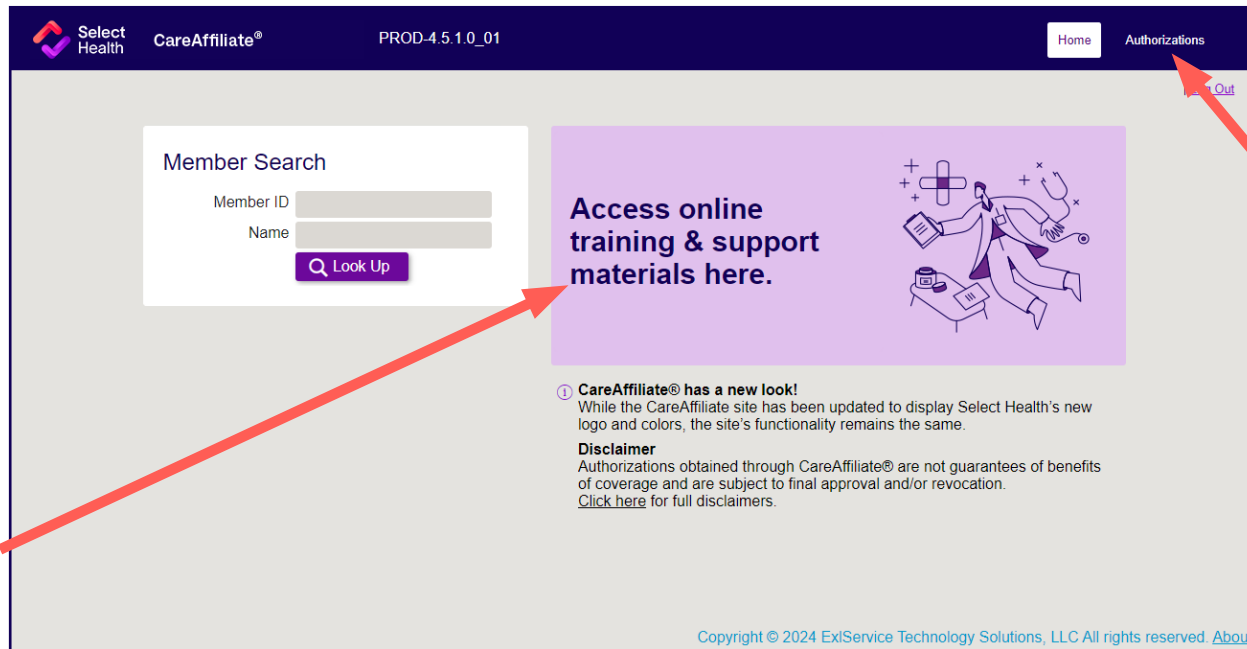


CareAffiliate Quick Guide: How to Check Authorization Status

This guide will take you step by step through the process of checking the status of a preauthorization in CareAffiliate, including examples of different status types you might encounter.

Let's get started. Access the [CareAffiliate home page](#). Here you will find these two key links:



2. Reference Materials.

This link lets you access other online services and tools, such as:

- [Request Type List](#): This list of request types guides you on selecting those that are specific to the service requested.
- [Quick Reference Guide](#): This resource offers step-by-step instructions on how to enter a request.
- [FAQs](#): This document addresses the questions we receive most frequently from users.

1. Authorizations.

Select this link to begin the process of checking authorization status.

The balance of this Quick Guide covers how to search by either member ID or reference/authorization number as well as examples of the various authorization types and how the status view will appear for each.

How to Check Authorization Status, Continued

Checking Authorization Status

Once you select the “Authorizations” link, the search menu gives you a variety of options to look up authorization information. The most common search options are by Member ID or Reference # (which is the same as the Authorization #)

Search by Member ID

1. **Select** the magnifying glass to the right of the Member ID field.
2. **Enter** information in the Member Search screen that opens. (CareAffiliate requires a minimum of two identifiers not exclusive to last name; the date of birth is always required).
3. After entering the identifiers, **click** “Search.”

The returned record will appear at the bottom of the Member Search screen. Select this record for authorization details.

See [page 4](#) for common samples of authorization detail views.

Authorizations

Search Existing Records New Authorization Clear

Search Criteria

Member ID

Name

Requesting Provider ID

Name *Format: Last, First M.I.*

Servicing Provider ID

Name *Format: Last, First M.I.*

Servicing Facility ID

Name

Reference #

Diagnosis

Code Description

Procedure

Place of Service (Any)

Service

Service Dates From To

Submission Dates From To

Status (Any)

Reference #	Member ID	Policy ID	Member Name	Member DOB	Requesting Provider	Status	Diagnosis
There are no records to display.							

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Member Search

Last Name

First Name

Date of Birth*

Identifier Type

Identifier

1 records matched your criteria. Please choose a record from the grid below.

Member ID	Policy ID	Name	Date of Birth
0123456789	100000000-00	XZTEST, POWERTRAILONE D	01/01/1999

How to Check Authorization Status, Continued

4. You will again see the Authorizations Search Criteria Screen, but now the returned record will appear at the bottom of the screen. Click on the black arrow to view authorization details rather than selecting the authorization number.

The screenshot shows the 'Authorizations' search interface. At the top, there are navigation links for 'Home' and 'Authorizations', and a 'Log Out' link. Below the header, there are buttons for 'Search Existing Records', 'New Authorization', and 'Clear'. The 'Search Criteria' section includes fields for Member ID (0123456789), Name (XZTEST, POWERTRAILOI), Requesting Provider ID, Name, Servicing Provider ID, Name, Servicing Facility ID, Name, Reference #, Diagnosis (Code/Description), Procedure, Place of Service (Any), Service, Service Dates From/To, Submission Dates From/To, and Status (Any). A table at the bottom displays search results with columns: Reference #, Member ID, Policy ID, Member Name, Member DOB, Requesting Provider, Status, and Diagnosis. The first row shows Reference # 240125893, Member ID 0123456789, Policy ID 100000000-00, Member Name XZTEST, POWERTRAILONE D, Member DOB 01/01/1999, Requesting Provider JONES, HENRY, Status Certified in Total, and Diagnosis Z01.89 : Encntr preprocedural examinations. A red box highlights the 'Status' column in the table.

Search by Reference/Authorization Number

1. Enter reference/authorization number in the Reference # field.

This screenshot shows the same 'Authorizations' search interface as the previous one, but with the 'Reference #' field filled with the value '240125893'. A red box highlights the 'Search Existing Records' button at the top right. A red arrow points from this button to the 'Reference #' field. Another red arrow points from the 'Reference #' field to the 'Status' column in the table below. The table at the bottom shows the same search results as in the previous screenshot, with the 'Status' column highlighted by a red box.

3. Click on the black arrow to view authorization details rather than the authorization number.

2. Click on **Search Existing Records** to get results.

How to Check Authorization Status, Continued

Understanding Typical Authorization Detail Views

Based on the authorization type, the authorization detail view you see will differ. Below and on the following pages are six common views you may encounter.

Note that authorization views for other services will be very similar to the examples below.

- 1. Pended**—This indicates that the authorization is pending review. The status for the complete authorization is the one found on the member stripe.

Reference #	Member ID	Policy ID	Member Name	Member DOB	Requesting Provider	Status	Diagnosis
240126122	0123456789	100000000-00	XZTEST, POWERTRAILONE D	01/01/1999	JONES, HENRY	Pended	Z01.89 : Encntr preprocedural examinations
Service Reference #	Service Details						
0240126122-001	Service From/To: 04/17/2024 - 04/17/2024 Place of Service: On Campus - Outpatient Hospital Service: Surgical Service Status: (g) Pend Procedure: S002 : Surgical services outpatient Servicing Facility: INTERMOUNTAIN MEDICAL CENTER Servicing Provider: (None)						
0240126122-002	Service From/To: 04/17/2024 - 04/17/2024 Place of Service: On Campus - Outpatient Hospital Service: Surgical Service Status: (g) Pend Procedure: 27130 : TOTAL HIP ARTHROPLASTY Total Qty: 1.0 Units Servicing Facility: (None) Servicing Provider: JONES, HENRY						

The overall status of this request is Pended.

- 2. Certified in Total**—This indicates that the authorization has been approved.

Reference #	Member ID	Policy ID	Member Name	Member DOB	Requesting Provider	Status	Diagnosis
240125893	0123456789	100000000-00	XZTEST, POWERTRAILONE D	01/01/1999	JONES, HENRY	Certified in Total	Z01.89 : Encntr preprocedural examinations
Service Reference #	Service Details						
0240125893-001	Service From/To: 05/01/2024 - 05/01/2024 Place of Service: Office Service: Surgical Service Status: (h) Approved (Complete) - With Letter Procedure: 15822 : REVISION OF UPPER EYELID Total Qty: 1.0 Units Servicing Facility: (None) Servicing Provider: JONES, HENRY						

How to Check Authorization Status, Continued

3. **Not Certified**—This indicates that the authorization has been denied.

Reference #	Member ID	Policy ID	Member Name	Member DOB	Requesting Provider	Status	Diagnosis
231060009	0123456789	100000000-00	XZTEST, POWERTRAILONE D	01/01/1999	JONES, HENRY	Not Certified	Z01.89 : Encntr preprocedural examinations
Service Reference # Service Details							
0231060009-001	Service From/To: 07/03/2023 - 12/31/2023 Place of Service: Home Service: Private Duty Nursing Service Status: (j) Denied - With Letter Procedure: PD01 : Private Duty Nurse Total Qty: 2050.0 Units Servicing Facility: ABC PEDIATRICS Servicing Provider: (None)						

4. **Modified**—This indicates multiple determinations such as approved and denied services within the same request.

Reference #	Member ID	Policy ID	Member Name	Member DOB	Requesting Provider	Status	Diagnosis
231119235	0123456789	100000000-00	XZTEST, POWERTRAILONE D	01/01/1999	JONES, HENRY	Modified	Z01.89 : Encntr preprocedural examinations
Service Reference # Service Details							
0231119235-001	Place of Service: Inpatient Hospital Service: Hospital - Inpatient Service Status: Approved (In Progress) - With Letter Procedure: SU01 : Surgical services inpatient Servicing Facility: ABC PEDIATRICS Servicing Provider: (None) Inpatient Details: Admit Date: (None) Discharge Date: (None) LOS: 0 Status: Denied 12/06/2023-12/09/2023 Days: 4 Reason: SA - Out of Service Area (Advocates)						
0231119235-001	Place of Service: Inpatient Hospital Service: Hospital - Inpatient Service Status: (j) Partial (In Progress) - With Letter Procedure: SU01 : Surgical services inpatient Servicing Facility: ABC PEDIATRICS Servicing Provider: (None) Inpatient Details: Admit Date: (None) Discharge Date: (None) LOS: 0 Status: Denied 12/06/2023-12/09/2023 Days: 4 Reason: SA - Out of Service Area (Advocates)						
0231119235-001	Place of Service: Inpatient Hospital Service: Hospital - Inpatient Service Status: Denied - With Letter Procedure: SU01 : Surgical services inpatient Servicing Facility: ABC PEDIATRICS Servicing Provider: (None) Inpatient Details: Admit Date: (None) Discharge Date: (None) LOS: 0 Status: Denied 12/06/2023-12/09/2023 Days: 4 Reason: SA - Out of Service Area (Advocates)						

This request shows a "Modified" status as not all services requested were approved. Viewing the details of the request will show which services were approved and which were denied.

A "Partial" status on a service line represents the specified procedure was approved.

A "Denied" status on a service line represents this procedure was denied.

