



## Online Authorizations Frequently Asked Questions

### What if I am having trouble finding the correct provider within the Availity Provider Search under Auth/Referral Inquiry or Authorizations?

Check to see that you have entered the correct NPI/TIN combination for the provider at that location in your search. If your organization has multiple TINs and you need a TIN added to your Availity account, please contact the administrator at your organization. If the above has been remedied and you are still not seeing the correct provider location, please contact our Member Services team at (855) 624-6463, Monday through Friday, 8am-6pm.

### What if I am unable to find the Member I am looking for?

The Member Search in Step #1 of the Online Authorization process requires an exact match on all 3 identifiers (last name, date of birth, Member ID number). Be certain to include any hyphens or suffixes for last names. The Member must also be currently active. If you are still unable to find the Member you are looking for, please contact our Member Services team at (855) 624-6463, Monday through Friday, 8am-6pm.

### What if I am having trouble searching for facilities and groups for the Servicing Provider?

The easiest way to search for facilities and groups is to search by NPI number, then click the column header 'Type' to sort the search results. The facilities and groups will appear at the top of the list.

PLEASE NOTE: For HIPAA compliance you must select the correct providers at the correct addresses. If you are not able to find the correct providers, please submit your request via fax or phone.

### Why am I not able to click 'Save' or 'Submit Request' when documenting medical necessity?

If you have selected all the clinical indications appropriate for your patient and are still unable to 'Save' or 'Submit Request,' please click 'Cancel' then 'Add' next to 'No Guideline Applies.' Then you will be able to free text the clinical information applicable to your request, but you must enter something for the 'Save' and 'Submit Request' boxes to become active.

### Why am I having trouble attaching electronic documentation?

For electronic documents, only PDF files under 40MB are accepted. If your file is larger than 40MB, consider separating it into two or more documents, or send the supporting clinical documentation by fax. You must click 'Upload Document' for each document you want to attach.



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### How do I print an authorization determination letter?

At this time, the online authorization portal is not able to provide printable letters. Generally, the Authorization summary available in step 5 provides all the information that would be needed by providers. Authorization determination letters will continue to be mailed, but if you require a copy sooner, please call Medical Management at (855) 542-0880, Monday-Friday, 8am-5pm.

### Need Assistance?

Call Member Services at (855) 624-6463, Monday-Friday, 8am-6pm.