

Quick Reference Guide: Prior Authorization Submission and Inquiry

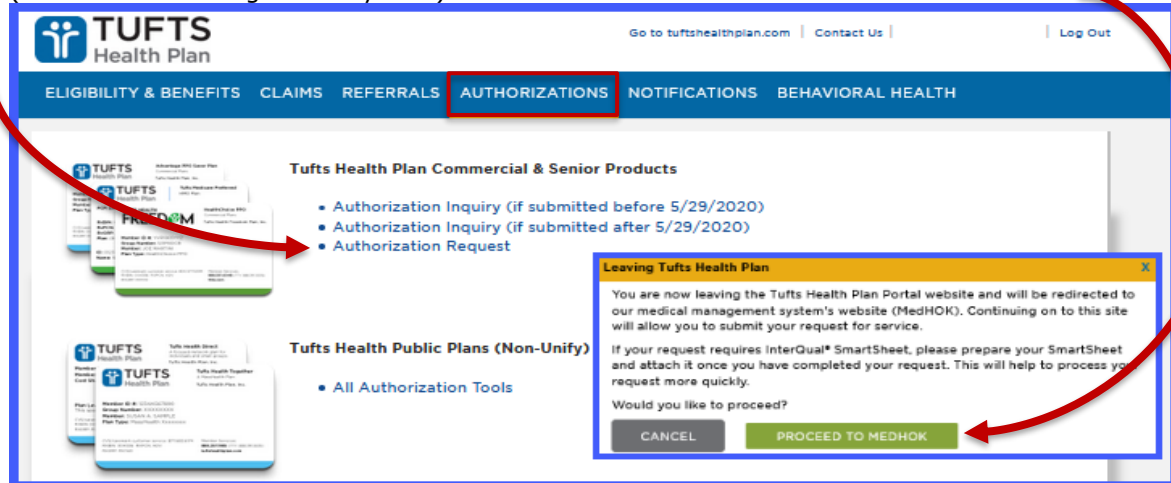
TO SUBMIT A PRIOR AUTHORIZATION REQUEST:

Step 1: Log on to the secure Provider [portal](#).

Step 2: From the list of self-service options select "AUTHORIZATIONS" from the menu.

Step 3: To the left of the ID card images, click "Authorization Request" for Tufts Health Plan Commercial and Senior Products. For Tufts Health Public Plans click "All Authorization Tools."

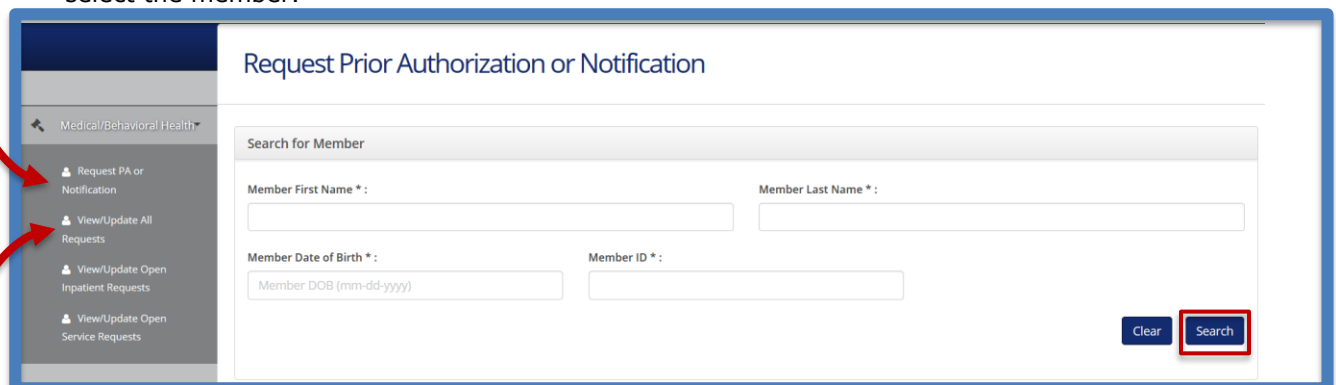
Step 4: A pop-up box will appear informing you that you are being redirected to the MedHOK (MHK Medical Management System) website. Click "PROCEED TO MEDHOK" to continue.



Step 5: The *Request Prior Authorization or Notification* screen will then appear.

Step 6: Click "Request PA or Notification" on the left side of the *Request Prior Authorization or Notification* screen.

Step 7: Under the *Search for Member*, enter "Member First Name," "Member Last Name," "Member Date of Birth" and "Member ID." **Note:** All fields are required. Click "Search" and then select the member.



The screenshot shows the 'Request Prior Authorization or Notification' screen. On the left side, there is a navigation menu with options: 'Request PA or Notification' (highlighted with a red box), 'View/Update All Requests', 'View/Update Open Inpatient Requests', and 'View/Update Open Service Requests'. The main content area is titled 'Request Prior Authorization or Notification' and contains a 'Search for Member' form. The form has four input fields: 'Member First Name *', 'Member Last Name *', 'Member Date of Birth *' (with a placeholder 'Member DOB (mm-dd-yyyy)'), and 'Member ID *'. There are 'Clear' and 'Search' buttons at the bottom right of the form, with the 'Search' button highlighted by a red box.

Step 8: Proceed by entering information in the presented fields. **Note:** All fields marked with an asterisk (*) are mandatory and must be completed to submit the prior authorization request.

TO PERFORM A PRIOR AUTHORIZATION INQUIRY:

Step 1: Select "View/Update All Requests" on the left side of the *Request Prior Authorization or Notification* screen. Identify the Requesting Provider using the offered search option. Authorizations will then be presented in list form.

Step 2: Click a "Reference" number to view details for that specific authorization. Click "Show More Search Options" to access additional options that can be used to narrow search results.