To initiate a Pre-certification or Referral request, from the Patient Care menu choose Precertification/Referral.

**Please note an important change:** If you navigate away from a Pre-certification or Referral request without completing and submitting it, your information will be lost and you will need to start over. We do not save partially completed requests in My Insurance Manager.
Select the appropriate Health Plan. Then, enter the Member ID, Patient’s Date of Birth, the Date of Service and the Location for the procedure. Click Continue.

If your patient has the same date of birth as other policy members (ex. Twins), you’ll see additional fields where you need to enter the Patient’s Last Name and First Name. This helps make sure the appropriate member receives the authorization.
Select the type of service you are requesting. Then, select the type of facility where the service will take place.

You will see this screen. You can select your procedure from the Fast Track option. If you don’t see your procedure listed under Fast Track, you can choose to submit a customized pre-certification request.
If you selected your procedure through Fast Track, the information will display here. Note that most of your information will be pre-populated except for the Practice. You can enter the name of the Practice or click Search to find it.

NOTE: This guide is for training purposes only. This is not a guarantee of payment. Non-payment of premiums and other contractual limitations may result in denial of benefits or refunds.
Complete the required fields and click Search.

The results will display office locations. Once you select a provider location, a list of affiliated providers will display. Make a selection and click Continue. The information will then become a part of your pre-certification request.

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If you want to submit a customized request, enter the appropriate information and click Continue.
Confirm the information you entered and click Submit.
If the information doesn’t have errors, you will receive a confirmation highlighted in green. From here you can submit another authorization request or print the confirmation of your current authorization.