

## Authorization Request Tracking

**Purpose of this communication:**

- To inform providers of a new enhancement being implemented to our provider portal that will give providers information on the status of their authorization request.

**What do I need to know?**

- Effective 11/1/2017, authorization status will be posted on our provider portal.
- Our provider portal will indicate the status of the authorization request throughout the entirety of our review of the request. For example, if CareCentrix has elevated a request to the health plan and is awaiting a response from the health plan, the status will reflect “Currently Elevated to the Health Plan.” If CareCentrix requires additional clinical information in order to complete a review, the authorization status will reflect “Request is Missing Necessary Information to Proceed.” Once all information is submitted, the status will be updated as appropriate.
- Since providers can access the status of their authorization request at any time through our portal, providers are no longer required to call for authorization status.

**What do I need to do?**

- Registered providers can check authorization requests through our provider portal at [www.carecentrixportal.com](http://www.carecentrixportal.com), under the “Authorizations” tab select authorization status.

**Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to your assigned network management representative for assistance.**