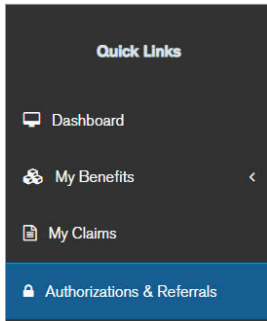


How to View Authorizations

Note: If you cannot find the authorization or referral you are looking for, or if the status of your authorization is listed as Pending in your customer portal, please call us at the phone number on your ID card.

1

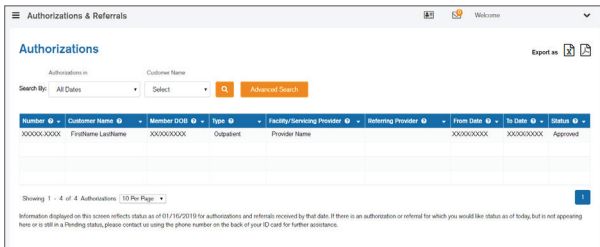
You can access detailed reports on your authorizations by clicking the **Authorizations & Referrals** link under **Quick Links**.



2

On the Authorizations page, you can filter your selection using drop-down menus.

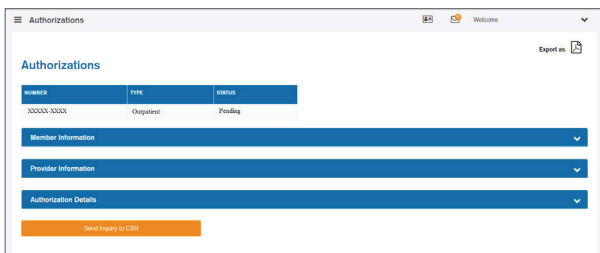
Click the **Authorization Number** for more details.



3

The **Authorization Details** page includes Member and Provider Information, as well as Authorization Details.

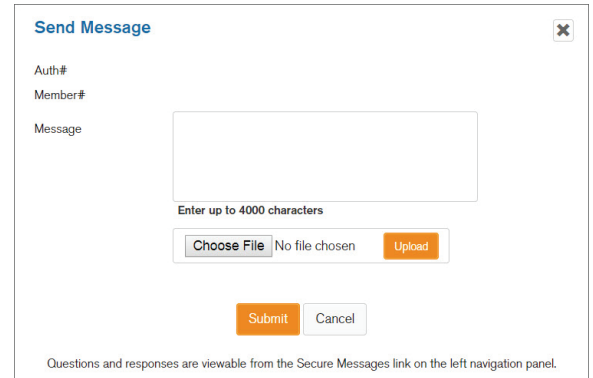
Have questions? Send a message to our Customer Service team by clicking the **Send Inquiry to CSR** button at the bottom of the page.



4

A pop-up window will appear.

Describe your question in the **Message** field and upload any supporting files, then click **Submit**.



5

Once your message is sent, you will receive a confirmation notice with a reference ID.

