



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

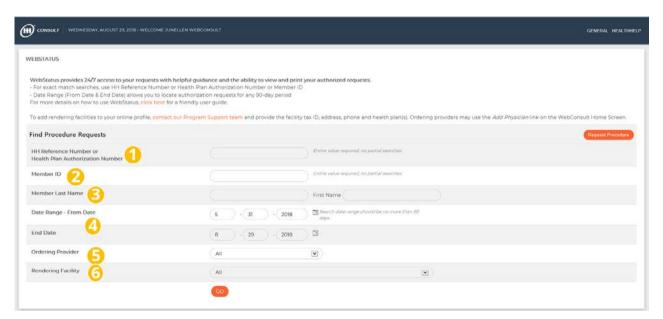
WebStatus Users

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 be 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)



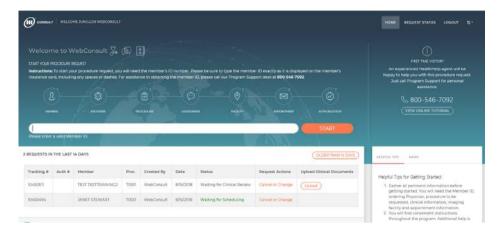


- Users unable to find the request my need to change the filters and/or date range
- Users will only see requests ordered by physicians in their profile or scheduled to be performed at facilities they have access to

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.



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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