HealthHelp®
A WNS COMPANY

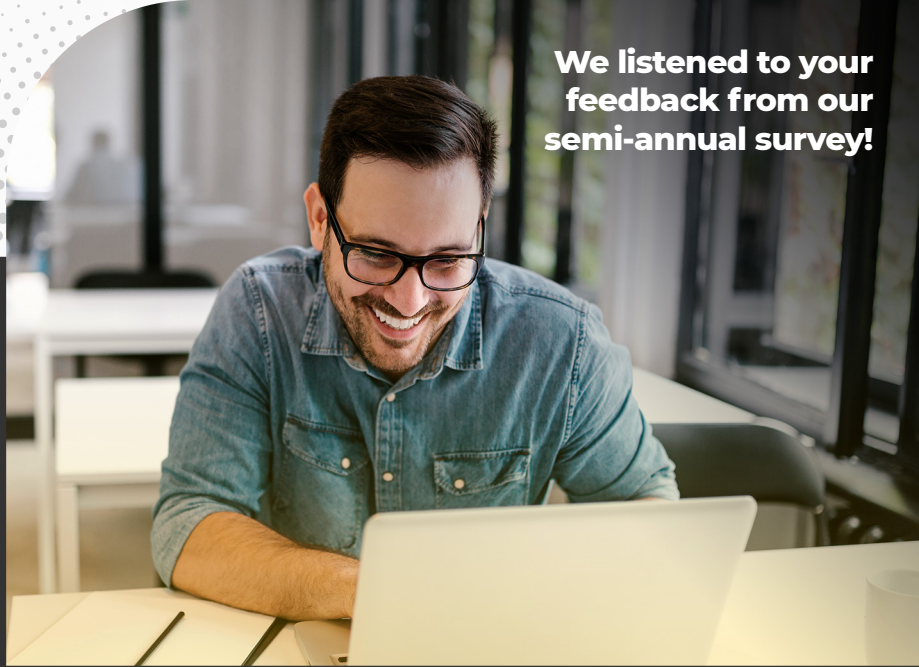**We listened to your feedback from our semi-annual survey!**

DID YOU KNOW?

We've made some changes to WebStatus!

As a registered WebConsult Online user, you can quickly and easily request the authorization you need in just a few minutes. You can also check the status of authorizations from the WebStatus link on your homepage.

With the recent enhancements to WebStatus more information is available to you when searching for authorizations.

➤ Our new enhancements allow you to…

Obtain the exact status of authorizations	Know what your next steps are, if any are needed	Learn if your clinical documents were received and what documents were collected	Obtain the codes that were approved, and	Print a copy of the approved authorization

➤ Here are the key search functions for WebStatus

1. Search by **HealthHelp reference number** (tracking number) or the **authorization number** issued by the health plan
2. Search by **Member ID** (Exact ID required)
3. Search by **Member name**
4. Filter search results for requests made within **any 90-day time period** by selecting a start and end date
5. Filter results by **Ordering Provider** (applies to WebConsult users)
6. Filter results by **Rendering Facility** (applies to WebStatus users and WebConsult users with facility privileges)

➤ We have added more information to the search results:

- The **NEXT STEP** area will show you what actions are needed next.
- Even more detail is available under **ACTIONS**
  - Select **VIEW** to see the case summary for more detail such as:
    – Procedure Code(s) approved
    – Diagnosis Code
    – Assessment questions answered
    – Facility and appointment information
    – Clinical documents uploaded, date uploaded, file size and who uploaded the file(s).
  - Select **PRINT** to print the approved authorization.

If you would like the ability to look up authorizations for your facility we are happy to help you get started. You can enroll online at **https://portal.healthhelp.com/webforms/Enrollment.asp?gsPayerCode=GHPPA.** We also invite you to call our program support team with any questions or for assistance in getting started.

For assistance please contact HealthHelp Program Support:

@ Email: RCSupport@HealthHelp.com

☎ Phone: 1-800-546-7092

🖨 Fax: 1-888-209-5960

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