

# Checking Authorization Status in HealthLINK



1. You can check for authorization status on your HealthLINK Home page by choosing the “Referrals & Authorizations “.



Novita, welcome back!

**JHHC Announces Transition to New Claims Processing Platform**

Johns Hopkins HealthCare is transitioning its claims processing operations to the Facets platform for Priority Partners, Johns Hopkins EHP and ElderPlus. This migration from our current legacy system to Facets is tentatively scheduled to occur on August 1, 2022 for Priority Partners and October 1, 2022 for EHP and ElderPlus. It will involve several process changes impacting JHHC network providers. Details will be forthcoming next month.

**Announcement:**

Priority Partners is pleased to announce we will be expanding our partnership with eviCore healthcare to include prior authorization management for molecular and genomic testing for dates of service December 1, 2021 and beyond. More details to come.

**Coronavirus**

[Click here](#) for information and updates on Coronavirus (COVID-19).

### TOOLKIT

- Search Providers >
- Check Eligibility >
- View Referrals & Authorizations >
- Manage Claims >

### MEMBER ELIGIBILITY

Search for a member's eligibility.

Search By

Last Name  Last Name

DOB  Gender

### SEARCH & ADD CLAIMS

Search or add claims for a patient.

Search By

Last Name  Last Name

Search Claims  Add Claim

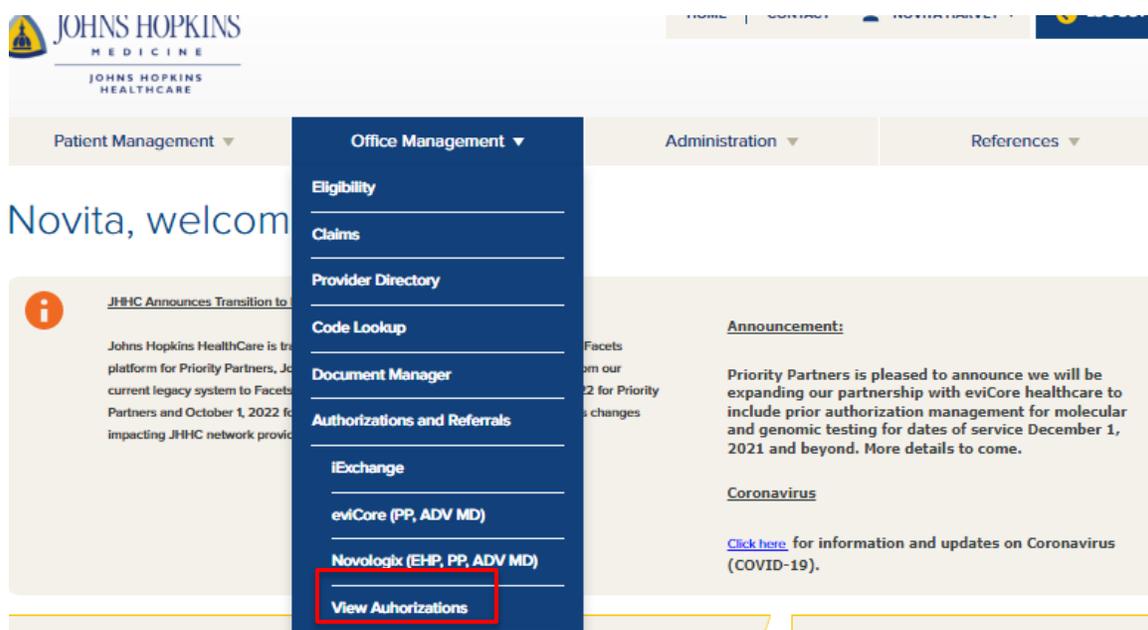
### REFERRALS & AUTHORIZATIONS

View Referrals and Authorizations

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2. You can also check for authorization status by going to the Office Management tab and click on the Referrals & Authorization button



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## 3. Referral & Authorizations

Search by Request Number  Search

Advanced Search

Current Requests

Start Date

Approved	Pended	Rejected	Denied
39	8	0	2

Saved Searches      Custom Templates

User can search by ;

- Using the status
- The start date

Or by using the “Advanced Search” button. Using this button, will allow user to enter more specific information about the member, provider and/or date of service

### Search Requests

Submission of a referral to Johns Hopkins HealthCare LLC through HealthLINK does not confirm authorization for services, payment, or a confirmation of pre-authorization request. All pre-authorization requests must be submitted to the JHHC Medical Management team. Our system is updated every 24 hours; therefore any information, “as of” dates, effective dates, eligibility dates, and start & end dates populated from your search are only as accurate as the last system update. If you have an emergency situation please contact our customer service or care management department to expedite the referral process. To complete the search, one of the top three boxes and a date must be filled; requested service is not required but the search results can be narrowed by selecting any of the boxes.

Patients      Requesting Provider      Servicing Provider

Request Number      Date Range

Requested Service      Status

<input checked="" type="checkbox"/> Outpatient	<input checked="" type="checkbox"/> Specialist	<input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> Denied
<input checked="" type="checkbox"/> Home Care	<input checked="" type="checkbox"/> Admission	<input checked="" type="checkbox"/> Pended	<input checked="" type="checkbox"/> Rejected
<input checked="" type="checkbox"/> Transport		<input checked="" type="checkbox"/> No Action Required	

Search Requests Load Save

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Collapse Search ^

Patients      Requesting Provider      Servicing Provider

Smith, Search    [Q]    [Q]    [Q]

Request Number      Date Range

[ ]      06/01/2020 [ ] 12/31/2020 [ ]

Requested Service      Status

Outpatient       Specialist       Approved       Denied

Home Care       Admission       Pended       Rejected

Transport       No Action Required

[Search Requests](#) [Load](#) [Save](#)

[Search Requests](#) [Load](#) [Save](#)

**Pended**      **Admission**      Request Number 20200702-000277

[Redacted]

Effective Dates  
7/2/2020-7/15/2020      [VIEW >](#)

Requesting Provider  
SUBURBAN HOSPITAL      Servicing Providers  
SUBURBAN HOSPITAL

1-1

To see the authorization detail, click on the **View** button.