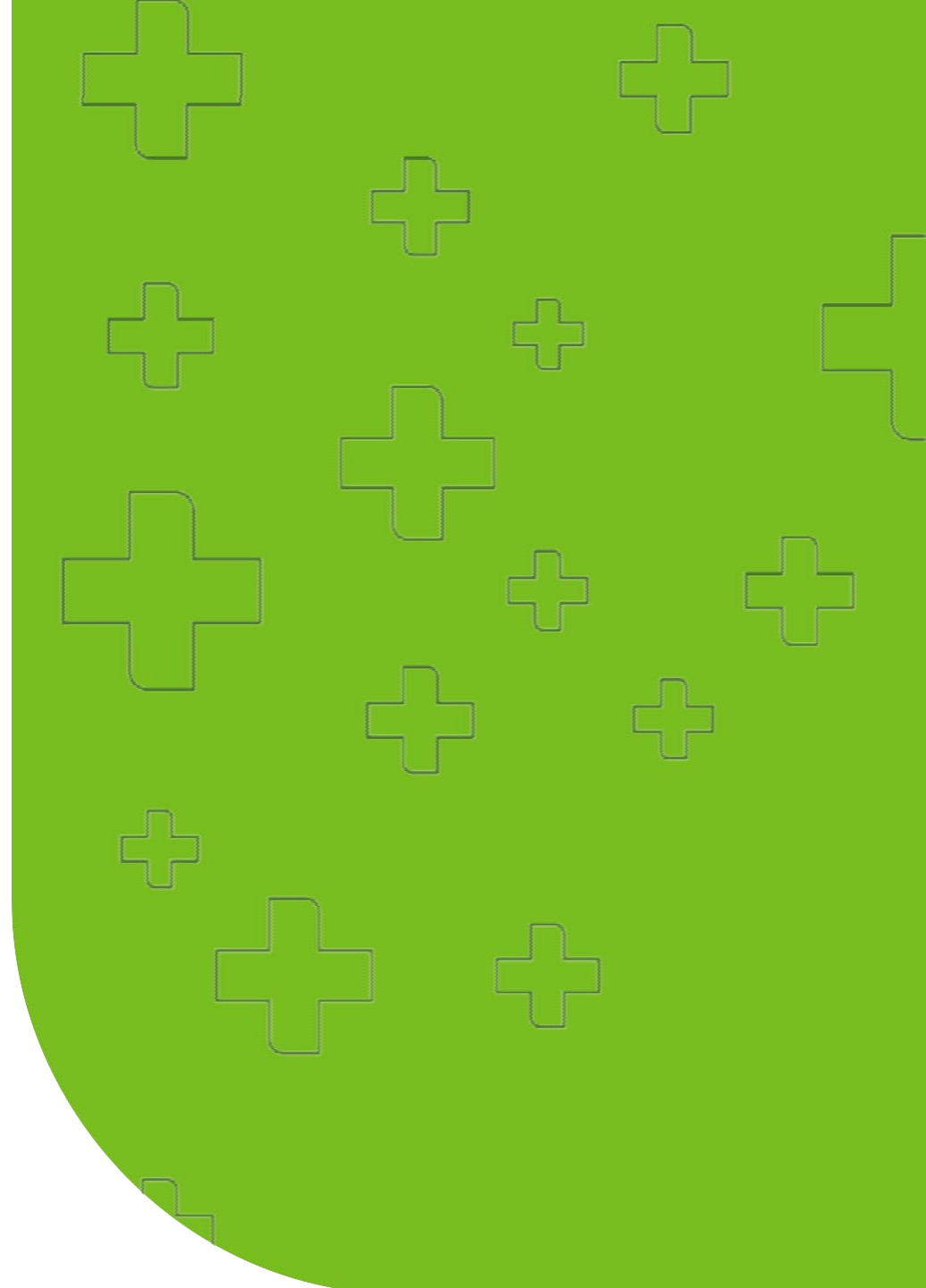


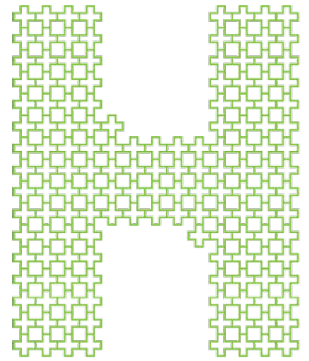
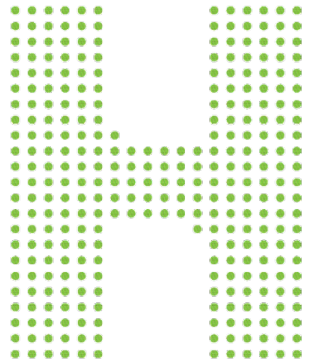
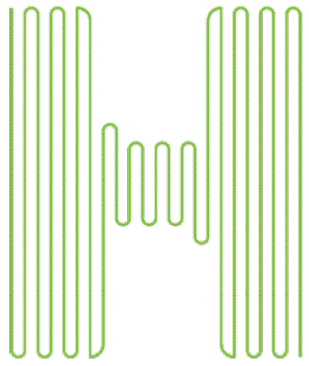
# WebConsult Preauthorization Guide

June 2021

**Humana**®

LC8762ALL1120 GCHHJPLHH





**Humana®**

## Advantages of WebConsult

- Online preauthorization tool; available 24 hours a day
- No time spent waiting on the telephone
- Easy screens lead you through the preauthorization process
- Access your patient's data and past procedures quickly
- Ability to choose treatment/procedure facility
- Ability to upload clinical data when requested (secure location for PHI)
- Ability to check the status of your preauthorization requests at any time
- Help and Guide Me assistance available on screens
- Supported by a dedicated team of professionals

# Submitting preauthorization requests

Preauthorization requests for services managed by HealthHelp can be submitted via these methods

- **Online WebConsult:** [www.healthhelp.com/humana](http://www.healthhelp.com/humana) (see Initiate a Procedure, Login)
- **Phone:** 866-825-1550, Monday – Friday, 7 a.m. to 7 p.m., and Saturday, 7 a.m. to 4 p.m., Central Time
- **Fax:** 888-863-4464
- **Expedited/urgent status:** Phone: 866-825-1550 or Fax: 800-519-9935

For questions, call the HealthHelp Contact Center: 866-825-1550.

**General information** [www.healthhelp.com/humana](http://www.healthhelp.com/humana)

HealthHelp managed procedure code list, clinical guidelines, FAQ, publications, and other information.

## Technical issues

Assistance with HealthHelp technical questions such as WebConsult access, password reset, or updating physician/facility information is at: [RCSupport@HealthHelp.com](mailto:RCSupport@HealthHelp.com) or 800-546-7092, Monday – Friday, 7 a.m. to 7 p.m., Central time.

# Enroll at [healthhelp.com/humana](https://healthhelp.com/humana)

**Humana**

CONSULT SITE SCOPE

**HealthHelp**  
A WNS COMPANY

**CONSULT**

Humana has contracted with HealthHelp to review clinical requests using an evidence-based approach. HealthHelp's innovative and collaborative program, Consult™, empowers physicians to request the most appropriate care for patients through peer-to-peer consultations for procedures/treatments, along with best practice guidelines. This informative methodology fuels sustained savings by changing long-term ordering patterns while improving patient care. HealthHelp and Humana have researched the impact of this methodology on care through their joint outcomes research program.

Notices/Announcements

Humana Coronavirus Disease 2019 (COVID-19)

**Initiate a Procedure**

To initiate a procedure request online, returning users, please log in.

**LOGIN ENROLL**

**Not enrolled yet?** To sign up, simply complete our [enrollment form](#) online. Once enrolled, our program support staff will provide your login information and access to an optional online webinar training.

Disclaimer: UM decisions are made only on appropriateness of care, services and existence of coverage as determined by the health plan. Financial incentives are not based on utilization decisions.

**Check Status**

Use the form below to check the status of a recent authorization request.

**MEMBER ID**

**MEMBER DOB (MM/DD/YYYY)**

**GO**

For assistance, email [RCSupport@HealthHelp.com](mailto:RCSupport@HealthHelp.com) or call 1-800-546-7092 Mon-Fri 7a-7p (Central Time).

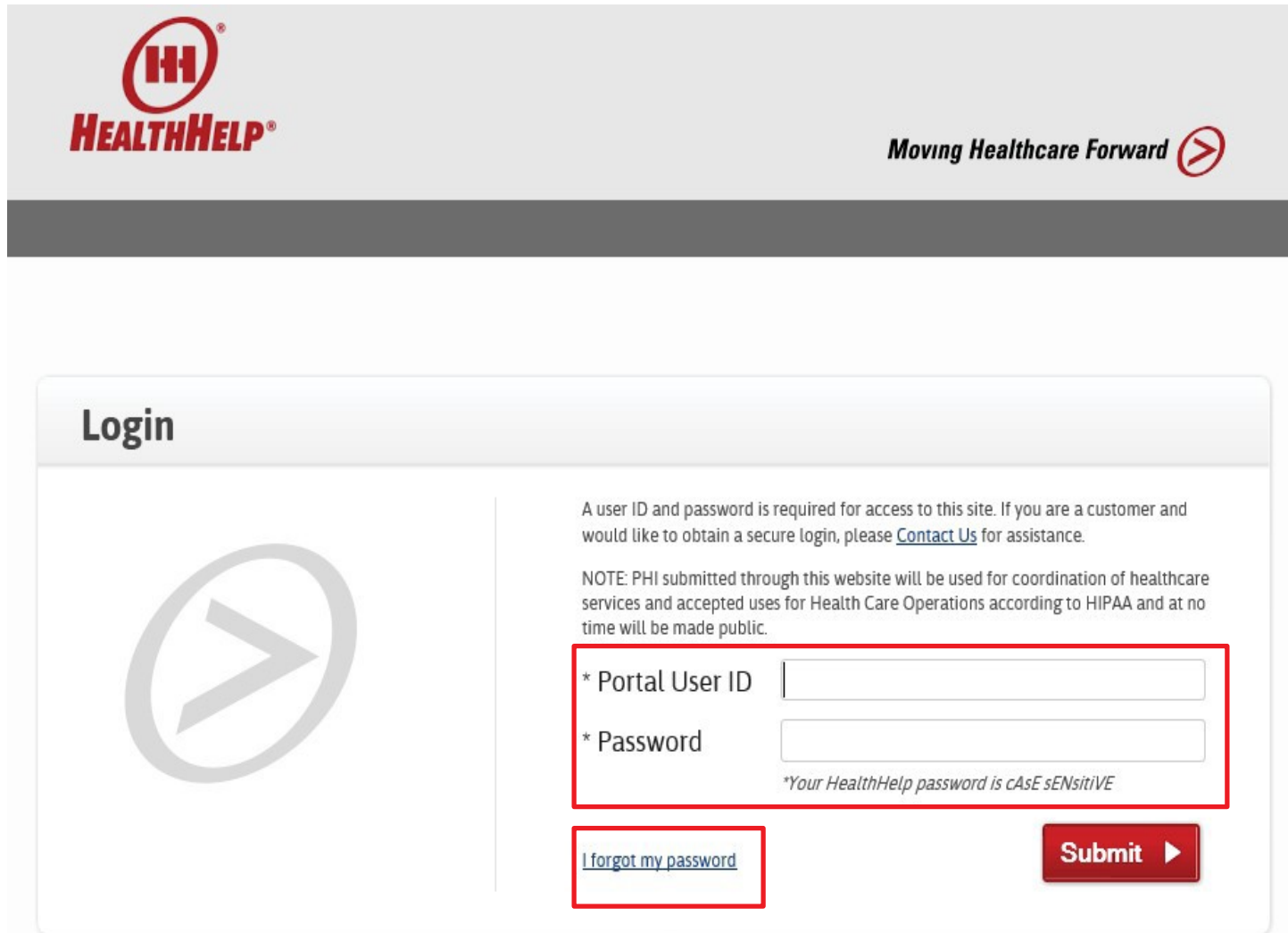
## Step 1

- Select ENROLL in the Consult section to go to the enrollment form.
- Complete the Access to Consult form, then select Submit.
- HealthHelp Program Support will create your secure Portal User ID and password and send to you via email.
- Do not share your Portal User ID or password.
- For assistance, email [RCSupport@HealthHelp.com](mailto:RCSupport@HealthHelp.com)
- If you already have a Portal User ID/Password, select LOGIN.
- To check status on a recent authorization request, complete

Check Status box.

**Note:** Patient names and information used in this tutorial are for demonstration purposes only and do not represent actual data.

# Login at portal.healthhelp.com/webconsult



The screenshot shows the HealthHelp login interface. At the top, there is a header with the HealthHelp logo on the left and the slogan "Moving Healthcare Forward" with a right-pointing arrow icon on the right. Below the header is a "Login" section. On the left side of this section is a large, light gray arrow icon pointing right. On the right side, there is instructional text: "A user ID and password is required for access to this site. If you are a customer and would like to obtain a secure login, please [Contact Us](#) for assistance." followed by a "NOTE: PHI submitted through this website will be used for coordination of healthcare services and accepted uses for Health Care Operations according to HIPAA and at no time will be made public." Below this text are two input fields: "\* Portal User ID" and "\* Password". These fields are enclosed in a red rectangular box. Below the password field is the text "\*Your HealthHelp password is cAsE sENSitiVE". To the left of the input fields, there is a link "I forgot my password" which is also enclosed in a red rectangular box. To the right of the input fields is a red "Submit" button with a right-pointing arrow icon.

**HealthHelp**

Moving Healthcare Forward

## Login

A user ID and password is required for access to this site. If you are a customer and would like to obtain a secure login, please [Contact Us](#) for assistance.

NOTE: PHI submitted through this website will be used for coordination of healthcare services and accepted uses for Health Care Operations according to HIPAA and at no time will be made public.

\* Portal User ID

\* Password

*\*Your HealthHelp password is cAsE sENSitiVE*

[I forgot my password](#)

**Submit**

## Step 2

- To request a preauthorization, login at [portal.healthhelp.com/webconsult](https://portal.healthhelp.com/webconsult)
- Enter your Portal User ID and password, then select Submit. You will go to the WebConsult Home screen.
- If you forget your password, select the link titled "I forgot my password."

## Preauthorization notes




- For PHI/HIPPA compliance, if you leave a WebConsult screen idle for about six minutes, you will be automatically logged out.



- It's best to complete the authorization process for a member at one time.

# WebConsult Home screen

 WELCOME LOIS WEBCONSULT USER

Any updates to WebConsult or the preauthorization process will be displayed at top of the screen.

HOME REQUEST STATUS LOGOUT

Welcome to WebConsult

START YOUR PROCEDURE REQUEST

**Instructions:** To start your procedure request, you will need the member's ID number. Please be sure to type the member ID exactly as it is displayed on the member's insurance card, including any spaces or dashes. For assistance in obtaining the member ID, please call our Program Support desk at **800-546-7092**.

1

2

3

4

5

6

7

MEMBER PROVIDER PROCEDURE ASSESSMENT FACILITY APPOINTMENT AUTHORIZATION

Enter Member ID

Please enter a valid Member ID.

START

!

FIRST TIME VISITOR?

An experienced HealthHelp agent will be happy to help you with this procedure request. Just call Program Support for personal assistance.


800-546-7092

VIEW ONLINE TUTORIAL

2 REQUESTS IN THE LAST 14 DAYS

OLDER THAN 14 DAYS

Tracking #	Auth #	Member	Proc	Created By	Date	Status	Request Actions	Upload Clinical Documents
10455816		CHICAGO TESTPATIENT	74150	Webconsult user	12/19/2018	Pending Final Authorization	Cancel or Change	
10455811		CHICAGO TESTPATIENT	74183	Webconsult user	12/19/2018	Procedure Not Performed	Withdrawn by Lois Webconsult user	

 **NEW! Receive status email notifications for my open cases** ☐ Check/toggle to receive email alerts daily of the status of your open cases.

MY PHYSICIANS

ADD PHYSICIAN

Physician Name	Health Plan	Practices	Address
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HELPFUL TIPS NEWS

Helpful Tips for Getting Started:

1. Gather all pertinent information before getting started. You will need the Member ID, ordering Physician, procedure to be requested, clinical information, imaging facility and appointment information
2. You will find convenient instructions throughout the program. Additional help is available by clicking on any help icon
3. Click **HERE** for an online tutorial. (a new window will open.) Turn on your sound and we will take you through the this easy authorization request process!
4. Read the **latest update**.
5. View Medical Case Study Examples



# WebConsult Home screen

Step 3: Start your preauthorization request and access a variety of tools.

Welcome to WebConsult

WELCOME LOIS WEBCONSULT USER

HOME REQUEST STATUS LOGOUT

Welcome to WebConsult

START YOUR PROCEDURE REQUEST

Instructions: To start your procedure request, you will need the member's ID number. Please be sure to type the member ID exactly as it is displayed on the member's insurance card, including any spaces or dashes. For assistance in obtaining the member ID, please call our Program Support desk at 800-546-7092.

1 MEMBER 2 PROVIDER 3 PROCEDURE 4 ASSESSMENT 5 FACILITY 6 APPOINTMENT 7 AUTHORIZATION

Enter Member ID  
Please enter a valid Member ID.

START

2 REQUESTS IN THE LAST 14 DAYS

Tracking #	Auth #	Member	Proc	Created By	Date	Status	Request Actions	Upload Clinical Documents
10455816		CHICAGO TESTPATIENT	74150	Webconsult user	12/19/2018	Pending Final Authorization	Cancel or Change	
10455811		CHICAGO TESTPATIENT	74183	Webconsult user	12/19/2018			

NEW! Receive status email notifications for my open cases ☐ Check/Uncheck to receive email

OLDER THAN 14 DAYS

HELPFUL TIPS NEWS

Helpful Tips for Getting Started:

1. Gather all pertinent information before getting started. You will need the Member ID, ordering Physician, procedure to be requested, clinical information, imaging facility and appointment information
2. You will find convenient instructions throughout the program. Additional help is available by clicking on any help icon
3. Click [HERE](#) for an online tutorial. (a new window will open)

**Contact Program Support for assistance or View Online Tutorial.**

**To add an additional physician, select**

Previous or Next selection buttons  
are at the bottom of all screens





# Member and scheduling type

1. Confirm member by verifying name, date of birth (DOB) and other details.
2. Select Schedule Type  
(Note: STAT and Retro requests can now be requested here.)
3. Select Procedure Type, then select Next at the bottom of the screen.
4. Select Guide Me or Help for assistance.

The screenshot displays the WebConsult interface for a user named LOIS. The top navigation bar includes links for HOME, REQUEST STATUS, and LOGOUT. Below this is a horizontal menu with icons for MEMBER, PROVIDER, PROCEDURE, ASSESSMENT, FACILITY, APPOINTMENT, and AUTHORIZATION. The main content area is titled 'CURRENT PROCEDURE REQUEST FOR TESTPATIENT, CHICAGO #TESTPATIENT99999'. It shows member details: Member Name: TESTPATIENT, CHICAGO, Member Number: testpatient99999, and Member DOB: 6/14/1966. A green arrow labeled '1' points to the 'GUIDE ME' button. Below this is a 'MEMBER SELECTION (4 SHOWN)' table with columns: Select, Health Plan, Member #, Name, DOB, M/F, Address, Phone, Plan Code, Plan, and Eligible Dates. The table lists one member: Humana PPO, Chicago Market, testpatient99999, TESTPATIENT, CHICAGO, 6/14/1966, M, 234234 TEST CHICAGO, IL 92387, (987)987-5646, HUMPROCH, and 1/1/2005 to 12/31/9999. Below the table is a 'CONTACT INFORMATION' section with fields for Contact Phone (285)646-3333, Schedule Type (Normal-UnScheduled), and Procedure Type (Select One). A green arrow labeled '2' points to the Schedule Type dropdown, and a green arrow labeled '3' points to the Procedure Type dropdown. A green arrow labeled '4' points to the 'GUIDE ME' button. A green box at the bottom right contains the text: 'Each WebConsult screen includes Guide Me and Help links'.

Select	Health Plan	Member #	Name	DOB	M/F	Address	Phone	Plan Code	Plan	Eligible Dates
<input checked="" type="radio"/>	Humana PPO, Chicago Market	testpatient99999	TESTPATIENT, CHICAGO	6/14/1966	M	234234 TEST CHICAGO, IL 92387	(987)987-5646	HUMPROCH		1/1/2005 to 12/31/9999

# Ordering provider

1. In Physician Search, type the first few letters of the physician's last name and select it from the displayed list.
2. If a physician needs to be added, contact program support at 800-546-7092 or [RCSupport@HealthHelp.com](mailto:RCSupport@HealthHelp.com).
3. Verify ordering provider's phone and fax numbers; revise, if needed.
4. Select the practice from Practice Selection. If needed, select Contact Us for Corrections.

WELCOME LOIS WEBCONSULT USER

HOME REQUEST STATUS LOGOUT

MEMBER PROVIDER PROCEDURE ASSESSMENT FACILITY APPOINTMENT AUTHORIZATION

CURRENT PROCEDURE REQUEST FOR TESTPATIENT, CHICAGO #TESTPATIENT99999

Member Name: TESTPATIENT, CHICAGO Member Number: testpatient99999 Member DOB: 6/14/1966

**PHYSICIAN SEARCH** 1

Search By Last Name search physician by entering the first few characters of the last name. (You have 5 Ordering Providers.)

**PHYSICIAN SELECTION** 3

Selected Physician (Select using search above)

Fax Number\* (Numbers Only)

Physician NPI

Office Phone\* (Numbers Only)

Direct Phone (Numbers Only)

Specialty

Practice Tax ID (9 Digit Number)

Physician Email: There is no way for me to get the email address for this physician. ☐

**PRACTICE SELECTION** 4

CONTACT US FOR CORRECTIONS

Use the Cancel link at any time.

CANCEL

# Procedure, diagnosis and indication

1. Search for Procedure by Name or Code, then Select Procedure. Previously selected codes are available in My Quick Selection List or My Recent Procedure Codes links.
2. In Diagnosis Selection, select
  - a. Diagnosis
  - b. Body system
  - c. Indication (select “Help me choose an indication” if you need assistance)
3. My Recent Procedure Codes helps you select procedure codes you have used before.

The screenshot displays the CONSULT web interface for a user named LOIS. The top navigation bar includes links for HOME, REQUEST STATUS, and LOGOUT. Below the navigation bar, a series of icons represent different steps in the process: MEMBER, PROVIDER, PROCEDURE, ASSESSMENT, FACILITY, APPOINTMENT, and AUTHORIZATION. The main content area shows the current procedure request for a patient named TESTPATIENT, CHICAGO, with ID #TESTPATIENT99999 and DOB 6/14/1966. The ordering physician is Dr. BAKER, BARBARA, and the ordering practice is WARREN CLINIC. The interface is divided into three main sections: 1. SEARCH FOR PROCEDURE: This section includes a search bar with a green callout '1' and buttons for 'GUIDE ME', 'HELP', and 'CANCEL'. Below the search bar are links for 'My Quick Selection List' and 'My Recent Procedure Codes'. There are also input fields for 'Search by Name' and 'Search by Code', and a 'Search' button. 2. DIAGNOSIS SELECTION: This section includes a search bar with a green callout '2' and buttons for 'GUIDE ME', 'HELP', and 'CANCEL'. Below the search bar are links for 'See My Recent DX Codes' and 'My Recent Procedure Codes'. There are also input fields for 'Search by Name' and 'Search by Code', and a 'Search' button. 3. PROCEDURE SELECTION: This section includes a search bar with a green callout '3' and buttons for 'GUIDE ME', 'HELP', and 'CANCEL'. Below the search bar are links for 'See My Recent Procedure Codes' and 'My Recent Procedure Codes'. There are also input fields for 'Search by Name' and 'Search by Code', and a 'Search' button. The interface also includes a 'Select Procedure' dropdown menu and a 'Procedure Modifier' dropdown menu. A 'NEW Add this next' button is visible at the bottom left. Two pop-up windows are shown: 'Select Body System' and 'Indication Selection Assistant'. The 'Select Body System' window shows a list of body systems with 'Abdomen' selected. The 'Indication Selection Assistant' window shows a search for 'head' with results for 'Brain: CT for Head Trauma' and 'Brain: Headache Associated Neurological Problem (head injury)'.

# Patient assessment

1. Review Current Procedure Request for the patient.
2. If applicable, review Previous Assessment(s) for This Patient.
3. Answer Assessment Panel questions.
4. Select Next.

The screenshot shows the COMBAT web interface for a user named LOIS WEBCONSULT. The interface is divided into four main sections: MEMBER, PROVIDER, PROCEDURE, and ASSESSMENT. A green callout box on the right states: "A summary of your request appears at the top of the screen".

**1** CURRENT PROCEDURE REQUEST FOR TESTPATIENT, CHICAGO #TESTPATIENT999999 DOB: 6/14/1966

Ordering Physician:	Dr. BAKER, BARBARA	Modality / Body System:	CT Abdomen
Ordering Practice:	WARREN CLINIC	Indication:	Evaluation of Abdominal Trauma
Procedure Tracking #:	10452505	Diagnosis:	R10.0 - Acute abdomen
Procedure:	74150 - CT ABDOMEN W/O DYE	Assessment Info:	Humana / Humana PPO, Chicago Market

**2** PREVIOUS ASSESMENT(S) FOR THIS PATIENT

Previous Assessment(s) for the current procedure for the same member have been found within the past 6 weeks

Show Previous Assessments for this Patient

**3** ASSESSMENT PANEL

CT Abdomen: Evaluation of Abdominal Trauma

History

- ☐ Abdominal pain
- ☐ History of trauma at site of pain

NEXT >

# Rendering facility

1. In Facility Search, type facility name, ID, Tax ID, city, county or distance from member or physician ZIP code.
2. Select the appropriate Special Facility Selection Options.
3. Select Search Now and choose the facility where services will be performed. NOTE: Some member plans may offer a recommended network of facilities.

4. For diagnostic imaging, Humana recommends choosing a high-quality, low-cost imaging facility



Star = Site-Certified Facility  
Star+NEMA = Site-Certified

- Facilities that are not HealthHelp Diagnostic Site Certified by **Feb. 1, 2019**, may no longer be available for selection as a rendering facility for Humana members.
- HealthHelp recommends scheduling at a HealthHelp Diagnostic Site Certified imaging location. Imaging facilities can register for this program at [www.healthhelp.com/DiagnosticSite](http://www.healthhelp.com/DiagnosticSite) or by calling 800-506-2560.



# Appointment

1. Use the Calendar to select a date of service; enter Appointment Time or Unknown.
2. If more than one procedure is to be performed for this member at this appointment, select NO under “Is this the last procedure for this member?” (appears after the first calendar date is selected)
3. Select NEXT to continue.

The screenshot displays the HealthHelp web portal interface. At the top, a navigation bar includes the HealthHelp logo, a welcome message for 'LOIS WEBCONSULT USER', and links for HOME, REQUEST STATUS, and LOGOUT. Below this is a progress bar with seven steps: MEMBER, PROVIDER, PROCEDURE, ASSESSMENT, FACILITY, APPOINTMENT, and AUTHORIZATION. The 'APPOINTMENT' step is currently active.

The main content area shows a 'CURRENT PROCEDURE REQUEST FOR TESTPATIENT, CHICAGO #TESTPATIENT99999 DOB: 6/14/1966'. It contains a table with the following information:

Ordering Physician:	Dr. BAKER, BARBARA	Modality / Body System:	Abdomen	Imaging Facility:	WARREN CLINIC 232804
Ordering Practice:	WARREN CLINIC	Indication:	Evaluation of Abdominal Trauma	Address:	6565 S YALE AVE STE 312 TULSA, OK 74136-8304(Tulsa)
Procedure Tracking #:	10452505	Diagnosis:	R10.0 - Acute abdomen	Scheduling Phone:	(918)497-3140
Procedure:	74150				

Below the table is the 'APPOINTMENT' section. It features a 'Choose Date' field with a calendar icon. A calendar for October 2018 is displayed, with the 1st highlighted by a green circle and the number '1'. The calendar shows days from Sunday to Saturday. At the bottom of the calendar, there are 'Previous' and 'Next' buttons. To the right of the calendar, there are buttons for 'GUIDE ME', 'HELP', and 'CANCEL'. At the very bottom of the page, there is a footer with copyright information and contact details.

# Authorization number

1. Once the preauthorization request is appropriately completed, an Authorization Number is generated.
2. Please print a copy of the authorization for your records.
3. To start a request for another member, select Click Here.

The screenshot displays the IHI CONSULT web interface. At the top, a navigation bar includes the IHI logo, 'CONSULT', 'WELCOME LOIS WEBCONSULT USER', and links for 'HOME', 'REQUEST STATUS', and 'LOGOUT'. Below this is a progress bar with icons for MEMBER, PROVIDER, PROCEDURE, ASSESSMENT, FACILITY, APPOINTMENT, and AUTHORIZATION. The main content area shows a 'CURRENT PROCEDURE REQUEST FOR TESTPATIENT, CHICAGO #TESTPATIENT99999 DOB: 6/14/1966'. A table lists details: Ordering Physician (Dr. BAKER, BARBARA), Ordering Practice (WARREN CLINIC), Procedure Tracking # (10452505), Procedure (74150), Modality / Body System (Abdomen), Indication (Evaluation of Abdominal Trauma), Imaging Facility (WARREN CLINIC 232804), Address (6565 S YALE AVE STE 312 TULSA, OK 74136-6304(Tulsa)), Diagnosis (R10.0 - Acute abdomen), Scheduling Phone ((918)497-3140), and Appointment (10/19/2018). Below the table, a red box highlights the 'AUTHORIZATION' section, which includes the 'AUTHORIZATION NUMBER 093335874' and a 'PRINT YOUR AUTHORIZATION' button. Below this, a message says 'Thank you for completing your request' and provides instructions on how to print the authorization. At the bottom, a link 'Click Here' is provided to start a procedure for a different member.

Ordering Physician:	Dr. BAKER, BARBARA	Modality / Body System:	Abdomen	Imaging Facility:	WARREN CLINIC 232804
Ordering Practice:	WARREN CLINIC	Indication:	Evaluation of Abdominal Trauma	Address:	6565 S YALE AVE STE 312 TULSA, OK 74136-6304(Tulsa)
Procedure Tracking #:	10452505	Diagnosis:	R10.0 - Acute abdomen	Scheduling Phone:	(918)497-3140
Procedure:	74150	Appointment:	10/19/2018		

**AUTHORIZATION** 1

**AUTHORIZATION NUMBER 093335874**

**PRINT YOUR AUTHORIZATION** 2

Thank you for completing your request  
Please make note of your authorization number and print the authorization by using the link above.

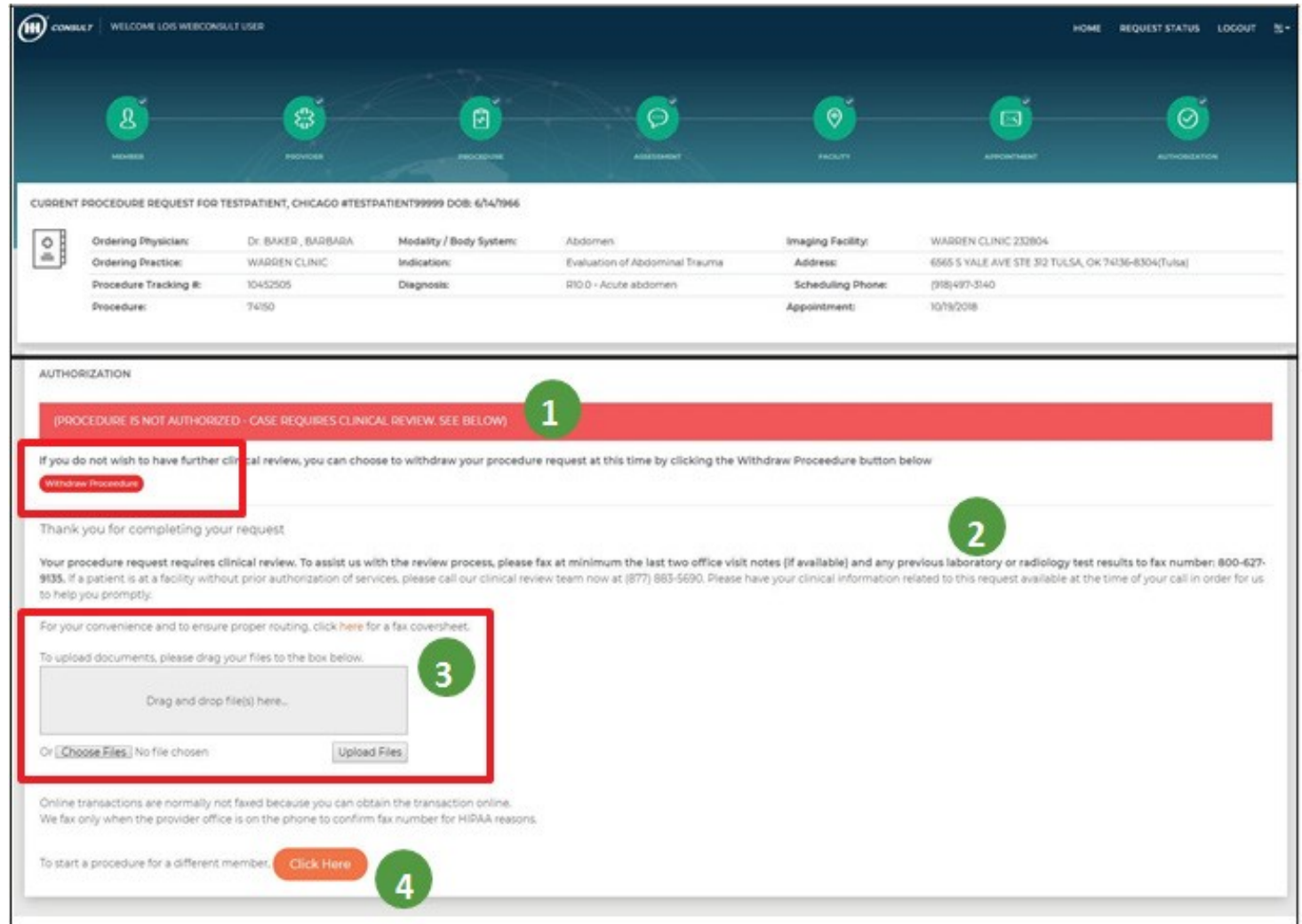
Online transactions are normally not faxed because you can obtain the transaction online.  
We fax only when the provider office is on the phone to confirm fax number for HIPAA reasons.

To start a procedure for a different member, [Click Here](#) 3



# Clinical review and documentation

1. If your procedure request is not authorized, it will require clinical review, or you can withdraw the procedure.
2. With clinical review, a nurse reviewer will contact you to discuss your request.
3. If needed, upload additional clinical documentation; drag and drop files to the box, then select Upload Files.
4. To start a procedure for another member, select Click Here.



COMSULT | WELCOME LOS WEBCONSULT USER

HOME REQUEST STATUS LOGOUT

MEMBER PROVIDER PROCEDURE ASSESSMENT FACILITY APPOINTMENT AUTHORIZATION

CURRENT PROCEDURE REQUEST FOR TESTPATIENT, CHICAGO #TESTPATIENT99999 DOB: 6/14/1966

Ordering Physician:	Dr. BAKER, BARBARA	Modality / Body System:	Abdomen	Imaging Facility:	WARDEN CLINIC 232804
Ordering Practice:	WARDEN CLINIC	Indication:	Evaluation of Abdominal Trauma	Address:	6565 S YALE AVE STE 302 TULSA, OK 74136-8304(Tulsa)
Procedure Tracking ID:	10452505	Diagnosis:	R10.0 - Acute abdomen	Scheduling Phone:	(918) 497-3140
Procedure:	74150			Appointment:	10/19/2018

AUTHORIZATION

(PROCEDURE IS NOT AUTHORIZED - CASE REQUIRES CLINICAL REVIEW. SEE BELOW)

If you do not wish to have further clinical review, you can choose to withdraw your procedure request at this time by clicking the Withdraw Procedure button below

[Withdraw Procedure](#)

Thank you for completing your request

Your procedure request requires clinical review. To assist us with the review process, please fax at minimum the last two office visit notes (if available) and any previous laboratory or radiology test results to fax number: 800-627-9535. If a patient is at a facility without prior authorization of services, please call our clinical review team now at (877) 883-5690. Please have your clinical information related to this request available at the time of your call in order for us to help you promptly.

For your convenience and to ensure proper routing, click [here](#) for a fax coversheet.

To upload documents, please drag your files to the box below.

Drag and drop file(s) here..

Or [Choose Files](#) No file chosen [Upload Files](#)

Online transactions are normally not faxed because you can obtain the transaction online. We fax only when the provider office is on the phone to confirm fax number for HIPAA reasons.

To start a procedure for a different member, [Click Here](#)

# Status of your recent requests

1. On the Home Page (select Home in upper right).
2. WebConsult requests for the past 14 days are displayed on the Home screen.
3. Select Request Status or Older Than 14 Days on the Home screen to view requests submitted up to 90 days ago.
4. Note that a Tracking # is generated for all requests; an Auth # is created when all necessary clinical information is included.

The screenshot displays the WebConsult user interface. At the top, a navigation bar includes 'HOME', 'REQUEST STATUS', and 'LOGOUT'. A green circle with the number '1' points to the 'REQUEST STATUS' link. Below the navigation bar, a 'START YOUR PROCEDURE REQUEST' section provides instructions and a 'START' button. A green circle with the number '2' points to the '2 REQUESTS IN THE LAST 14 DAYS' section. This section contains a table with columns: Tracking #, Auth #, Member, Proc, Created By, Date, Status, Request Actions, and Upload Clinical Documents. A green circle with the number '4' points to the 'Tracking #' column header. A green circle with the number '3' points to the 'OLDER THAN 14 DAYS' link. Below the table, there is a section for 'MY PHYSICIANS' with a table listing physician names, health plans, practices, and addresses. A green callout box at the bottom right contains the text 'WebConsult requests and statuses'.

Tracking #	Auth #	Member	Proc	Created By	Date	Status	Request Actions	Upload Clinical Documents
		CHICAGO TESTPATIENT	7450	Webconsult user	10/18/2018	Procedure Not Performed	Withdrawn by Lois Webconsult user	
		CHICAGO TESTPATIENT	7460	Webconsult user	10/18/2018	Waiting for Scheduling	Cancel or Change	

Physician Name	Health Plan	Practices	Address
ADAM BAKER	HUM	DERMATOLOGY BEAM AND FAMILY PRACTICE, PLLC	200 MERCHANTS ROW CERMANTOWN, TN
ALBERT BAKER	HUM	Lynchburg Pulmonary Associates	200 WHITE SPRINGS RD LYNCHBURG, VA
ALISON BAKER	HUM	SEACOAST AREA PHYSIATRY	875 CREEKLAND RD UNIT C4 PORTSMOUTH, NH

WebConsult requests and statuses

# WebStatus 24/7

- [portal.healthhelp.com/webstatus](http://portal.healthhelp.com/webstatus) allows users to print authorizations and check the status of preauthorization requests.
- Search by tracking/reference number, authorization number, member ID/last name, date range, ordering provider or rendering facility
  - Select any 90-day period for a date range
  - Select GO

The screenshot shows the WebStatus 24/7 portal interface. At the top, there is a dark blue header with the 'HH CONSULT' logo on the left, the date and time 'MONDAY, OCTOBER 22, 2018 - WELCOME LOS WEBCONSULT USER' in the center, and 'GENERAL HEALTHHELP' on the right. Below the header, the main content area is titled 'WEBSTATUS'. It contains a brief description of the service: 'WebStatus provides 24/7 access to your requests with helpful guidance and the ability to view and print your authorized requests.' followed by bullet points: '- For exact match searches, use HH Reference Number or Health Plan Authorization Number or Member ID' and '- Date Range (From Date & End Date) allows you to locate authorization requests for any 90-day period'. It also includes a link to a user guide. Below this, there is a section for adding rendering facilities, which includes a link to contact the Program Support team and a note about the Add Physician link. The main section is 'Find Procedure Requests', which features a 'Request Procedure' button in the top right corner. The search criteria include: 'HH Reference Number or Health Plan Authorization Number' (with a text input field and a note 'Entire value required, no partial searches'), 'Member ID' (with a text input field and a note 'Entire value required, no partial searches'), 'Member Last Name' (with a text input field) and 'First Name' (with a text input field), 'Date Range - From Date' (with a date picker showing '7' - '24' - '2018' and a note 'Search date range should be no more than 90 days.'), 'End Date' (with a date picker showing '10' - '22' - '2018'), and 'Ordering Provider' (with a dropdown menu showing 'All' and a checkmark icon). At the bottom of the search section, there is a 'GO' button.

# HealthHelp / Humana Online WebConsult Preauthorization

Consult

[www.healthhelp.com/humana](http://www.healthhelp.com/humana)

For technical assistance, contact [RCSupport@HealthHelp.com](mailto:RCSupport@HealthHelp.com) or 800-546-7092.