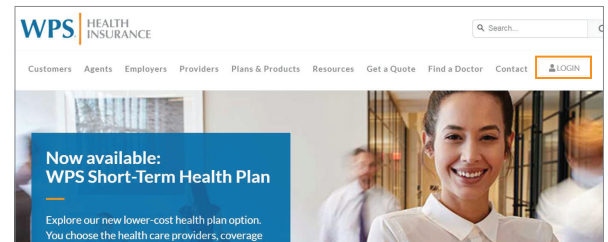


How to View Authorizations

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.

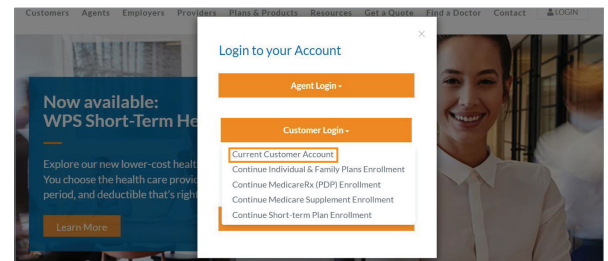
1

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



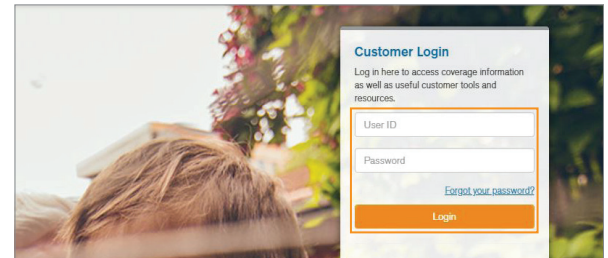
2

Under the Customer Login drop-down, choose the the plan you have: **WPS Health Insurance Customer Account** or **WPS Health Plan Customer Account**.



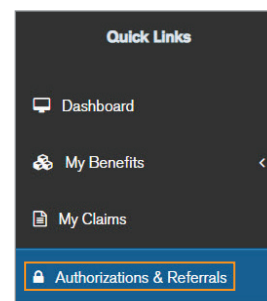
3

Next, enter your information to log in.



4

Then, click on **Authorizations & Referrals** under the **Quick Links**.



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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.

Authorizations & Referrals

Authorizations

Search By: All Dates Select Advanced Search

Number	Customer Name	Member ID	Type	Facility/Referring Provider	Referring Provider	Item Code	To Date	Status
XXXXXX-XXXX	Firstname Lastname	XXXXXXXXXX	Outpatient	Provider Name		XXXXXXXXXX	XXXXXXXXXX	Approved

Showing 1 - 4 of 4 Authorizations (10 Per Page)

Information displayed on this screen reflects status as of 01/15/2019 for authorizations and referrals received by that date. If there is an authorization or referral for which you would like status as of today, but it is not appearing here or is still in a Pending status, please contact us using the phone number on the back of your ID card for further assistance.

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 **Send Inquiry to CSR** button at the bottom of the page.

Authorizations

Number	Type	Status
XXXXXX-XXXX	Outpatient	Pending

Member Information

Provider Information

Authorization Details

Send Inquiry to CSR

7

A pop-up window will appear.

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

Send Message

Auth#

Member#

Message

Enter up to 4000 characters

Choose File No file chosen Upload

Submit Cancel

Questions and responses are viewable from the Secure Messages link on the left navigation panel.

8

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

Send Message Successful

Reference ID:

Close

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