CARE COORDINATION PROVIDER PORTAL

Authorizations Dashboard
OHCA Behavioral Health Unit
November 2025



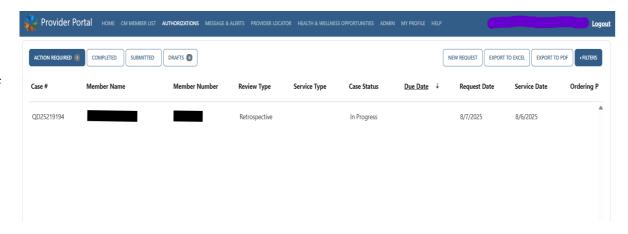


AUTHORIZATIONS DASHBOARD

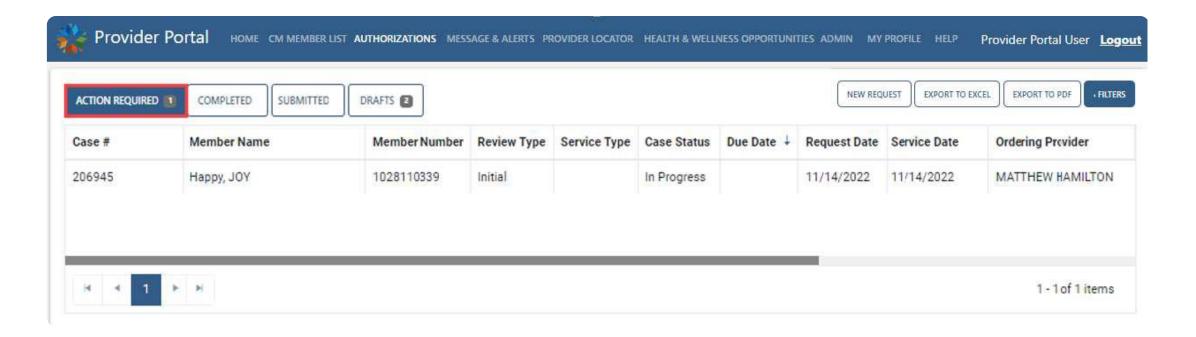


AUTHORIZATIONS DASHBOARD

- The Authorization Dashboard is divided into four working tabs – Action Required, Completed, Submitted, and Draft tabs.
- Users can review existing prior authorization request information, export lists of authorization requests, enter new authorizations requests, check the status of pending authorizations, enter requests for extensions or reconsiderations, respond to requests to additional information, and enter discharge dates.
- The tab highlighted blue is the current working dashboard shown on a user's screen.
- The default open tab when logging into the Provider Portal is the Action Required tab.



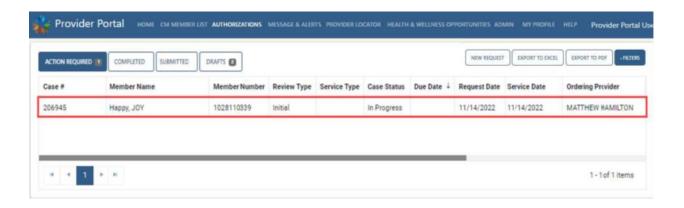


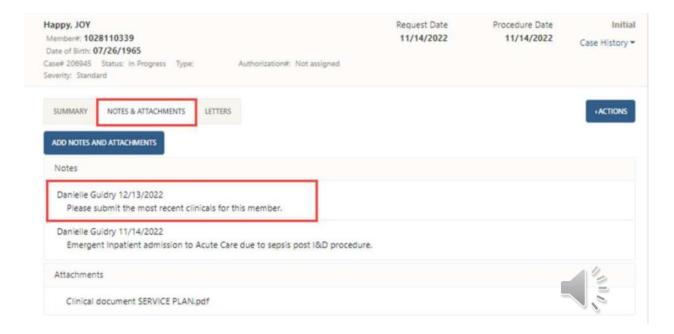


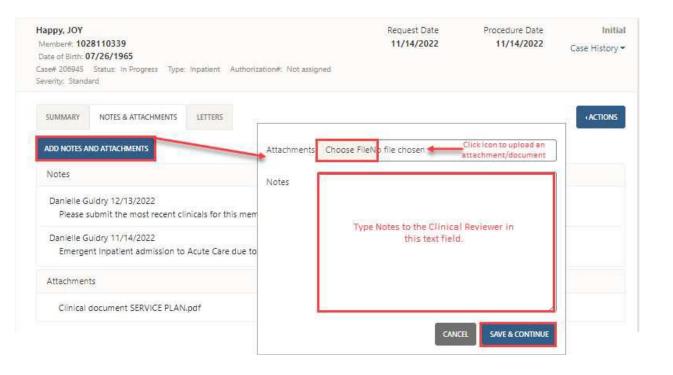
ACTIONS REQUIRED TAB

- The Action Required tab is the default tab seen upon system login.
- This tab lists authorization requests in which clinical reviewers have requested additional information (i.e.: clinical documentation, test results) before a determination can be made.
- The number next to Action Required indicates the number of authorization requests that have been sent to the provider for additional information.

• Click on the row of the listed authorization request to open the request summary and view notes related to the additional information needed.







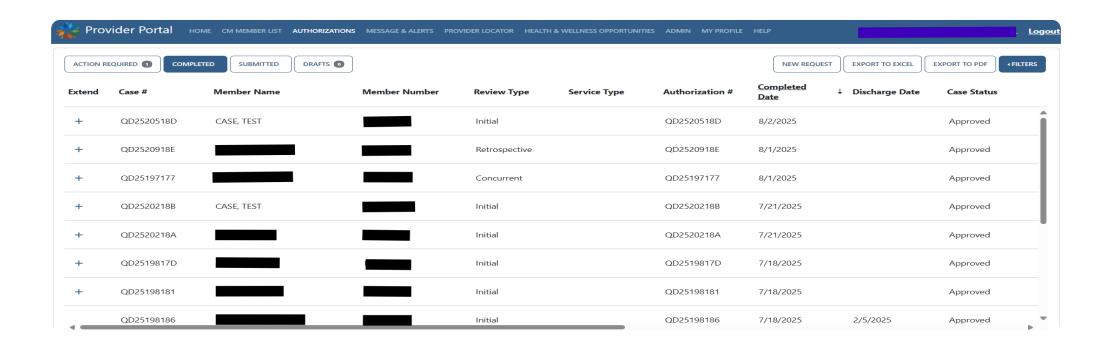
RESPONDING TO ACTION REQUIRED AUTHORIZATION REQUESTS

- Providers can respond to Action Required requests by adding notes or attachments requested to that authorization request.
- Under the Notes and Attachments tab, click on the Add Notes and Attachments icon.
- To submit an attachment, click the **Choose File** icon and upload the attachment from the local computer files.
- Notes can be added to the Notes text field.
- Click Save and Continue to return the authorization request back to the clinical reviewer.



• The request is then sent back to the clinical reviewer with the attachments and/or notes entered and will no longer be listed on the Action Required tab.



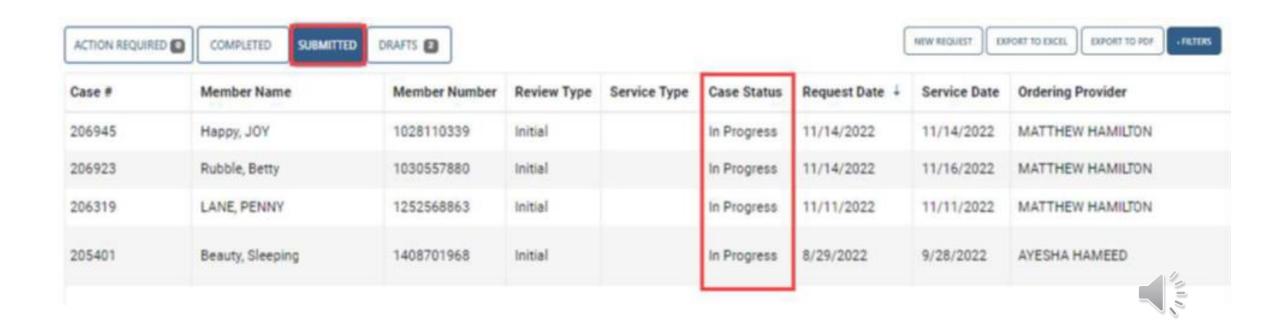


COMPLETED TAB

- The Completed Tab lists all authorization requests with a final determination entered by the clinical reviewer.
- The determination is listed in the Case Status column.
- Access the request summary by clicking on the row of the request.
- Providers can also request extensions from the Completed Tab by clicking the + icon to the left of the row in the Extend column.

SUBMITTED TAB

- The Submitted Tab lists authorization requests that have been submitted by the provider, but a clinical review and determination has not been made.
- The status of these requests will display In Progress.
- Access or open a request by clicking on the row.



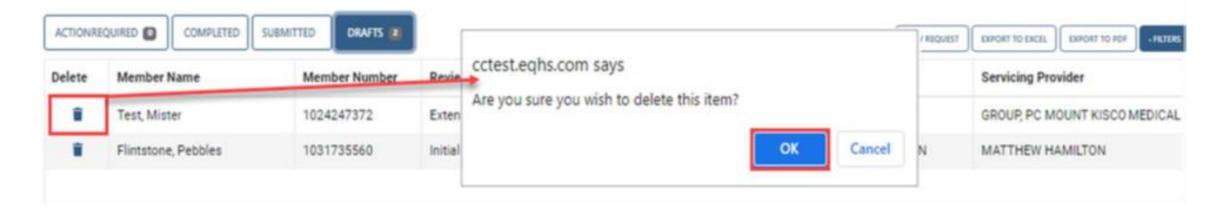


DRAFTS TAB

- The Drafts Tab lists requests that have been initiated by the provider but have not been completed or submitted for clinical review.
- Drafts can be seen by any user in the same practice.

DELETING A DRAFT

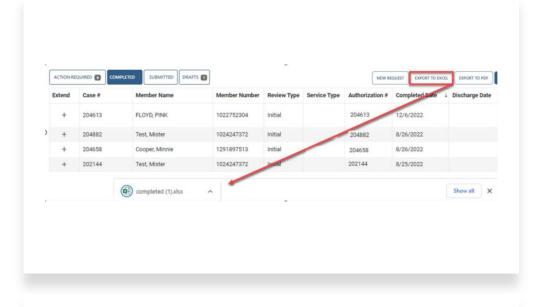
- Draft authorization requests can be deleted.
- Click the trashcan icon to the left of the request row.
- Confirm the deletion by clicking Ok in the confirmation pop-up window.
- The request will then be removed from the draft list.

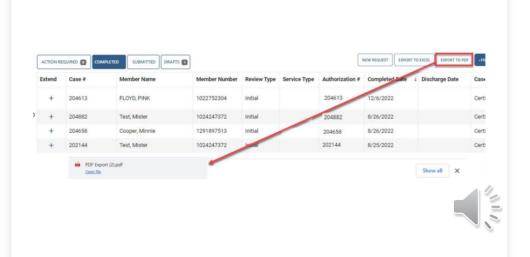




EXPORT TO EXCEL OR PDF

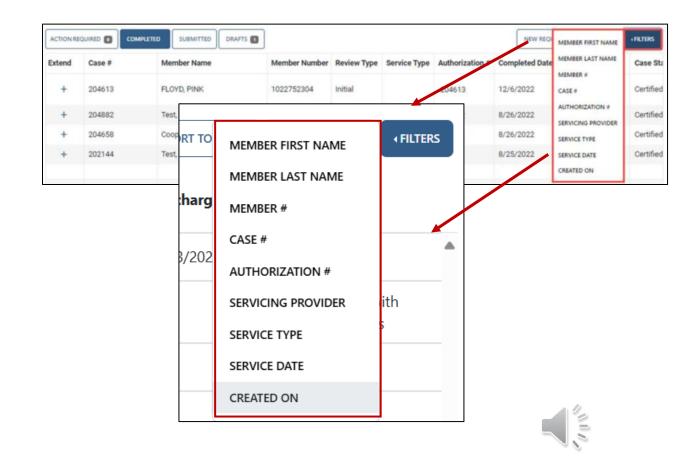
- Users have the option to export the dashboard from any of the four authorizations tabs (Action Required, Completed, Submitted, and/or Drafts) to PDF or Excel Sheet Format.
- Click the Export to Excel or Export to PDF icon at the top right of the screen.
- The exported document will download to the bottom or top of the screen to be open and/or saved to the user's computer.
- The information exported from the dashboard will reflect any filters set on the dashboard.





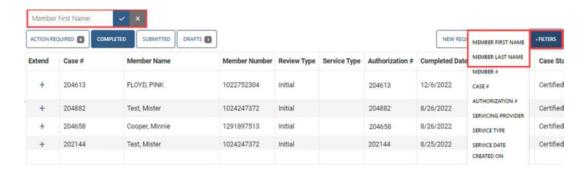
AUTHORIZATION DASHBOARD FILTERS

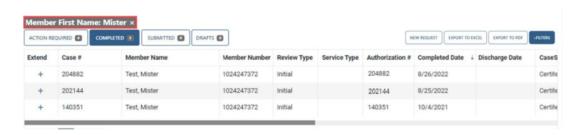
- Each authorization dashboard tab has a filter icon located at the top right of the screen.
- Users can filter the dashboard by selecting a filter or filters. Click the filter icon to view the pop-out filter menu options. Filter options include:
 - Member First Name
 - Member Last Name
 - Member #
 - Case # (NOTE: Unique number to identify the Authorization request in the eQSuite System)
 - Authorization #
 - Servicing Provider
 - Service Type (NOTE: This column will be blank)
 - Service Date
 - Created On
- NOTE: The Filters tab does not include the option to filter by Review Type. The User can click the Column Header labeled "Review Type" to filter the authorizations by Review Type.



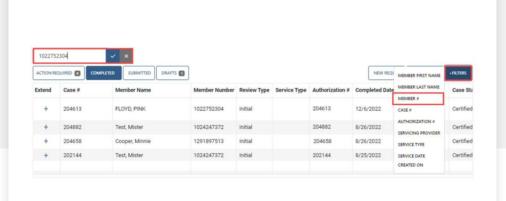
FILTER BY MEMBER FIRST AND/OR LAST NAME

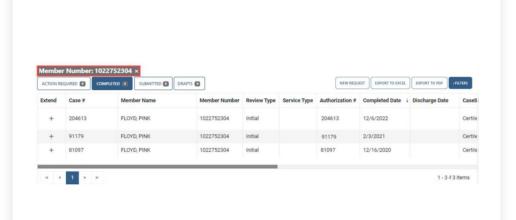
- Filtering the displayed dashboard by a member's first and/or last name will display only requests related to that member.
- Click the filter icon at the top right of the screen and select Member First Name and/or Member Last Name from the menu list.
- Type the member's name in the filter text box that displays at the top left of the screen and click the checkmark to apply the filter.
- The dashboard will then filter to the requested member name.
- NOTE: When filtering by a member's first and/or last name, the first and last name will be under the same column titled "Name". The first and last name are separated by a comma. The search results will yield any first or last name that matches the name entered in the search.







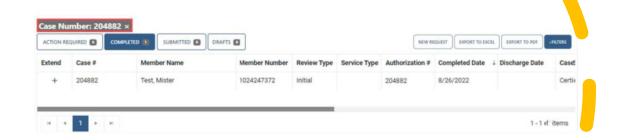


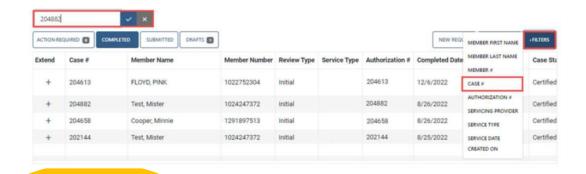


FILTER BY MEMBER ID NUMBER

- Filter the displayed dashboard by a member number by clicking the filter icon and selecting Member # filter option from the pop-out menu list.
- Enter the member number in the filter text field at the top left of the screen and click the checkmark to apply the filter.



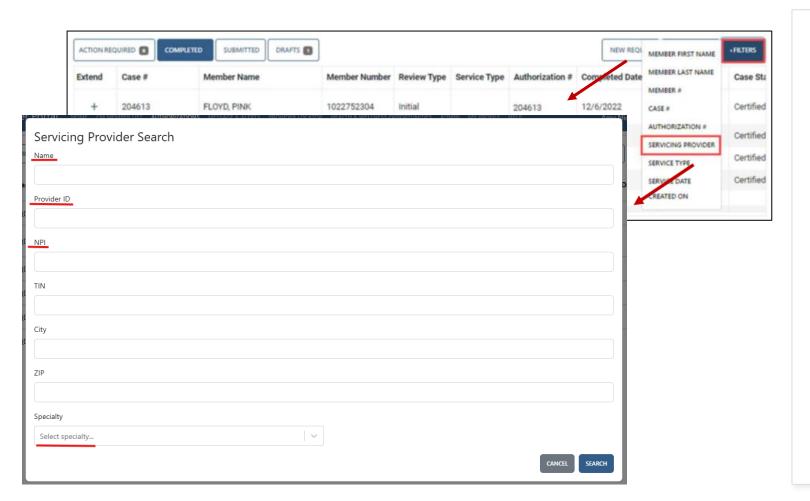




FILTER BY CASE NUMBER

- Case numbers are applied to each request by the eQSuite System and are unique to that authorization request.
- Filter the displayed dashboard by a specific Case Number.
- Click the filter icon and select the Case # filter option from the pop-out menu list.
- Enter the case number in the filter text field at the top left of the screen and click the checkmark to apply the filter.
- NOTE: The Case Number will be the OHCA Authorization Number. All requests will have a case number. The eQSuite Authorization Number will only be applied to a request if approved. All denied requests will only have a Case Number.

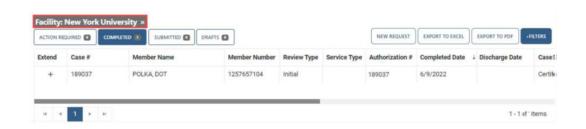
FILTER BY SERVICING PROVIDER



- Filter the displayed dashboard by Servicing Provider listed on the authorization request.
- Click the Filter icon and select Servicing Provider from the pop-out menu options.
- In the Servicing Provider Search window, enter the Servicing Provider's information in the search fields one or more search fields can be used.
- Click the **Search** icon.
- Search results will populate at the bottom of the window. Select the correct provider from the search results list to apply the filter.

Servicing Provider Search

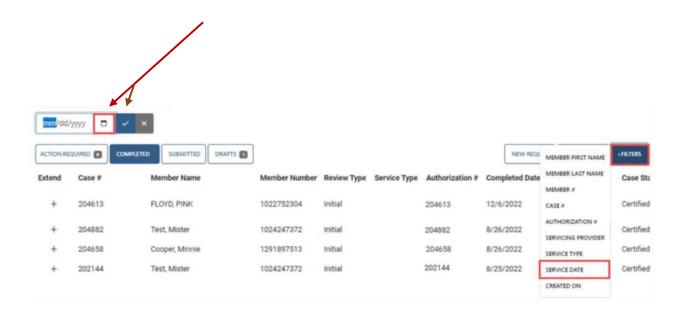


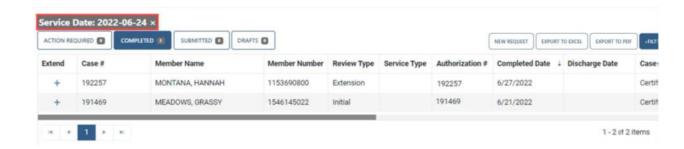




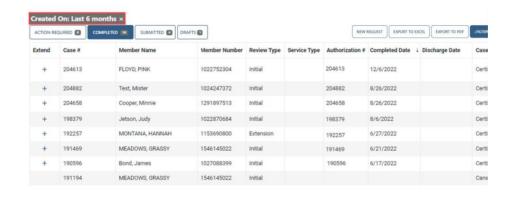
FILTER BY SERVICE DATE

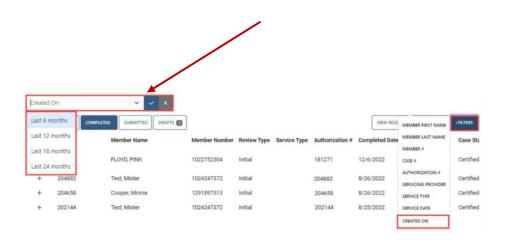
- The displayed dashboard can be filtered by the requested Service Date, which is the first day of the requested service.
- Click the filter icon and select the Service Date menu option from the pop-out menu.
- Click the **calendar** icon located in the filter field to enter the service date or type the date in the filter field.
- Click the checkmark to apply the filter.









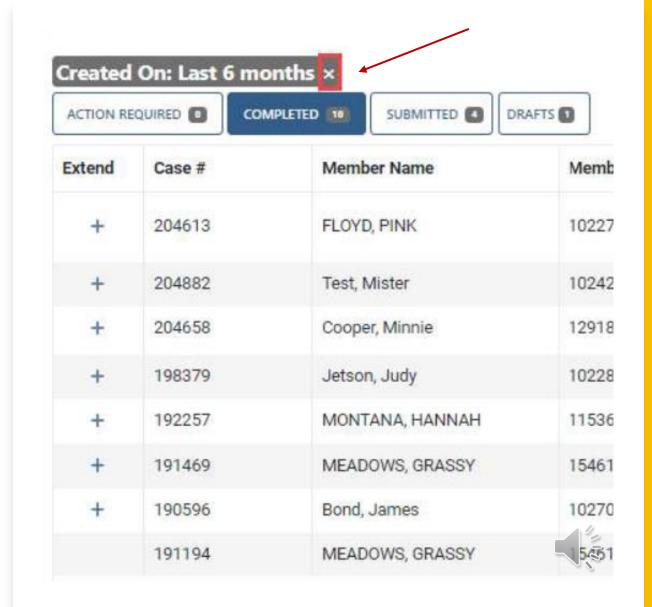


FILTER BY CREATED ON (DATE RANGE)

- Filter the dashboard by the date range in which the authorization request was created.
- Click the filter icon and select Created
 On from the pop-out menu options.
- Click the dropdown arrow on the filter field and select one of the date range options.
- Click the **checkmark** to apply the filter.

CLEARING FILTERS

- To clear any set filters, click the X on the right side of the set filter.
- The dashboard will refresh its default state to include all authorization requests.





GET IN TOUCH

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Agency: 405-522-6205 Helpline: 800-522-0114

BH: • Press 6 then 2

Help Desk: • Press 2 then