



**Checking Authorization Request Status
Online with WebStatus**

WebStatus provides 24/7 access to your requests with helpful guidance and the ability to print your approved requests

WebStatus Users

WebStatus provides helpful information whenever needed to check the status of a requested procedure. Use the search features to locate authorization requests for any 90-day period using convenient search features.

To add rendering facilities to their online profile users can use the [contact our Program Support team](#) link and provide the facility tax ID, address, phone and health plan(s).

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)

The screenshot shows the 'Find Procedure Requests' section of the WebStatus application. It includes a header with the WebConsult logo and navigation links. Below the header, there is a 'Find Procedure Requests' section with a 'Request Procedure' button. The search fields are: 1. 'HH Reference Number or Health Plan Authorization Number' (with a '1' callout), 2. 'Member ID' (with a '2' callout), 3. 'Member Last Name' and 'First Name' (with a '3' callout), 4. 'Date Range - From Date' and 'End Date' (with a '4' callout), 5. 'Ordering Provider' (with a '5' callout), and 6. 'Rendering Facility' (with a '6' callout). A 'GO' button is at the bottom of the search form.

TIP

- Users unable to find the request may need to change the filters and/or date range
- Users will only see requests ordered by physicians in their profile or scheduled to be performed at facilities they have access to

WebConsult Users

Users can opt-in to receive daily email notifications with status of all WebConsult requests!

Authorizations requested on behalf of an ordering physician are displayed on the user's WebConsult home page for quick and easy reference and clinical documentation upload.

The screenshot shows the WebConsult user interface. At the top, there is a navigation bar with 'HOME', 'REQUEST STATUS', and 'LOGOUT'. Below this, a 'WELCOME TO WEBCONSULT' message is displayed. The main section is titled 'START YOUR PROCEDURE REQUEST' and includes 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.' A progress bar shows steps: 1. MEMBER, 2. PROVIDER, 3. WORKLOAD, 4. ASSESSMENT, 5. FACILITY, 6. APPOINTMENT, 7. AUTHORIZATION. A search bar prompts 'Please enter a valid Member ID.' and a 'START' button is visible. Below the progress bar, a table titled '2 REQUESTS IN THE LAST 14 DAYS' is shown, with a button 'OLDER THAN 14 DAYS'. The table has columns: Tracking #, Auth #, Member, Proc, Created By, Date, Status, Request Actions, and Upload Clinical Documents. Two rows are visible: one for 'TEST TESTTRAINING2' (8/6/2018, 'Waiting for Clinical Review') and one for 'JANET STEWART' (8/5/2018, 'Waiting for Scheduling'). To the right, a 'FIRST TIME VISITOR?' section offers assistance from a HealthHelp agent, with a phone number '800-546-7092' and a 'VIEW ONLINE TUTORIAL' button. A 'HELPFUL TIPS' section provides instructions for getting started.

Tracking #	Auth #	Member	Proc	Created By	Date	Status	Request Actions	Upload Clinical Documents
10450571		TEST TESTTRAINING2	7055	WebConsult	8/6/2018	Waiting for Clinical Review	Cancel or Change	Upload
10450494		JANET STEWART	7055	WebConsult	8/5/2018	Waiting for Scheduling	Cancel or Change	

If your authorization request is older than 14 days, use the *OLDER THAN 14 DAYS* button or the *REQUEST STATUS* menu at the top of your WebConsult home page to access the WebStatus. WebStatus provides additional search features for all requests made on behalf of the physicians and facilities in your user profile.

To add physicians to your online profile click the Add Physician link on your home screen. To add rendering facilities to your online profile [contact our Program Support team](#) and provide the facility tax ID, address, phone and health plan(s).

Web Support Contact Information:

Email: RCSupport@HealthHelp.com

Phone: 1-800-546-7092

Fax: 1-888-209-5960



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