June 2, 2014

Announcement 741

Viewing Dental and Orthodontic Prior Authorizations Online through Provider Web Portal

On May 12, 2014, the Provider Web Portal online prior authorization system was updated to allow dental providers to more easily view dental and orthodontic prior authorizations online. Please see <u>Web Announcement 670</u> "Inquire on Dental and Orthodontic Prior Authorizations Using the Online Prior Authorization System" for instructions on locating the "Medical Citation" field to view the CDT code and approved dollar amount for the treatment plan, if applicable. For assistance with registering, accessing or navigating the Provider Web Portal, please contact HP Enterprise Services. Please refer to the "<u>Provider Services Field Representative Team Territories</u>" posted on the <u>Provider Training</u> webpage for the Provider Services Field Representative assigned to assist you.