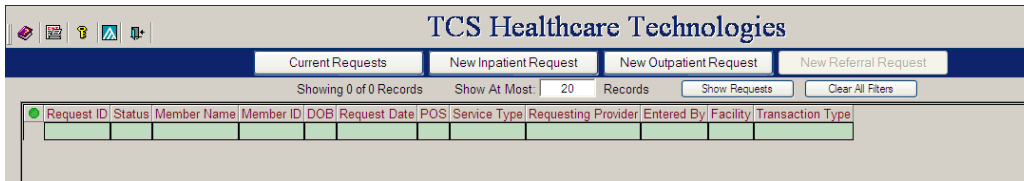
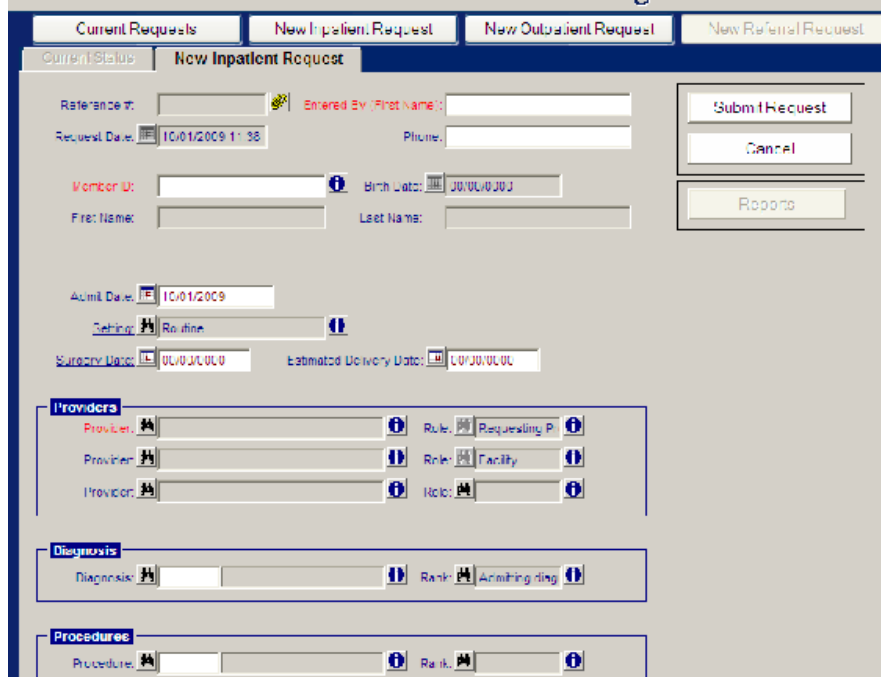


Submitting a Referral

- Once logged in, the website will open at the **Current Requests** page. To see your current request, click on the **Show Request** button. A blinking green light next to any **REQUEST ID** indicates a message pertaining to that authorization request which requires your attention. To submit a referral request, simply click on the corresponding request: **New Inpatient Request** or **New Outpatient Request**



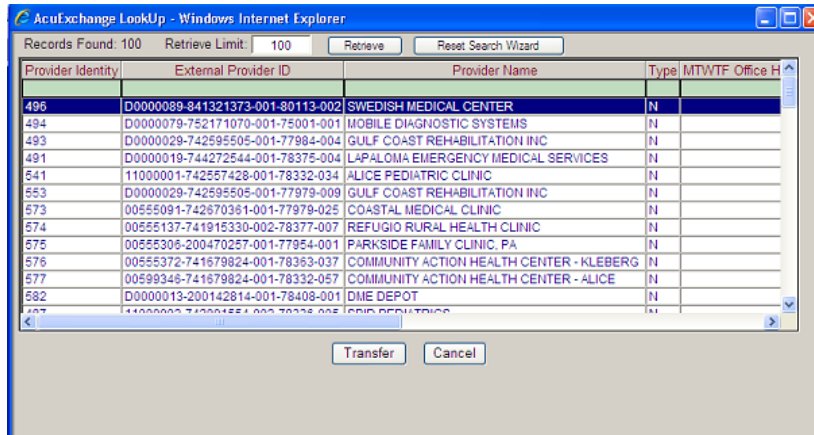
- Once you have determined which type of request to make, you will be taken to a referral form (I)



(I)

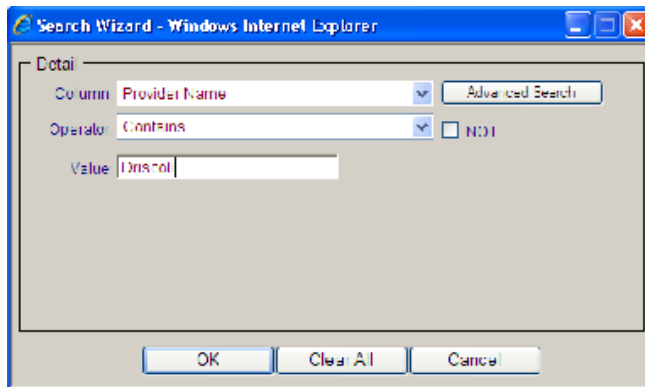


- The binoculars located throughout the form allow you to search through a list of requesting providers, facilities, "referred to" providers, diagnosis codes, or procedure codes. Click the binoculars to open **AcuExchange LookUp** screen (II).



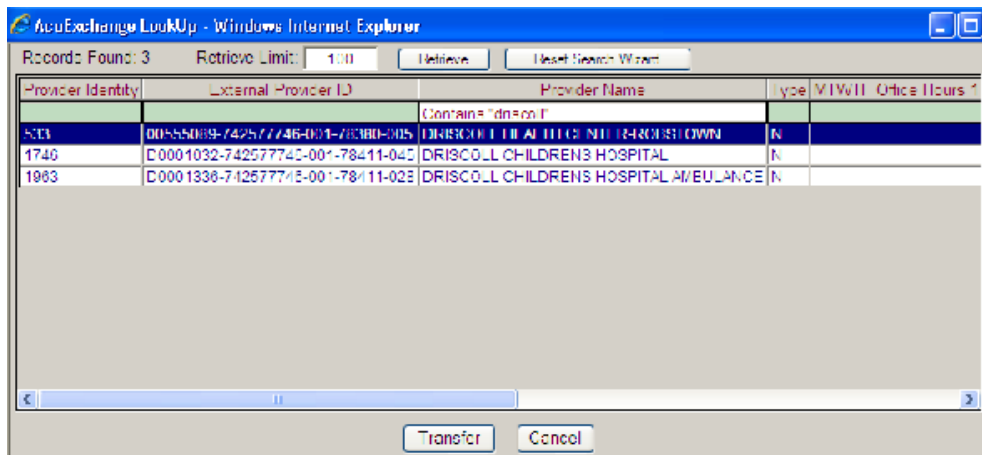
(II)

- Clicking on the green bar located across the top of the **AcuExchange LookUp** screen allows you to search for a specific value. Be sure to click the green bar directly under the applicable subject heading. A Search window will open (III).
- Type the information you are searching for in the **Value** field and **OK**



(III)

- Choose the appropriate location by highlighting the line and click **Transfer** (IV). The highlighted information will now populate the corresponding field in the request form



(IV)

- Complete all the applicable fields and click **Submit Request (V)**. Note that fields in **RED** are mandatory. A successful request cannot be made unless these fields are populated.

(V)

Reference #: Entered By (First Name):

Request Date: 10/01/2009 11:38 Phone:

Member ID: Birth Date: 00/00/0000

First Name: Last Name:

Submit Request

Cancel

Reports

- Once you have submitted your request, a reference number will display at the top left hand side of the Outpatient request tab. That will be your authorization number.
- You must click on the current status tab which will display if your request is approved or suspended
- Don't hesitate to contact the Provider Relations Department with questions or concerns:

Melinda M Lopez- PR Manager	361-694-6551
Lydia Lozano	361-694-6552
Mack Martinez	361-694-6553
Karla Claunch	361-694-6554