



# ENTER AND REVIEW PRIOR AUTHORIZATION REQUEST

Open a member's record .....	2
Create a new referral .....	2
Enter referred by and referred to information .....	2
Find a provider.....	2
Enter diagnoses and services .....	2
Add notes and attachments .....	3
Review referrals.....	3
Ask a question about a referral .....	3
Add notes and attachments for MCG .....	3


## OPEN A MEMBER'S RECORD

1. Click **Select Patient**.
2. Click **Search all Patients**.
3. Enter the member's name, birth date, or MRN and click  **Search**.

## CREATE A NEW PRIOR AUTHORIZATION REQUEST


1. From a member's workspace, click **New Referral**.
2. Enter the Referral type in the **Referral type** field and click  **Next**.
3. On the **General Information** form, confirm that the priority is correct. Common priorities include Routine and Urgent.
4. Enter the referral class. Referral classes include:
  - **Incoming:** The referral request originated outside your organization and requests a service to be performed within your organization. The referral request originated inside your organization and requests a service to be performed within your organization
  - **Outgoing:** The referral request originated inside your organization and requests a service to be performed at a place of service outside your organization.
5. Optionally, enter a reason for the referral.

## ENTER REFERRED BY AND REFERRED TO INFORMATION

1. In the Referred by section of the **General Information** form, enter as much information as you can. You can specify a location/POS, provider, and/or department.
2. In the Referred to section, enter as much information as you can.
  - For incoming referrals, enter a department and a provider.
  - For outgoing referrals, enter a provider and/or the place of service.
  - Make sure that POS/location is for the location you are expecting. This item may be defaulted in and could differ from what is expected.
3. Click  **Next**.

## FIND A PROVIDER

If you don't have a specific provider in mind when creating a referral, you can use Provider Finder to narrow down your choices.

1. In the Referred to section of the **General Information** form, click  to search for a provider.
2. Enter criteria including name, clinical interest, and provider specialty then click **Search**.
3. Select a provider, verify the provider's network status, and click **Accept**.
4. In Location/POS type field, enter **Place of Service Type**.





## ENTER DIAGNOSES AND SERVICES

1. On the **Diagnoses/Services** form, enter a diagnosis code in the **Diagnoses (coded)** field.
2. Enter a procedure code in the **Services** field.



If you're entering codes but don't have a diagnosis code, enter a description in the **Diagnoses (coded)** field and press **ENTER** to search for a code.

## ADD NOTES AND ATTACHMENTS

1. On the **Diagnoses/Services** form, click , choose a note type, and then click  **Accept**.
2. Fill out the Note summary field.
3. Click **Add File**, select an appropriate file, and then click  **Accept**.
4. Click  **Request Referral**.





## REVIEW REQUEST

1. From a member's workspace, click **Referral by Member**.
2. Click the Referral ID to view referral details.

## ASK A QUESTION ABOUT A PRIOR AUTHORIZATION REQUEST

1. From Referral by Member, click **Ask a Question**.
2. Select **Referrals Question**.
3. Enter as much information as you can, making sure to change the site to Tapestry Link.
4. Click **Submit** to route the question to an appropriate user. You will receive a response within 3-5 business days.

## ADD NOTES AND ATTACHMENTS FOR MCG

1. On the **Diagnoses/Services** form, click , choose a note type, and then click  **Accept**.
2. Fill out the Note summary field.
3. Click **Add File**, select an appropriate file, and then click  **Accept**.
4. Click **launch MCG Auto Auth** if screen appears.
5. Complete **Criteria Review** documentation and click **Submit Request** to be taken back to the Tapestry Link Referrals Form.
6. Click  **Request Referral**.

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