providers can search for the member's authorization by entering the authorization or web reference ID number into the search box).*

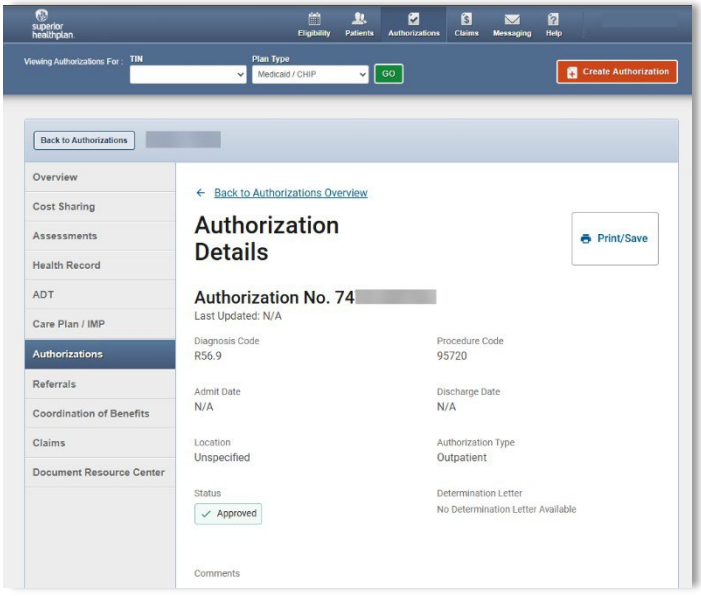
   Authorization Home Page:
   - List of members
   - Status of authorizations
   - Start and end date of authorization
   - Diagnosis code
   - Authorization type
   - Service



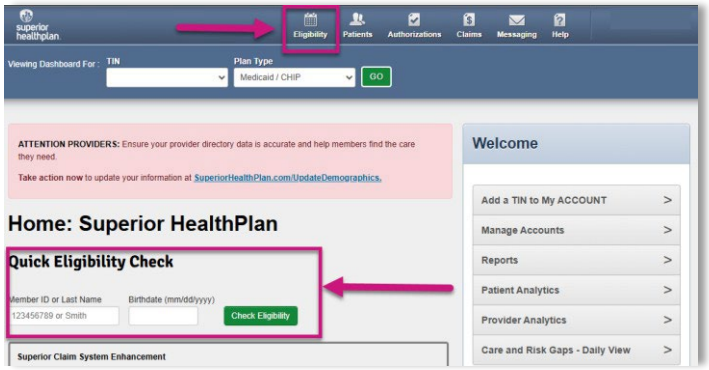
2. **To view Authorization details:**
   Click on the **Auth ID**.

   In the Authorization detail view:
   Providers can scroll down to view details of the member's authorization diagnosis and procedure codes.

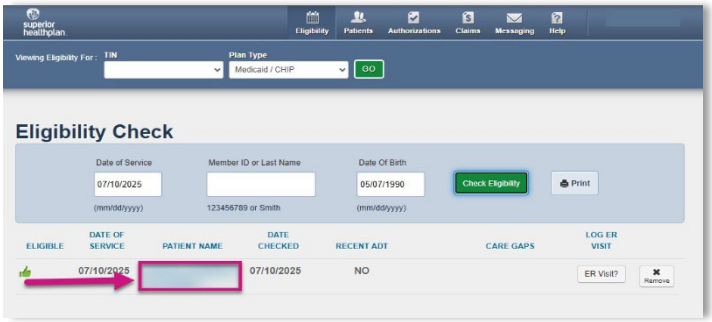




3. **To check status via Member's ID or Last Name & Member's Date of Birth:**
   Click the **Eligibility** tab on the header. Enter **Member's ID or Last Name** and member's **Birthdate** into the **Quick Eligibility Check** search box *(providers must remember to select correct product for member before entering member's information).*

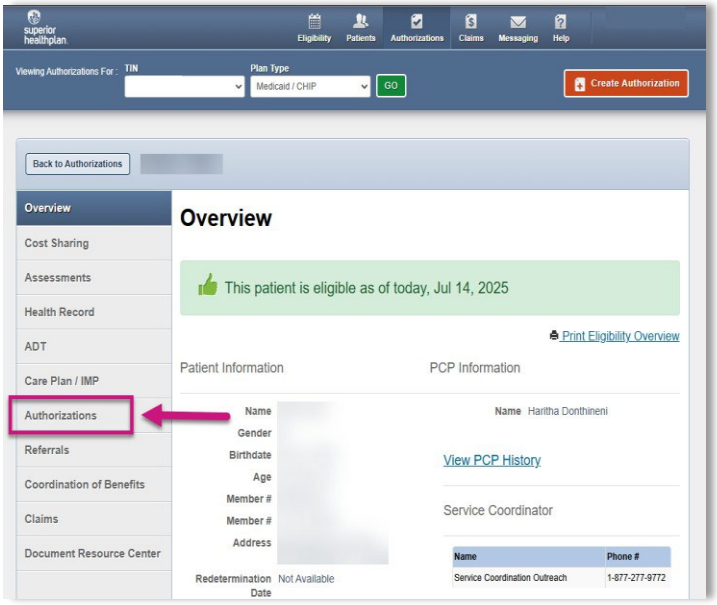


4. **To view Eligibility information:**
   Click on the **Patient Name**.



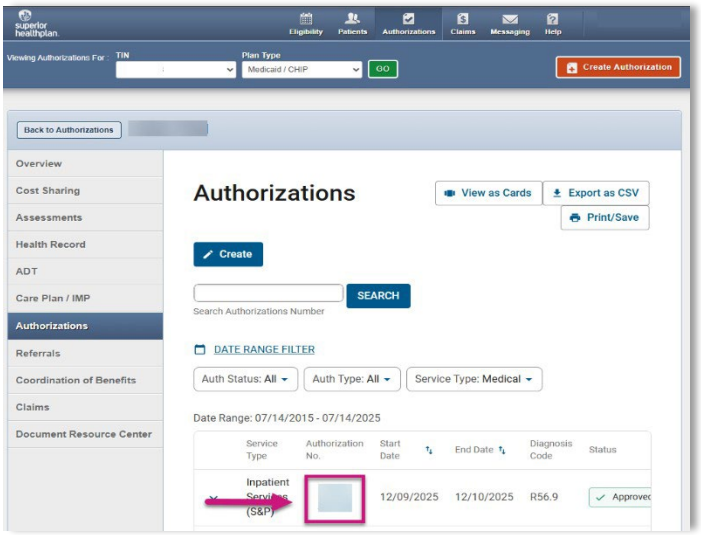
5. **To view Authorizations for this member in the Eligibility Detail Screen:**

Click **Authorizations**



Authorizations for member will populate.

Providers can click on the **Authorization Number**



For help or questions, please contact Provider Engagement at MSCAN and CHIP 1-877-236-0751