



## **AUTHORIZATION STATUS NOW AVAILABLE ONLINE IN CLINIC CONNECT & COMMUNITY CONNECT**

Authorization disposition information for your assigned Medical Home patients is now available online in the Clinic Connect/Community Connect portals. Log in using your Office specific log-in and password. You will be able to view all Specialty Referrals that have been completely processed by the MSI Utilization Management Department.

Easy steps are as follows:

1. At the Main menu click on the header tab for “SPEC REFERRALS”.
2. This brings you to all the referrals for your offices assigned patients. You have the following information:
  - a. Member Name
  - b. Authorization Number
  - c. Provider Name
  - d. Status
  - e. Updated – Last date record was updated
  - f. REF – Clicking on this icon will open the authorization. You can also print this for your hard copy records if needed.
3. To sort, click on any of the arrows next to the heading.
  - i.e. to sort by name, just click on the arrow next to MEMBER NAME
4. To Print click on the icon under the “REF” column and when the window opens, just print the PDF page.

Please use this system as your first resource to check status of a referral. This will save you time and effort as you can check all the authorizations that have been processed. This is the same information that the representatives have if you call for status.

If you have problems accessing Clinic Connect/Community Connect, please call Susie at CCS at 714-784-4701. She is available to assist you with your technical support questions only. This line is not to check on the status on authorizations.