

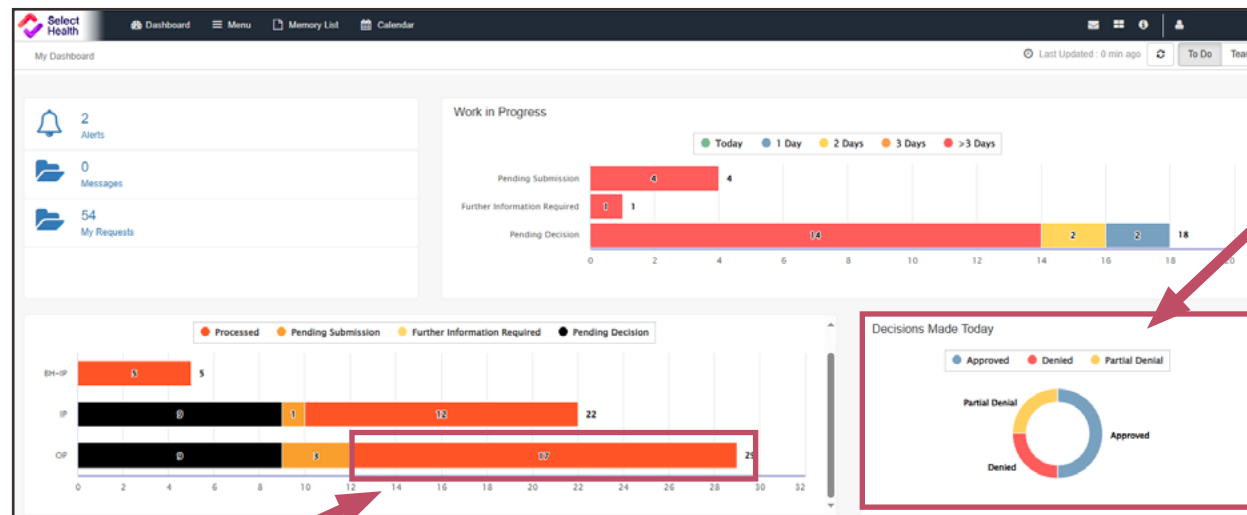
Preauth & Care Plan Tool

How to Check Authorization Status

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

Let's get started.

Access the [Preauth & Care Plan Tool dashboard](#). There are a couple of different ways to check the status of a request:



1. Decisions Made Today

This dashboard widget shows any reviews that have been completed for your office today. Click on any of the sections of the colored circle to show a list of requests.

2. Request by Type

Click on the dark orange **Processed** line to show a list of all processed requests.

If you would like to see additional information, click the cog wheel in the left column to open the episode abstract. This will show all authorization information.

The table displays a list of processed requests for Behavioral Health Inpatient. A red arrow points from the text 'If you would like to see additional information, click the cog wheel in the left column to open the episode abstract' to the cog wheel icon in the first row.

Episode Type	Cert Number	Member Name	Admit/Start Date	Procedure	Provider	Submitted By
BH-IP	012345678	XZTEST, POWERTRAILONE, D	07/15/2025		SMITH, JOHN	TEST USER
BH-IP	012345678	XZTEST, POWERTRAILONE, D	07/15/2025		SMITH, JOHN	TEST USER
BH-IP	012345678	XZTEST, POWERTRAILONE, D	07/17/2025		SMITH, JOHN	TEST USER
BH-IP	012345678	XZTEST, POWERTRAILONE, D	07/15/2025		SMITH, JOHN	TEST USER
BH-IP	012345678	XZTEST, POWERTRAILONE, D	08/21/2025		SMITH, JOHN	TEST USER

Continued on page 2...

How to Check Authorization Status, continued

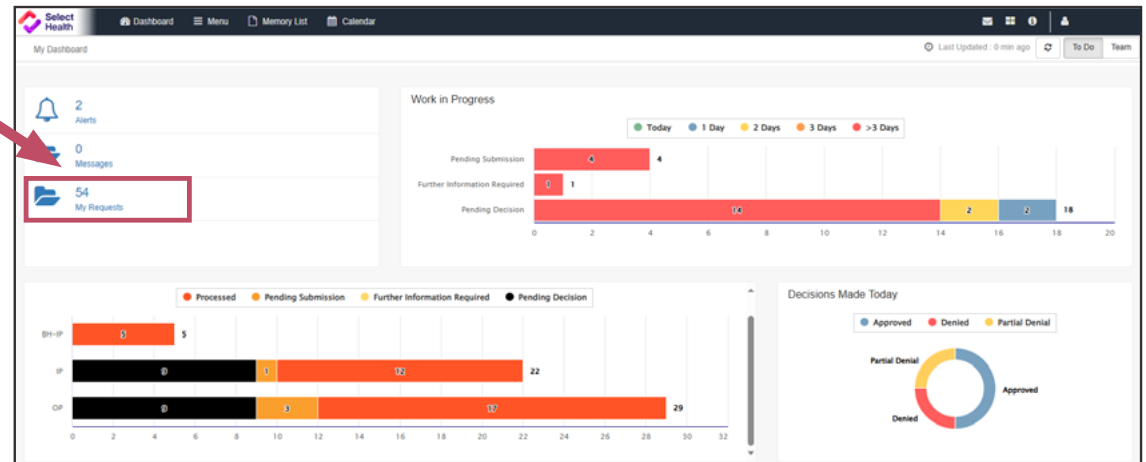
Continued from page 1...

3. My Requests

Click **My Requests** on the dashboard to view a list of all requests submitted through the Preauth & Care Plan Tool.

You can filter this list using the date and dropdown fields at the top. The status of the request shows in the far right column. The status types you will see here are:

- Further Information Required
- Pending Decision
- Processed

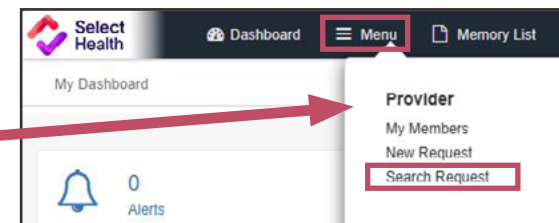


Actions	Episode Type	Cert Number	Member Name	Requested/Created Date	Procedure	Provider	Submitted By	Status
	IP	012345678	XZTEST, POWERTRAILONE, D	08/14/2025		SMITH, JOHN	TEST USER	Pending Decision
	OP	012345678	XZTEST, POWERTRAILONE, D	08/14/2025	19853	SMITH, JOHN	TEST USER	Pending Decision
	IP	012345678	XZTEST, POWERTRAILONE, D	08/14/2025		SMITH, JOHN	TEST USER	Processed
	OP	012345678	XZTEST, POWERTRAILONE, B	08/14/2025	97700	SMITH, JOHN	TEST USER	Processed

4. Search Request

Click **Menu** on the dashboard and select **Search Request**.

Enter any information you would like to pull up the request (Cert Number is a quick choice) and click **Search**. Information will show below, with the Status column on the far right.



The 'Search Request' form contains fields for Member Last Name, Member First Name, Member DOB, Member ID, Request Status, Episode Type, Episode ID, Cert Number, Request Added From, Request Added To, View Cases, and Provider Name. A red box highlights the 'Search' button. Below the form, a table displays the search results:

Action	Member Name	Episode Type	Date of Service	Cert Number	Diagnosis	Created By	Submitted By	Next Review Date	Initial Due Date	Status
	XZTEST, POWERTRAILONE, D	OP	08/13/2025	012345678	W37.8xx9 (Explosion and rupture of other pressurized tire, pipe or hose, sequels)		TEST USER			Processed