TUFTS
Health Plan

Quick Reference Guide: Prior Authorization Submission and Inquiry
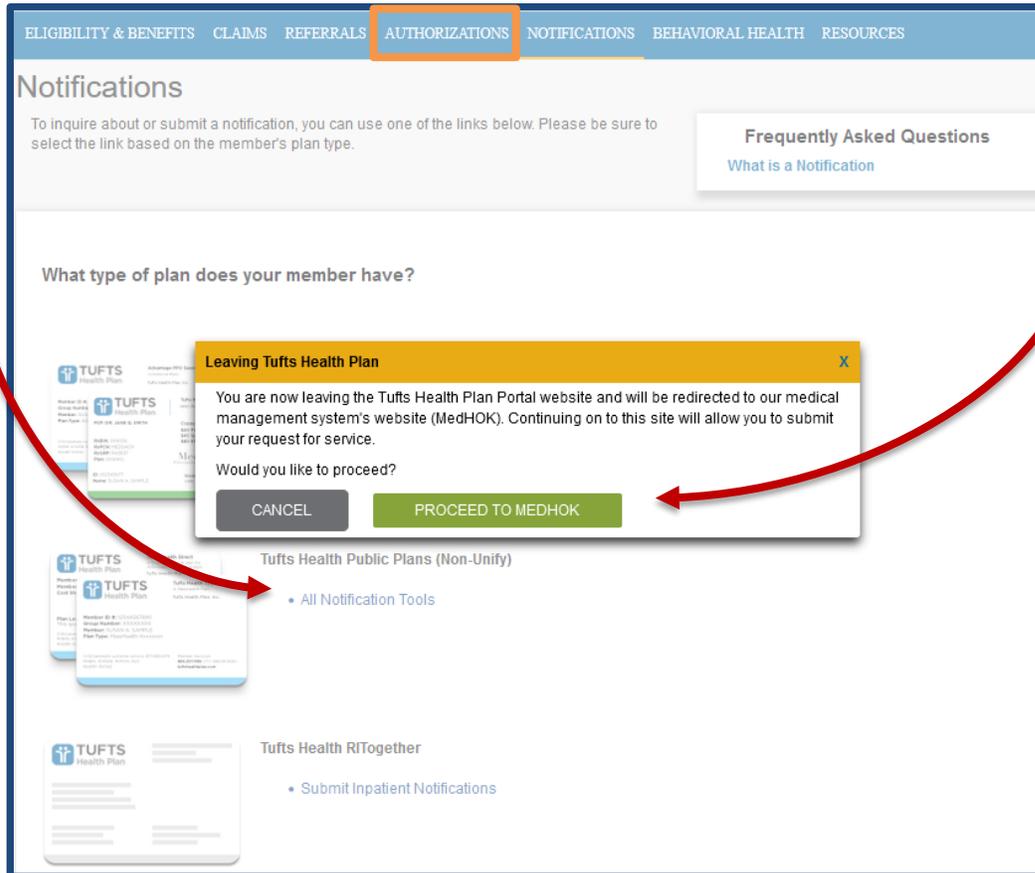
TO SUBMIT A PRIOR AUTHORIZATION REQUEST:

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 right of the ID card images, select the appropriate option under the member's plan.
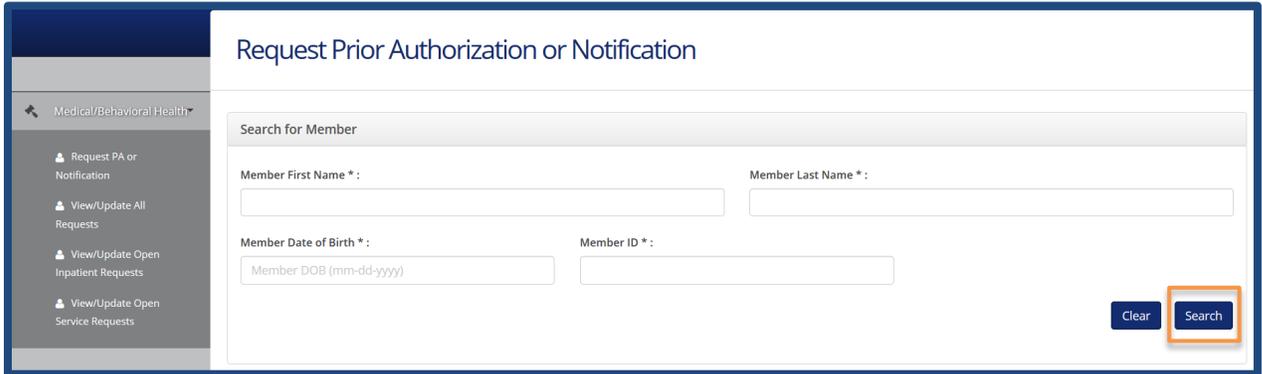
Step 4: A pop-up box will appear informing you that you are being redirected to the MedHOK (MHK Medical Management System) website. Click "PROCEED TO MEDHOK" to continue.

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.

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.