



Authorization Status Tool

Check status and view/print determination letters

Health Net Federal Services, LLC (HNFS) offers providers an easy way to view authorization details with our secure, online Authorization Status tool.

This tool is for providers registered at www.tricare-west.com.

Key features:

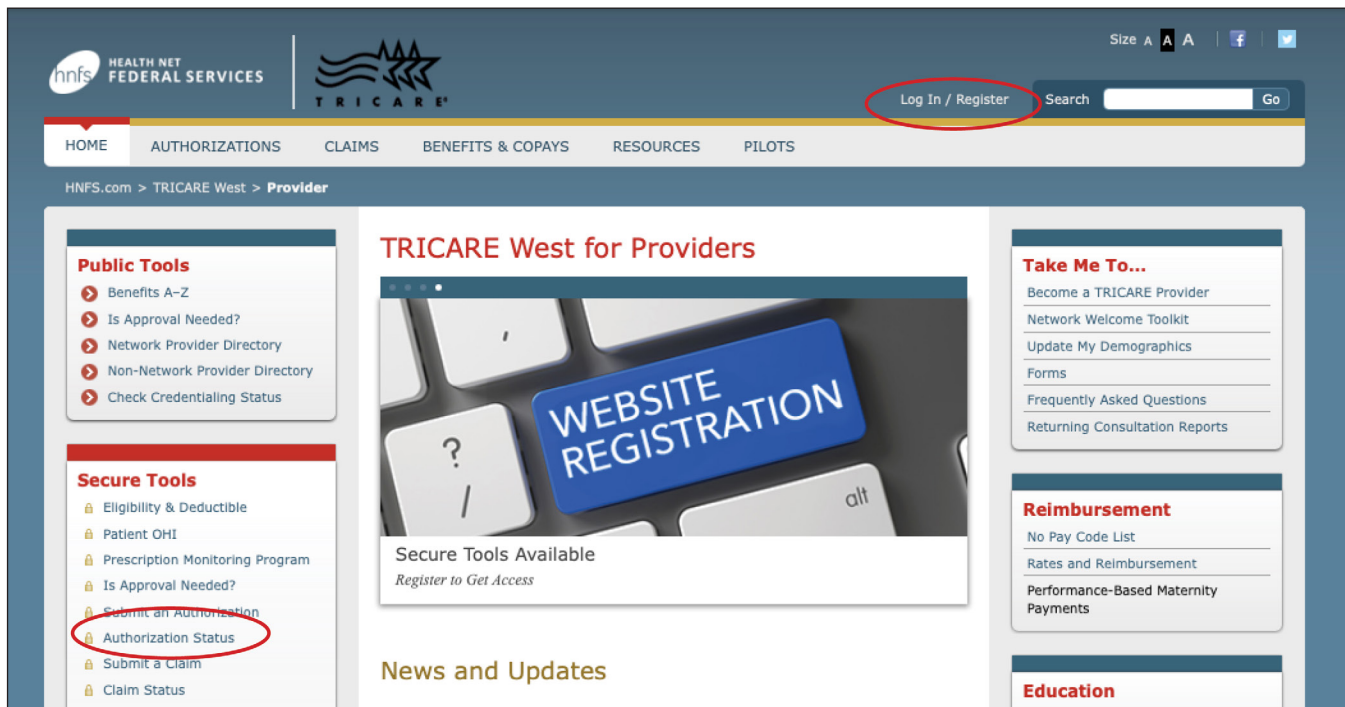
- Check referral and authorization status.
- Print determination letters.

Providers:

- Use the Authorization Status tool whether you submit requests through CareAffiliate® or our Web Authorization/Referral Form (WARF).
- We automatically fax authorization letters to the referring and servicing providers.

Step 1:

Go to the provider portal at www.tricare-west.com. Under the Secure Tools section, select “Authorization Status.” If you are not already logged in, you will be directed to do so.



Step 2:

Search by Social Security number (SSN) or Department of Defense Benefits Number (DBN) and enter in the required information. You may search for a date range or an exact authorization number. Then click “Search.”

The screenshot shows a search form titled "Check Authorization and Referral Status". It includes fields for "Sponsor SSN" (with a placeholder "XXXX-XX-1234"), "Patient First Name" (John), "Patient Last Name" (Doe), and "Patient Date of Birth" (01/02/1960). There are radio buttons for "SSN Option" and "DBN Option". Below these are options for "Search for authorization by": "Show dates of service for the last" (with a dropdown set to "6 months"), "Date of Service Range" (with date pickers), and "Authorization Number". "SEARCH" and "RESET" buttons are at the bottom.

Step 3:

Once you locate the authorization you'd like to view, click on the authorization number to view details.

The screenshot shows the results page for the search. It displays patient information: Sponsor SSN (XXXX-XX-1234), Patient Name (John Doe), Patient Date of Birth (01/02/1960), and Patient DBN (12345678909). A section titled "SHOW ME ALL AUTHORIZATIONS AND REFERRALS FOR THIS NUMBER 0030-191213-07941" contains a table with columns: Authorization, Dates of Service, Place of Service, Servicing Provider, Provider Specialty, Decision Description, and Claims Link. One entry is circled in red: Authorization 01234-567890-09876, Dates of Service 12/13/2019 - 09/08/2020, Place of Service Outpatient, Servicing Provider Clarion Optometry Group, Provider Specialty Optometrist, Decision Description Approved, and Claims Link View claims for this authorization. Below the table are "PROCESSING TIMELINES" and "Please Note" sections, and "BACK" and "PRINT" buttons.

Step 4:

The details page will show you the authorization status (approved, pending/pending, canceled or denied). This page will also give you an option to view the authorization letter. Click on “View authorization letter” to view and/or print the determination letter from HNFS. The option to view or print an authorization letter will only exist if one has been generated.

The screenshot shows the details page for authorization 1234-567890-09876. It lists fields such as "Authorization Status Approved", "Decision Approved", "Patient Name John Doe", "Patient DBN 12345678909", "Patient DOB 01/02/1960", "Primary Diagnosis Code Z01.00", "Secondary Diagnosis Code", "Plan TRICARE Prime-Retired Sponsors and Family Members", "Sponsor Name John Doe", and "Sponsor SSN XXXX-XX-1234". On the right, it lists provider information: "Requesting Provider Name NH TWENTYNINE PALMS", "Provider Phone (123) 123-4567", "Servicing Provider Name CLARION OPTOMETRY GROUP", "Servicing Provider NPI 12345678909", "Provider Phone (123) 123-4567", "Servicing Facility", "Provider Address 123 Any City, Town, CA 92284-7911", "FAX (760) 369-2020", "Primary Diagnosis / Description Encounter for examination of eyes and vision without abnormal findings", "Secondary Diagnosis / Description", and "Specialty Optometrist". A "View authorization letter" link is circled in red.