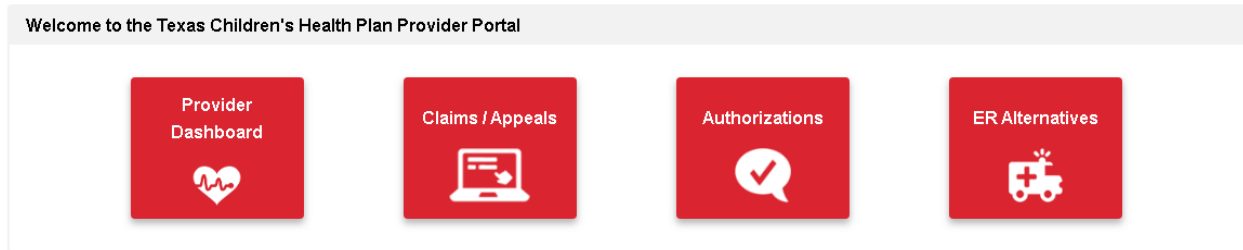


Steps to add additional documentation to a PENDED authorization:

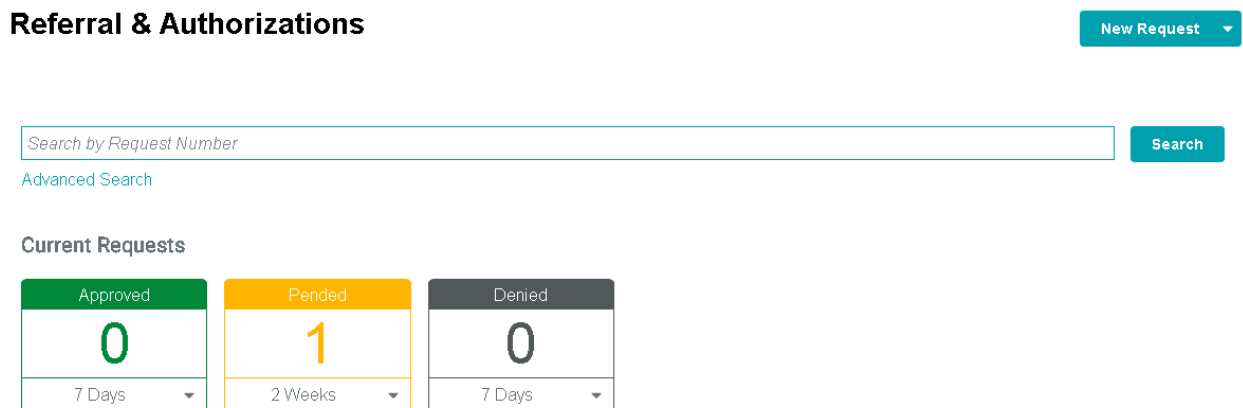
1. Login to Provider Portal and click on the Authorizations link.



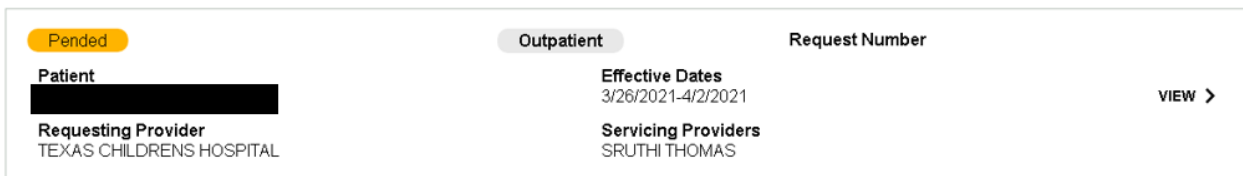
2. Click on the Authorization Status/Submission link.



3. Click on the PENDED link to list PENDED authorizations the last 7 days, 2 weeks, 1 month, or 1 year.



4. Locate the authorization you want to add additional documentation to and click the View link.



5. Click on the Edit button.

[Referral & Authorizations / Search Requests](#)

Request Detail

Print

Edit

Outpatient Request

Pended

Patient

Member ID

Request Number

Submitted On

3/26/2021

Confirmation Number

Diagnosis

Diagnosis Codes

R25.2 Cramp and spasm

M24.562 Contracture, left knee

G40.802 Other epilepsy, not intractable, without status epilepticus

Requesting Provider

Provider

TEXAS CHILDRENS HOSPITAL

Address

6621 Fannin St.

None

Houston, TX, 77030

Contact Name

LORENA M

Contact Medium

Phone

Fax

Contact Info

8328263798

8328252000

6. If needed, edit the Contact information.

Requesting Provider

*Requesting Provider

TEXAS CHILDRENS HOSPITAL

*Contact Name

LORENA M

*Contact Info

8328263798

Phone ▾

*Contact Info

8328252000

Fax ▾

Servicing Providers

*Servicing Providers

THOMAS, SRUTHI

*Contact Name

LORENA M

*Contact Info

8328263798

Phone ▾

*Contact Info

8328252000

Fax ▾

7. Click on the Add Paperwork button.

Paperwork

+ Add paperwork

8. Fill in Description and Report Type. Valid Report Types are **DMO Authorization**, **Medical Record Attachment**, and **Nursing Notes**.

Paperwork

*Description
Additional Documentation

*Report Type
Select...
DMO Authorization
Medical Record Attachment
Nursing Notes

Delete

9. Click on “Choose file to add” to add a document.

Paperwork

*Description
Additional Documentation

*Report Type
Medical Record Attachment

*File
Choose file to add

+ Add paperwork

Submit

Open

Business Operations library
Medical Records
Name Date modified
Medical Record for Member.docx 3/26/2021 4:34 PM

File name: Medical Record for Member.docx All Files (*.*)
Open Cancel

Delete

10. Click on Delete button to delete recently added document. Click on Add Paperwork button to add additional documentation. Click Submit button to submit changes.

Paperwork

*Description
Additional Documentation

*Report Type
Medical Record Attachment

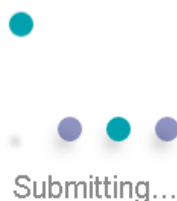
Medical Record for Member.docx

Delete

+ Add paperwork

Submit

11. Submitting



12. Document added to the Attachments section of the authorization.

Attachments

Download File

[Medical Record for Member.docx](#) 