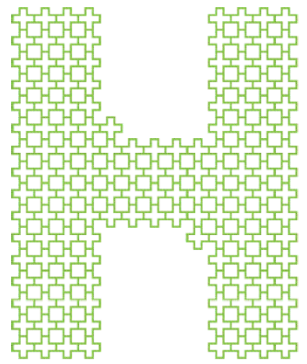
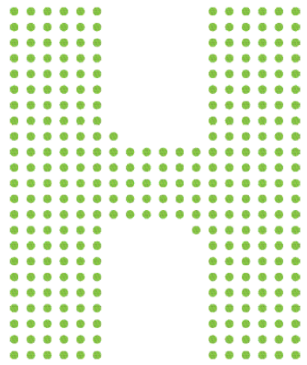
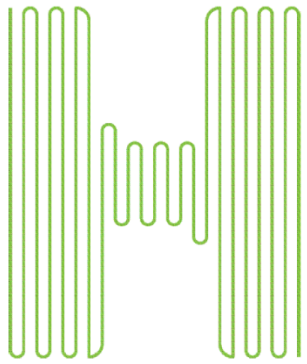


# WebConsult Preauthorization Guide

January 2024

**Humana**®





**Humana**®

## Advantages of WebConsult

- Available 24 hours a day
- No time spent waiting on the telephone
- Easy step by step process to lead you through the preauthorization submission
- Access historical authorizations quickly
- Ability to choose treatment/procedure facility
- Ability to upload clinical data securely
- Check the status of your preauthorization status at any time
- Live Chat and **GUIDE ME** assistance available
- Supported by a dedicated team of professionals

# Submitting Preauthorization Requests

Preauthorization requests for services managed by HealthHelp can be submitted via these methods

- **WebConsult (online):** [www.healthhelp.com/humana](http://www.healthhelp.com/humana) (select Initiate a Procedure, Login)
- **Phone:** 1-866-825-1550 Monday - Friday (7 a.m. to 7 p.m.) and Saturday (7 a.m. to 4 p.m.) Central Time
- **Expedited/urgent status:** Phone: 1-866-825-1550 or Fax: 1-800-519-9935

**General information** [www.healthhelp.com/humana](http://www.healthhelp.com/humana)

HealthHelp managed procedure code list, clinical guidelines, FAQ, and other general information.

## Technical issues

Assistance with HealthHelp technical questions such as WebConsult access, password reset, or updating physician/facility information is at: [RCSupport@HealthHelp.com](mailto:RCSupport@HealthHelp.com) or 1-800-546-7092 (Monday - Friday from 7 a.m. to 7 p.m. Central Time).

# Enroll at [healthhelp.com/humana](https://healthhelp.com/humana)

## Humana®



CONSULT SITE



Humana has contracted with HealthHelp to review clinical requests using an evidence-based approach. HealthHelp's innovative and collaborative program, Consult™, empowers physicians to request the most appropriate care for patients through peer-to-peer consultations for procedures/treatments, along with best practice guidelines. This informative methodology fuels sustained savings by changing long-term ordering patterns while improving patient care. HealthHelp and Humana have researched the impact of this methodology on care through their joint outcomes research program.

### Notices/Announcements

#### ATTENTION PROVIDERS!

**Important Notice:** Please note that as of February 1, 2024, you will no longer have the ability to fax a non-STAT authorization request. Using WebConsult is the fastest and easiest way to obtain authorizations on line. If you are not registered, please visit [www.healthhelp.com/humana](https://www.healthhelp.com/humana) and click on the enrollment link to request your online access to WebConsult.

[Humana Preauthorization and Notification Lists for Healthcare Providers](#)

## Initiate a Procedure

To initiate a procedure request online, returning users, please log in.

**LOGIN** **ENROLL**

**Not enrolled yet?** To sign up, simply complete our [enrollment form](#) online. Once enrolled, our program support staff will provide your login information and access to an optional online webinar training.

Disclaimer: UM decisions are made only on appropriateness of care, services and existence of coverage as determined by the health plan. Financial incentives are not based on utilization decisions.

## Check Status

Use the form below to check the status of a recent authorization request.

MEMBER ID

MEMBER DOB (MM/DD/YYYY)

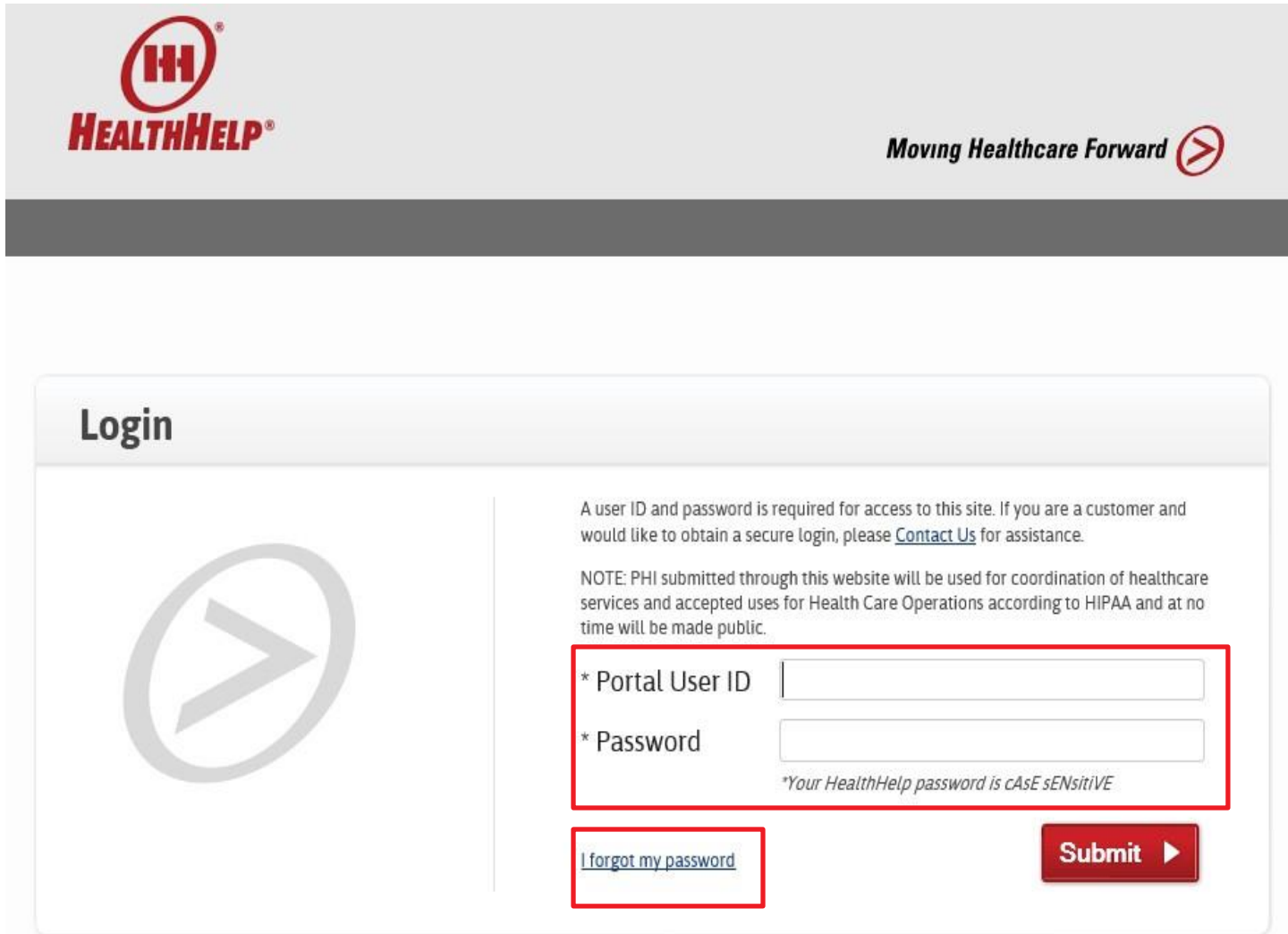
	MM	DD	YYYY	<b>GO</b>
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## Step 1

- Select Enroll in the Consult section to go to the enrollment form (if you already have a Portal User ID/Password, go to Step 2).
- Complete the Access to Consult form, then select Submit.
- HealthHelp Program Support will create your secure Portal User ID and password and send to you via email.
- Do not share your Portal User ID or password.
- For assistance, contact [RCSupport@HealthHelp.com](mailto:RCSupport@HealthHelp.com)

**Note:** Patient names and information used in this tutorial are for demonstration purposes only and do not represent actual data.

# Login at portal.healthhelp.com/webconsult



The screenshot shows the HealthHelp login interface. At the top, there is a header with the HealthHelp logo (a red 'H' inside a circle) and the tagline 'Moving Healthcare Forward' with a red arrow icon. Below the header is a dark grey bar. The main content area is titled 'Login' and features a large grey arrow icon on the left. On the right, there is a text block explaining that a user ID and password are required for access, with a link to 'Contact Us' for assistance. Below this, a note states that PHI submitted through the website will be used for coordination of healthcare services and accepted uses for Health Care Operations according to HIPAA and at no time will be made public. The login fields are highlighted with a red box: '\* Portal User ID' and '\* Password'. Below the password field, a note states '\*Your HealthHelp password is cAsE sENSitiVE'. At the bottom left, there is a link 'I forgot my password' also highlighted with a red box. At the bottom right, there is a red 'Submit' button with a right arrow icon.

HEALTHHELP®

Moving Healthcare Forward

## Login

A user ID and password is required for access to this site. If you are a customer and would like to obtain a secure login, please [Contact Us](#) for assistance.

NOTE: PHI submitted through this website will be used for coordination of healthcare services and accepted uses for Health Care Operations according to HIPAA and at no time will be made public.

\* Portal User ID

\* Password

*\*Your HealthHelp password is cAsE sENSitiVE*

[I forgot my password](#)

Submit

## Step 2

- To request a preauthorization, login at [portal.healthhelp.com/webconsult](https://portal.healthhelp.com/webconsult)
- Enter your Portal User ID and password, then select Submit. You will go to the WebConsult Home screen.
- If you forget your password, select the link titled "I forgot my password."

**Note:** Patient names and information used in this tutorial are for demonstration purposes only and do not represent actual data.

## Preauthorization Notes



- For PHI/HIPAA compliance, if you leave a WebConsult screen idle for six minutes, you will be automatically logged out.



- It's best to complete the authorization process for a member at one time.

# WebConsult Home Screen

The screenshot shows the WebConsult Home Screen. At the top left is the logo and the text "WELCOME CHATBOT TEST USER 2". A green callout box with white text says: "Any updates to WebConsult or the preauthorization process will be displayed at the top of the screen." The top navigation bar has a red box around the "HOME" button, followed by "REQUEST STATUS" and "LOGOUT". The main content area has a "Welcome to WebConsult" message with icons for a chatbot and a document. Below this is the "START YOUR PROCEDURE REQUEST" section. It includes instructions: "Instructions: To start your procedure request, you will need the member's ID number. Please be sure to type the member ID exactly as it is displayed on the member's insurance card, including any spaces or dashes. For assistance in obtaining the member ID, please call our Program Support desk at 800-546-7092." and "To facilitate the handling time for all requests we ask that you gather all pertinent information before you start your prior authorization request including clinical information, notes from the last two office visits, recent diagnosis reporting and the patient's treatment plan. Please click [here](#) for more information." Below the instructions is a horizontal flowchart with 8 steps: 1. MEMBER (person icon), 2. PROVIDER (medical cross icon), 3. PROCEDURE (document with checkmark icon), 4. FACILITY (location pin icon), 5. CLINICAL UPLOADS (document with plus icon), 6. ASSESSMENT (speech bubble icon), 7. SUMMARY (envelope icon), 8. AUTHORIZATION (checkmark icon). Below the flowchart are two input fields: "Enter Member ID" and "Select Date of Service", followed by an orange "START" button. On the right side, there is a "FIRST TIME VISITOR?" section with an exclamation mark icon, a message: "An experienced HealthHelp agent will be happy to help you with this procedure request. Just call Program Support for personal assistance.", the phone number "800-546-7092", and a "VIEW ONLINE TUTORIAL" button. At the bottom left, there is a section "0 REQUESTS IN THE LAST 14 DAYS" with a button "OLDER THAN 14 DAYS" and a message: "[ \*\* You didn't have any request in the last 14 days \*\* ]". Below this is a toggle switch for "Receive status email notifications for my open cases" with a note: "Check/toggle to receive email alerts daily of the status of your open cases." At the bottom, there is a "MY PROVIDERS" section with a "Download My Provider List" button and an "ADD PROVIDER" button. On the right side, there is a "HELPFUL TIPS" section with a "NEWS" tab and a list of tips: "Helpful Tips for Getting Started: 1. Gather all pertinent information before getting started. You will need the Member ID, ordering Provider, procedure to be requested, clinical information, facility and appointment information. 2. You will find convenient instructions throughout the program. Additional help is available by clicking HELP or GUIDE ME. 3. Click **HERE** for an online tutorial. (a new window will open.) Turn on your sound and we will take you through this case."

WELCOME CHATBOT TEST USER 2

HOME REQUEST STATUS LOGOUT

Welcome to WebConsult

START YOUR PROCEDURE REQUEST

**Instructions:** To start your procedure request, you will need the member's ID number. Please be sure to type the member ID exactly as it is displayed on the member's insurance card, including any spaces or dashes. For assistance in obtaining the member ID, please call our Program Support desk at 800-546-7092.

To facilitate the handling time for all requests we ask that you gather all pertinent information before you start your prior authorization request including clinical information, notes from the last two office visits, recent diagnosis reporting and the patient's treatment plan. Please click [here](#) for more information.

1 MEMBER 2 PROVIDER 3 PROCEDURE 4 FACILITY 5 CLINICAL UPLOADS 6 ASSESSMENT 7 SUMMARY 8 AUTHORIZATION

Enter Member ID Select Date of Service START

0 REQUESTS IN THE LAST 14 DAYS OLDER THAN 14 DAYS

[ \*\* You didn't have any request in the last 14 days \*\* ]

Receive status email notifications for my open cases Check/toggle to receive email alerts daily of the status of your open cases.

MY PROVIDERS ADD PROVIDER

Download My Provider List

HELPFUL TIPS NEWS

Helpful Tips for Getting Started:

1. Gather all pertinent information before getting started. You will need the Member ID, ordering Provider, procedure to be requested, clinical information, facility and appointment information.
2. You will find convenient instructions throughout the program. Additional help is available by clicking HELP or GUIDE ME.
3. Click **HERE** for an online tutorial. (a new window will open.) Turn on your sound and we will take you through this case.



# WebConsult Home Screen

Step 3: Start your preauthorization request and access a variety of tools.

CONSULT

WELCOME CHATBOT TEST USER 2

HOME

REQUEST STATUS

LOGOUT

Welcome to WebConsult

START YOUR PROCEDURE REQUEST

**Instructions:** To start your procedure request, you will need the member's ID number. Please be sure to type the member ID exactly as it is displayed on the member's insurance card, including any spaces or dashes. For assistance in obtaining the member ID, please call our Program Support desk at 800-546-7092.

To facilitate the handling time for all requests we ask that you gather all pertinent information before you start your prior authorization request including clinical information, notes from the last two office visits, recent diagnosis reporting and the patient's treatment plan. Please click [here](#) for more information.

1 MEMBER

2 PROVIDER

3 PROCEDURE

4 FACILITY

5 CLINICAL UPLOADS

6 ASSESSMENT

7 SUMMARY

8 AUTHORIZATION

Enter Member ID

Select Date of Service

START

0 REQUESTS IN THE LAST 14 DAYS

OLDER THAN 14 DAYS

[ \*\* You didn't have any request in the last 14 days \*\* ]

Receive status email notifications for my open cases

Check/toggle to receive email

MY PROVIDERS

Download My Provider List

800-546-7092

VIEW ONLINE TUTORIAL

Contact Program Support for assistance

HELPFUL TIPS

NEWS

Helpful Tips for Getting Started:

1. Gather all pertinent information before getting started. You will need the Member ID, ordering Provider, procedure to be requested, clinical information, facility and appointment information.

2. You will find convenient instructions throughout the program. Additional help is available by clicking HELP or GUIDE ME.

3. Click [HERE](#) for an online tutorial. (a new window will open.) Turn on your sound and we will take you through this case.

To add an additional physician, select

ADD PROVIDER

Previous or Next selection buttons are at the bottom of all screens

Previous

Next



# Member and Scheduling Type

1. Always confirm member by verifying name, date of birth (DOB) and other details.
2. Select an appointment date and schedule type  
(Note: STAT and Retro requests can now be requested here on WebConsult.)
3. Select procedure type, then select “NEXT” at the bottom of the screen.
4. Select GUIDE ME, HELP or the Chat icon for assistance.

CURRENT PROCEDURE REQUEST FOR TESTMSK, MARY #TESTJN001

Member Name: TESTMSK, MARY Member Number: TESTJN001 Member DOB: 1/2/1974

**SCHEDULE INFORMATION**

Appointment Date: 12/29/2023

Schedule Type: Normal-UnScheduled

**MEMBER SELECTION**

Health Plan	Member #	Name	DOB	M/F	Address	Phone	Plan Code	Plan	Eligible Dates	Group ID	Contract ID	PBP
	TESTJN001	TESTMSK, MARY	1/2/1974	F	1 MAIN ST HOUSTON, TX 77002	(713)555-1212	TESTPLAN2		4/26/2019 to 1/1/9999			

**PROCEDURE TYPE SELECTION**

Procedure Type: Select One

**CONTACT INFORMATION**

Contact Phone (Numbers Only): (713)555-1212

Extension:

Navigation: Previous Next

Each WebConsult screen includes Guide Me, Help and Live Chat links

# Ordering Provider

1. In Provider Search, type the first few letters of the physician's last name and select from the displayed list.
2. If a physician needs to be added, use the Add Provider link on the home page or request Live Agent in the Chat to have a physician added to your privileges.
3. Verify ordering provider's phone and fax numbers; revise, if needed.
4. Select the practice from Practice Selection. If needed, select CONTACT US FOR CORRECTIONS or request Live Agent in the Chat.

The screenshot displays a web interface for ordering a provider. At the top, a navigation bar includes icons and labels for MEMBER, PROVIDER, PROCEDURE, FACILITY, CLINICAL UPLOADS, ASSESSMENT, SUMMARY, and AUTHORIZATION. Below this, a header section reads 'CURRENT PROCEDURE REQUEST FOR TESTMSK, MARY #TESTJND001' and provides member details: 'Member Name: TESTMSK, MARY', 'Member Number: TESTJND001', and 'Member DOB: 1/2/1974'. The main form is divided into three sections: 1. PROVIDER SEARCH: Includes a search bar and a message: 'Search By Last Name. (You have no Ordering Providers. Please contact [rcsupport@healthhelp.com](mailto:rcsupport@healthhelp.com) to set up your providers.) EXACT MATCH FOR FIRST 3 CHARACTERS WITH PARTIAL SEARCH FOR 4 OR MORE CHARACTERS.' 2. PROVIDER SELECTION: Contains fields for 'Selected Provider', 'Provider NPI', 'Office Phone', 'Direct Phone', and a 'Specialty' dropdown menu. 3. PRACTICE SELECTION: Includes fields for 'Practice Tax ID' and 'Fax Number', followed by two radio button options: 'I confirm that the fax number provided is correct.' and 'There is no way for me to confirm the fax number for this practice.' A green callout box with the text 'Use the Cancel link at any time' points to a red 'CANCEL' button in the top right corner. Other UI elements include 'GUIDE ME' and 'HELP' buttons, and a 'CONTACT US FOR CORRECTIONS' link in the bottom right.

# Procedure, Diagnosis and Indication

1. Search for Procedure by Name or Code, then select procedure. Previously selected codes are available in My Quick Selection List or My Recent Procedure Codes links.

\*Check to see if a procedure requires authorization by using the Chat. Check a code or download the procedure code list.

2. In the Diagnosis Selection, select:

- a. Diagnosis
- b. Body system
- c. Indication (select “Help me choose an indication” if you need assistance)

3. My Recent Procedure Codes helps you select procedure codes you have used before.

The screenshot displays a medical software interface with a top navigation bar containing icons for MEMBER, PROVIDER, PROCEDURE, FACILITY, CLINICAL UPLOADS, ASSESSMENT, SUMMARY, and AUTHORIZATION. The main content area is titled "CURRENT PROCEDURE REQUEST FOR TESTMSK, MARY #TESTJN001 DOB: 1/2/1974". Below this, it shows "Ordering Provider: Dr. SMITH, BRADLEY" and "Ordering Practice: SANFORD BEMIDJI (Alternate Names) - SANFORD HEALTH OF NORTHERN MINNESOTA".

**1 SEARCH FOR PROCEDURE**

Buttons: "My Quick Selection List", "My Recent Procedure Codes" (highlighted with a green circle 3). Buttons: "GUIDE ME", "HELP", "CANCEL".

Search by Name: [ ] Search by Code: 70551 [Search]

\*Select Procedure

Select One: 70551 -- MRI BRAIN STEM WO DYE

**2 DIAGNOSIS SELECTION**

Buttons: "See My Recent DX Codes". Buttons: "HELP".

Search by Name: [ ] Search by Code: R27.8 [Search]

\*Select Diagnosis

Select One: R27.8 -- Other lack of coordination

**Indication Selection Assistant**

Select Body System: Brain

Select Indication: [Help me choose an indication!]

Select an indication...: head

Ancillary Codes: Brain: CT for Head Trauma, Brain: Headache Associated Neurological Problem (head injury)

# Rendering Facility

1. In Facility Search, type facility name, ID, Tax ID, city, county or distance from member or physician ZIP code.
2. Select the appropriate Rendering Facility Selection Option. The prepopulated list of High Quality and Low-Cost facilities is displayed with the selection of **YES**. To see all locations, change the selection button to NO.
3. Select “Search Now” and choose the facility where services will be performed.

**NOTE: Some member plans may offer a recommended network of facilities.**

1

2

3

- Facilities that are not HealthHelp Diagnostic Site Certified may no longer be available for selection as a rendering facility for Humana members.
- HealthHelp recommends scheduling at a HealthHelp Diagnostic Site Certified imaging location. Imaging facilities can register for this program at [www.healthhelp.com/DiagnosticSite](http://www.healthhelp.com/DiagnosticSite) or by calling 1-800-506-2560.

# Clinical Document Upload

1. Clinical records are needed here to work more efficiently to complete the case.
2. If the clinical documents aren't ready, click NEXT and acknowledge to continue to the next screen without the upload. If your case requires clinical review the clinical documents can be uploaded on the final screen or from the WebConsult home screen dashboard using the upload link.
3. If upload is disabled/blocked at your office the option to fax the clinical records is still available. Using the prepopulated fax cover sheet provided on the last screen will assist with routing the incoming fax to the correct HealthHelp fax number. Just click the link to print or download the prepopulated fax coversheet on the last screen.

**CURRENT PROCEDURE REQUEST FOR TESTMSK, MARY #TESTJN001 DOB: 1/2/1974**

Ordering Provider:	Dr. SMITH, BRADLEY	Modality / Body System:	Brain	Facility:	American Health Imaging of Jacinto City(NPI:1184738551) 10918
Ordering Practice:	SANFORD BEMIDJI (Alternate Names) - SANFORD HEALTH OF NORTHERN MINNESOTA	Indication:	MRI Brain	Address:	10912 EAST FWY HOUSTON, TX 77029(Harris)
Procedure Tracking #:	44306091	Diagnosis:	R27.8 - Other lack of coordination	Scheduling Phone:	(713)451-2900
Procedure:	70551	Appointment:	12/29/2023		

## Diagnostic Imaging Clinical Documentation

Clinical documentation to support authorizations is needed so we may review your request. Please follow these guidelines and tips to facilitate your authorization requests.

### DOCUMENTS NEEDED FOR YOUR CASE

1. Upload your clinicals
2. Then press NEXT to continue

- Last two office visit notes including patient history, current findings
- Current medications
- Recent diagnostic imaging or other screening related to the case
  - If your imaging request is related to injury or orthopedic issues:
    - Recent conservative treatment and for how long such as
    - Include any activity modifications if no PT was prescribed
    - other conservative treatments
    - Any ortho testing such as X-rays, depending on area of request
  - For cancer diagnostics or staging:
    - Reports from recent diagnostic staging
    - Provider's treatment plan

**CLINICAL UPLOADS**

To upload documents, please drag your files to the box below.

Drag and drop file(s) here...

Upload Files

STOP!

Clinical documents have not been uploaded to case. Uploading clinicals will result in an immediate authorization when medical necessity is met. Cases where clinical documentation is not provided will not meet medical necessity and authorization may be delayed.

Close

# Patient Assessment

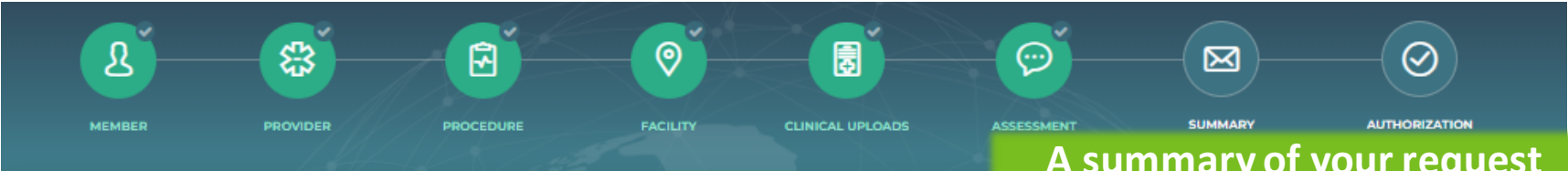
1. Review Current Procedure Request for the patient.

*\*\* If applicable, review Previous Assessment(s) for this patient.*

2. Answer Assessment Panel questions.

3. Select "Next" to advance to the next screen.

4. If you need to consult a clinician to answer the assessment questions, click "Save Draft" to pause the request for 72 hours while you get help. The case can be accessed on the home screen when you are ready to continue.



1

CURRENT PROCEDURE REQUEST FOR TESTMSK, MARY #TESTJN001 DOB: 1/2/1974



Ordering Provider:	Dr. SMITH, BRADLEY	Modality / Body System:	Brain	Facility:	American Health Imaging of Jacinto City(NPI:1184738551) 10918
Ordering Practice:	SANFORD BEMIDJI (Alternate Names) - SANFORD HEALTH OF NORTHERN MINNESOTA	Indication:	MRI Brain	Address:	10912 EAST FWY HOUSTON, TX 77029(Harris)
Procedure Tracking #:	44306091	Diagnosis:	R27.8 - Other lack of coordination	Scheduling Phone:	(713)451-2900
Procedure:	70551	Appointment:	12/29/2023		

2

ASSESSMENT PANEL

MRI: Brain/Head [HH]

MRI Brain: Procedure Rationale

MRI Brain: Procedure Rationale

Why is this MRI brain being requested? [select one]

- ☐ Aducanumab (Aduhelm) prescribed AND authorized for Alzheimer's/cognitive impairment
- ☐ Anatomic anomaly diagnosis OR management
- ☐ Intracranial aneurysm evaluation
- ☐ Arteriovenous malformation/fistula (known or suspected)

3

NEXT >

4

Save Draft

Use the SAVE DRAFT feature if you are unable to accurately answer the clinical questions. You will have up to 72 hours to return and resume your request. Please consult with the ordering provider or a clinical staff member and complete the clinical assessment when you resume your case. If you are ready to answer the questions, please continue.



# Resume a Paused Request

1. Once you have the answer(s) to the assessment question(s) come back to the WebConsult home screen and click on “Resume” under your “In Progress Cases” section.
2. The time will countdown from 72 hours and displays under Expiration.
3. Once you click Resume you will be brought back to the Assessment screen where you left off.
4. \*\*Only the person that submitted the request can Resume the case. It cannot be updated or access by calling the Call Center

The screenshot displays the WebConsult interface. At the top, there is a progress bar with eight steps: 1. MEMBER (person icon), 2. PROVIDER (medical cross icon), 3. PROCEDURE (clipboard icon), 4. FACILITY (location pin icon), 5. CLINICAL UPLOADS (document icon), 6. ASSESSMENT (speech bubble icon), 7. SUMMARY (envelope icon), and 8. AUTHORIZATION (checkmark icon). Below the progress bar are two input fields: 'Enter Member ID' and 'Select Date of Service', followed by an orange 'START' button.

Below the input fields is a section titled 'IN PROGRESS CASES' containing a table with the following data:

Payer	Member ID	Member Name	Member Eligibility Expiration	Appointment Date	Procedure(s)	Expiration	Action
TEST	TESTJN001	MARY TESTMSK	01/01/9999	12/29/2023	70551	3 Days	<a href="#">Resume</a>

Below the table, a note states: "Please note: An authorization request will not be processed until all required information is submitted. Once your request times out, you will need to initiate a new authorization request."

# Appointment

1. The appointment date is pre-populated from selection on the home screen. No changes to the date of service can be made on this screen.
2. If more than one procedure is to be performed for this member at this appointment, select NO under “Is this the last procedure for this member?” (appears after the first calendar date is selected)
3. Select SUBMIT to continue.

MEMBER PROVIDER PROCEDURE FACILITY CLINICAL UPLOADS ASSESSMENT SUMMARY AUTHORIZATION

CURRENT PROCEDURE REQUEST FOR MARY, TESTMSK #TESTJN001 DOB: 1/2/1974 12:00:00 AM

Ordering Provider:	Dr. SMITH, BRADLEY	Modality / Body System:	MRI Brain
Procedure Tracking #:	44306091	Indication:	MRI Brain
Procedure:	70551	Diagnosis:	R27.8 - Other lack of coordination

APPOINTMENT

GUIDE ME ? HELP CANCEL

Date of Service 1

12/29/2023

Is this the last procedure for this member?

Yes 2

**Submit Authorization** By clicking SUBMIT, you attest that the request is a complete and accurate reflection of the patient's medical condition. Any incomplete information provided may delay the timely processing of your request.

Previous Submit 3

# Authorization Number

1. Once the preauthorization request is clinically appropriate and completed, an Authorization Number is generated.
2. Please print a copy of the authorization for your records.
3. To start a request for another member, select "Click Here".

The screenshot displays a multi-step process for generating an authorization number. At the top, a progress bar shows steps: MEMBER, PROVIDER, PROCEDURE, FACILITY, CLINICAL UPLOADS, ASSESSMENT, SUMMARY, and AUTHORIZATION. The current step is AUTHORIZATION.

**CURRENT PROCEDURE REQUEST FOR MARY, TESTMSK #TESTJN001 DOB: 1/2/1974 12:00:00 AM**

	Ordering Provider:	Dr. SMITH, BRADLEY	Modality / Body System:	MRI Brain	Appointment:	12/29/2023
			Indication:	MRI Brain		
	Procedure Tracking #:	44306091	Diagnosis:	R27.8 - Other lack of coordination		
	Procedure:	70551				

**CONSULTATION STATUS**

**AUTHORIZATION** 1

AUTHORIZATION NUMBER 09333874

PRINT YOUR AUTHORIZATION 2

Thank you for completing your request  
Please make note of your Reference Number and print the consultation by using the link above.

Online transactions are normally not faxed because you can obtain the transaction online.  
We fax only when the provider office is on the phone to confirm fax number for HIPAA reasons.

To start a procedure for a different member, [Click Here](#)

# Status of Your Recent Requests

1. On the Home Page (select HOME in upper right).
2. WebConsult requests for the past 14 days are displayed on the Home screen.
3. Select Request Status or Older Than 14 Days on the Home screen to view requests submitted up to 90 days ago.
4. A Tracking# is generated for all requests. An Auth # is created when all necessary clinical information is included and approved.

1 REQUESTS IN THE LAST 14 DAYS

Tracking #	Ref #	Member	Proc	Created By	Date	Status	Request Actions	Upload Clinical Documents
44306091	TEST44306091	MARY TESTMSK	70551	Test user 2	12/27/2023	<a href="#">Print</a>	<a href="#">Update Authorized Request</a>	

OLDER THAN 14 DAYS

# Change Procedure Request

1. You can change the Date of Service, Diagnosis Code or Procedure Code online. Click the corresponding radio button on the screen and complete the information on the new window that pops up.
2. If you change a procedure code you may have to answer different assessment questions, so be prepared with the patient's clinical information.
3. Be sure to Save your changes before moving on.

**CONSULT** | WELCOME CHATBOT TEST USER 2

**CHANGE YOUR PROCEDURE REQUEST** CANCEL/CHANGE PROCEDURE

Member Name: **TESTMSK, MARY** | Member ID: **TESTJN001** | Authorization #: **TEST44306091**  
DOB: 1/2/1974 | Procedure Tracking #: 44306091

**1** **CHANGE THE APPOINTMENT DATE** CHANGE DATE OF SERVICE

Original Date Of Service: 12/29/2023  
New Date Of Service: No Change

**CHANGE THE DIAGNOSIS CODE** CHANGE DX CODE

Original Dx Code Selection: R27.8 - Other lack of coordination  
New Dx Code: No Change

**CHANGE THE PROCEDURE CODE** CHANGE PROCEDURE CODE **2**

Original Procedure Code Selection: 70551 - MRI BRAIN STEM WO DYE

Procedure Code changes will require withdrawal of the case and a new case creation.

**3** Commit Changes Discard Changes

# WebStatus 24/7

- [portal.healthhelp.com/webstatus](http://portal.healthhelp.com/webstatus)  
Allows users to print authorizations and check the status of preauthorization requests for physicians and facilities they have permissions for.
- Search by tracking/reference number, authorization number, member ID/last name, date range, ordering provider or rendering facility
  - You must select any 90-day period for a date range
  - Select GO

The screenshot shows the WebStatus 24/7 portal interface. At the top, there is a dark blue header with the 'HH CONSULT' logo on the left, the date 'MONDAY, OCTOBER 22, 2018' and user name 'WELCOME LOIS WEBCONSULT USER' in the center, and 'GENERAL HEALTHHELP' on the right. Below the header, the main content area is titled 'WEBSTATUS'. It contains a paragraph explaining that WebStatus provides 24/7 access to requests and lists search criteria: exact match searches using HH Reference Number, Health Plan Authorization Number, or Member ID; and Date Range (From Date & End Date) for any 90-day period. A link to a user guide is provided. Below this, a note states that to add rendering facilities, users should contact the Program Support team. The main section is 'Find Procedure Requests', which includes a 'Request Procedure' button. The search form contains several input fields: 'HH Reference Number or Health Plan Authorization Number' (with a note 'Entire value required, no partial searches'), 'Member ID' (with a note 'Entire value required, no partial searches'), 'Member Last Name' and 'First Name' (both with notes 'Entire value required, no partial searches'), 'Date Range - From Date' (with a note 'Search date range should be no more than 90 days'), 'End Date', and 'Ordering Provider' (a dropdown menu currently set to 'All'). A 'GO' button is at the bottom of the form.



# HealthHelp / Humana WebConsult Online Preauthorization

## Consult

[www.healthhelp.com/humana](http://www.healthhelp.com/humana)

For assistance with WebConsult, contact [RCSupport@HealthHelp.com](mailto:RCSupport@HealthHelp.com) or request when logged in to WebConsult, type “LIVE AGENT” in the Chat to be connected to a Program Support representative or call 1-800-546-7092 for assistance.