

# Referrals & Authorizations



## Key Features

- o Easily obtain referrals and pre-certifications online
- o Eliminate phone time and administrative costs
- o Insure reimbursement on performed services

Save time and eliminate calls to insurance companies with Referrals & Authorizations

Discover new ways to submit your referrals quickly and effortlessly. ENS Referrals & Authorizations allow you to add and check on the status of referrals. Eliminate hours on the phone with insurance companies by going online to conduct referrals and pre-certifications.

### Referral Request Report

Requesting Provider		
Provider ID	Provider Name	
1234567	John Smith	

Subscriber		
Member ID	Subscriber Name	Birthdate
4567890	Mary White	04-30-1972

Patient		
Patient Name	Birthdate	
Mary White	04-30-1972	
Diagnosis (1)	Diagnosis (2)	Diagnosis (3)

Referral Information	
Provider Type	Service Provider
Provider ID	Provider Name
Place of Service	Specialty
Office	Allergy and Immunology - (228A022)

Certification Information		
Status		
Certified in Total		
Certification ID	Certification Issue Date	Certification Expiration Date
37260595	08/15/2004	08/15/2005
Procedure Code (1)	Procedure Code (2)	Procedure Code (3)
01010		
Procedure Code (4)	Procedure Code (5)	Number of Authorized Units
		5

**Action Specific Instructions**  
HMO MULTIPLE-VISIT REFERRAL: THE FIRST VISIT MUST OCCUR WITHIN 90 DAYS, BALANCE WITHIN 1 YEAR OF EFFECTIVE DATE

## Features and Benefits

- Add referrals, inquire on referrals, conduct pre-certifications, and inquire on the status of pre-certifications, all in one location
- View detailed authorization information online, such as certification issue date, certification expiration date, and certification identification number

For more information, call 800.456.2622 or visit [www.secureclaims.com](http://www.secureclaims.com)

**Forté**  
systems



## Referrals & Authorizations (continued)

### Referrals & Authorizations Benefits

- Increased accuracy of referral and authorization information
- Improved handling of authorization requests and substantially reduced wait time for patients needing referrals
- Reduced staff time and effort in obtaining documents
- Eliminate phone time and administrative costs

#### Pre-certification Inquiry

**Referral Inquiry**

**Aetna Outpatient Services Pre-Certification**

08/17/2004 10:59 AM MET  
Transaction # 000010441

Requesting Provider	
Provider ID	Provider Name
11111	John Smith

Subscriber		
Member ID	Subscriber Name	Birthdate
123456789	Joe Smith	01/01/1972

Patient	
Patient Name	Birthdate
Joe Smith	01/01/1972

Diagnosis		
Diagnosis (1)	Diagnosis (2)	Diagnosis (3)
47D		

Attending Provider	
ID	Name
11111	John Smith
Telephone	Specialty
719-277-7545	General Practice

Procedures		
Procedure Codes	Procedure Date	Procedure Unit(s)
30400	08/10/2004	1

Certification Information	
Status	Approved
Certification ID	Certification Effective Date(s)
CC12345678	08/15/2004

Pre-Certification Request    Help

Report shows patient information, procedure codes, and certification information.

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