"Favorite Providers" for Provider Web Portal Prior Authorizations

The online prior authorization system on the Provider Web Portal allows a provider or delegate user to store up to twenty (20) providers in the favorites list. The providers on the favorites list can be used for selection as the facility or servicing provider when creating an authorization. This favorites list is linked to the provider and is shared with all of the delegates for the provider. When a favorite provider is added or deleted from the favorite provider list, this change will affect all delegates and will be seen by all delegates of the provider.

The “Maintain Favorite Providers” page can be accessed by clicking the “Care Management” tab and selecting “Maintain Favorite Providers.”

- To add a new provider to the favorites list, enter the Facility or Provider ID and ID Type, and then click “Add.” If you do not know the ID and Type, click the magnifying glass for a provider look up.
- To delete a provider from the favorites list, select the “Remove” link in the row next to the provider that needs to be deleted.

When creating a prior authorization, the favorites list can be used for selection of the facility or servicing provider. If a favorite provider was deleted by another user delegate for your provider, it can be added back to the favorites list by searching for the missing provider and clicking on the “Add to Favorites” checkbox to add it back to the list. See the steps below for this process.
Create Authorization Step 1 (Inpatient) facility is missing from the favorites list:

Create Authorization Step 1 (Outpatient and Ancillary) provider is missing from the favorites list:

To add a provider to the favorites list while creating a prior authorization:

1. Click the magnifying glass for a provider look up.

Inpatient:
Outpatient/Ancillary:

2. Then, use the Provider ID Search page to search by ID, Name or Organization.

**Search By ID:**

Enter the Provider ID and Provider ID Type and click “Search.” If the Provider ID is found, select it from the list and click “Add” to add to the favorites list.

**Search By Name:**

Enter the Last Name and First Name and click “Search.” A list of matching providers will display, select the correct provider and click “Add” to add to the favorites list.
Search By Organization:

Enter the Organization Name and click "Search." A list of matching providers will display. Select the correct provider and click "Add" to add to the favorites list.