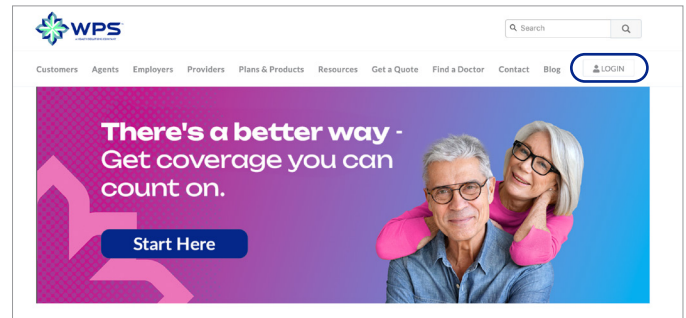


How to View Authorizations

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 customer ID card.

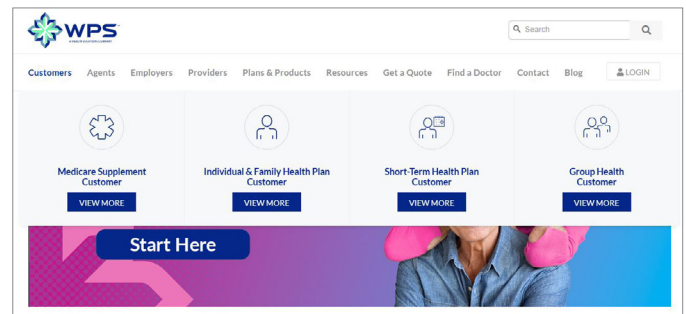
1

To access detailed reports on your authorizations, go to wpshealth.com and click the **LOGIN** button.



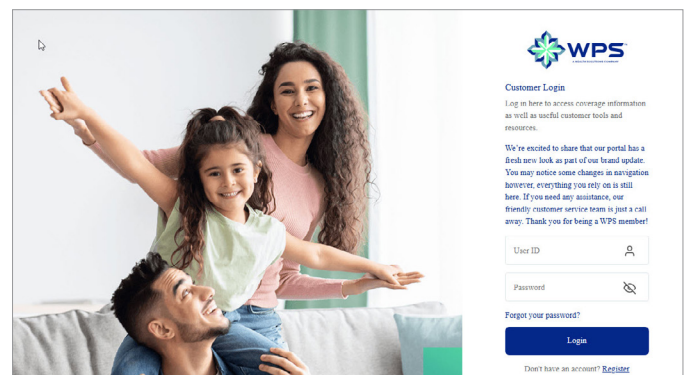
2

Under the Customer Login drop-down, choose the the plan you have



3

Next, enter your information to log in.



4

Then, click on **Authorizations & Referrals**.



How to View Authorizations

5

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

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

The screenshot shows the 'Authorizations' page with a search bar containing 'All Dates' and 'Select'. Below the search bar, it says 'Search Results - 1 Authorization found'. A table lists authorization details with columns: Number, Customer Name, Member DCH, Type, Facility/Service Provider, Referring Provider, Print Date, To Date, and Status. The first row shows 'Approved' status.

6

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

Have questions? Send a message to our Customer Support team by clicking the **Envelope Icon**.

The screenshot shows the 'Authorization Details' page. It includes sections for 'Member Information' (Name, Date of Birth), 'Plan Information' (Plan Name, Effective Date), and 'Provider Information' (Facility, Address). A 'Status' section shows 'Approved' with a green dot. An 'Envelope Icon' is visible at the bottom left.

7

A pop-up window will appear.

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

The screenshot shows a pop-up window for sending a message. It includes fields for 'Authorization Number' and 'Member Number'. A 'Message' text area is present, followed by a character count 'Enter up to 3500 characters'. There is a 'Choose files' button and an 'Upload' button. At the bottom, there are 'Submit' and 'Cancel' buttons. A note states 'Only one file attachment is allowed'.

8

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

The screenshot shows a green confirmation message box with the text 'Send Message Successful' and 'Reference ID:16708'. A 'Close' button is located at the bottom right of the box.

