

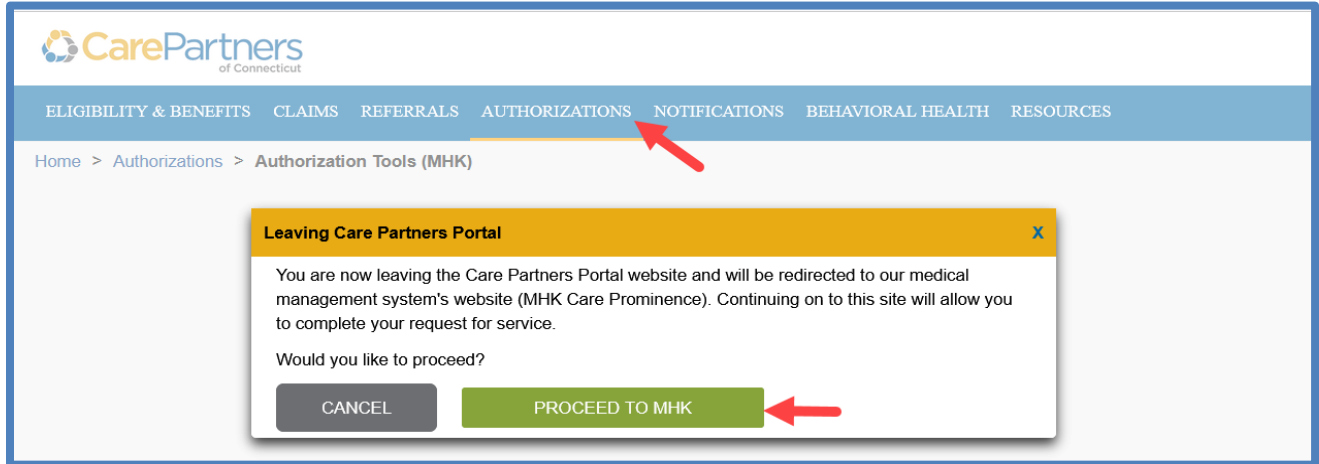
## Quick Reference Guide: Prior Authorization Submission and Inquiry

### TO SUBMIT A PRIOR AUTHORIZATION REQUEST:

**Step 1:** Log on to CarePartners of Connecticut’s secure Provider [portal](#).

**Step 2:** From the list of self-service options select “AUTHORIZATIONS” from the menu.

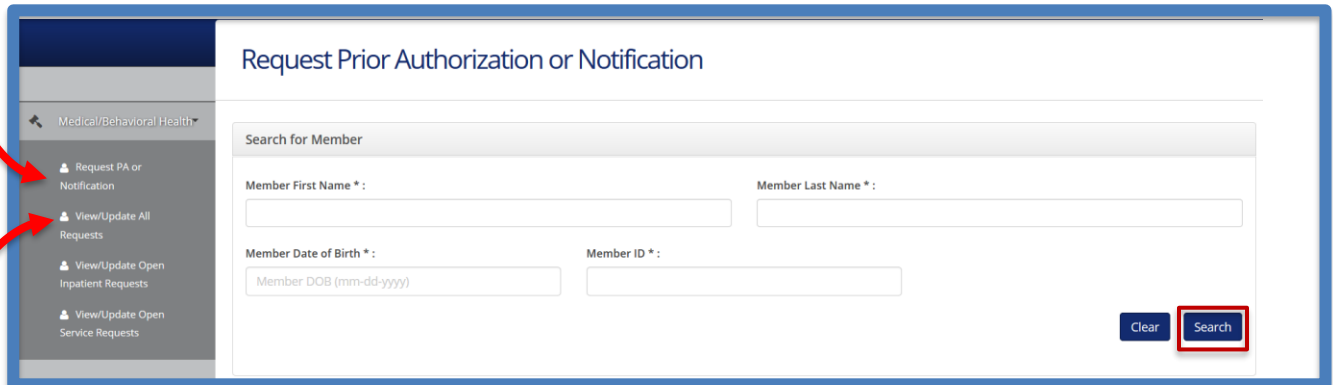
**Step 3:** A pop-up box will appear informing you that you are being redirected to our medical management system’s website (MHK Care Prominence). Click “PROCEED TO MHK” to continue.



**Step 4:** The *Request Prior Authorization or Notification* screen will then appear.

**Step 5:** Click “Request PA or Notification” on the left side of the *Request Prior Authorization or Notification* screen.

**Step 6:** Under *Search for Member*, enter “Member First Name,” “Member Last Name,” “Member Date of Birth,” and “Member ID” in the fields presented. **Note:** All fields must be completed. Click “Search” and then select the member.



**Step 7:** Proceed by entering requested information in the fields presented. **Note:** All fields marked with an asterisk (\*) are mandatory and must be completed to submit the prior authorization request.

### TO PERFORM A PRIOR AUTHORIZATION INQUIRY:

**Step 1:** Select “View/Update All Requests” on the left side of the *Request Prior Authorization or Notification* screen. Identify the Requesting Provider using the offered search option. Authorizations will then be presented in list form.

**Step 2:** Click a “Reference” number to view details for that specific authorization. Click “Show More Search Options” to access additional options that can be used to narrow search results.