



HEALTH PLAN OF NEVADA  
A UnitedHealthcare Company



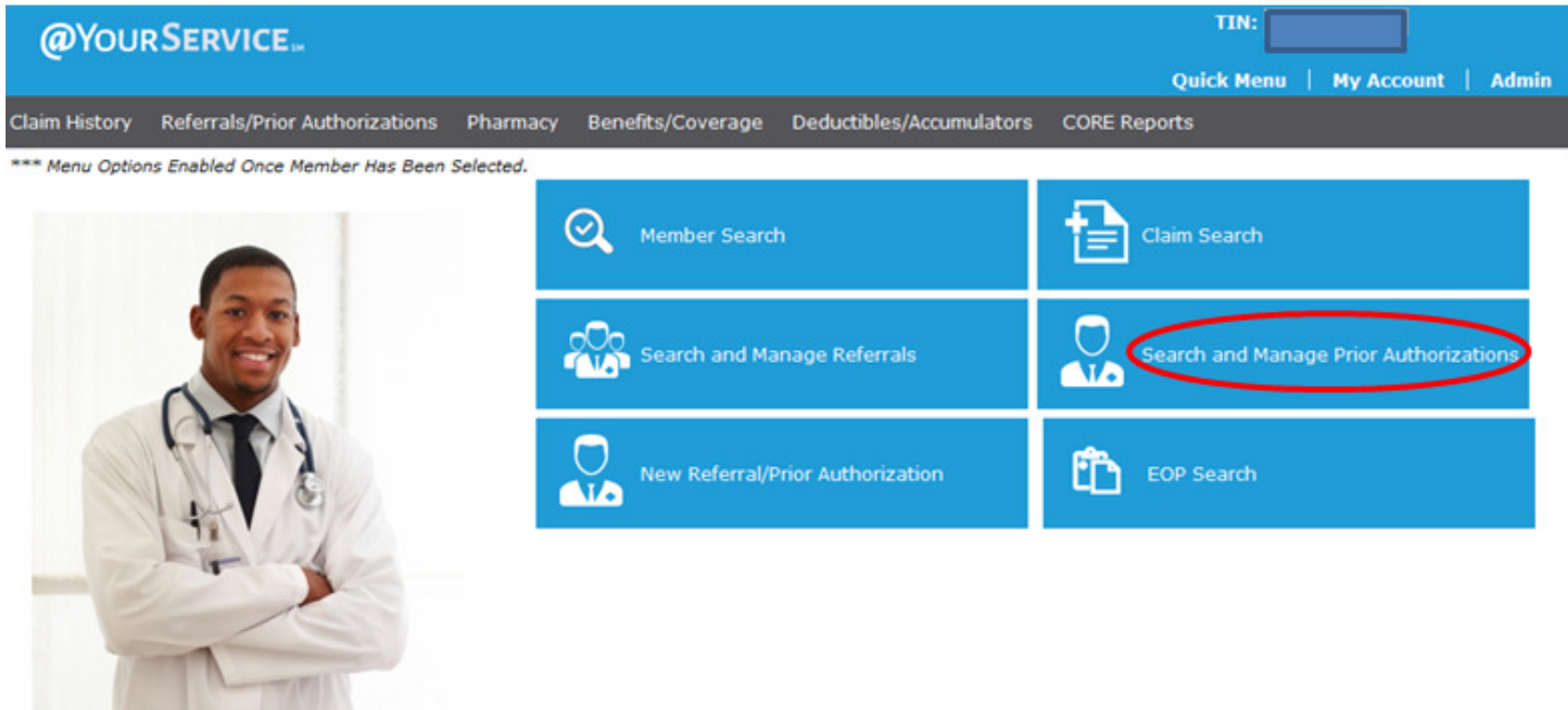
SIERRA HEALTH AND LIFE  
A UnitedHealthcare Company

# @YourService Provider Tutorial

# Fax Coversheet Technology

Please use the following steps when additional clinical needs to be provided to the UM Prior Authorization department for review.

Select **Search and Manage Prior Authorizations**:



The screenshot displays the @YOURSERVICE portal interface. At the top left is the logo "@YOURSERVICE.". At the top right, there is a "TIN:" field with a blue input box. Below the logo and TIN field is a navigation bar with links for "Quick Menu", "My Account", and "Admin". A secondary navigation bar contains links for "Claim History", "Referrals/Prior Authorizations", "Pharmacy", "Benefits/Coverage", "Deductibles/Accumulators", and "CORE Reports". Below this bar is a note: "\*\*\*\* Menu Options Enabled Once Member Has Been Selected." The main content area features a grid of six blue buttons with white icons and text: "Member Search" (magnifying glass icon), "Claim Search" (document with plus icon), "Search and Manage Referrals" (group of people icon), "Search and Manage Prior Authorizations" (person with checkmark icon, circled in red), "New Referral/Prior Authorization" (person icon), and "EOP Search" (document with plus icon). On the left side of the main content area is a photograph of a smiling male doctor in a white lab coat with a stethoscope.

# Fax Coversheet Technology

Filter by **Additional** Options, entering the selected information in the **Criteria** section (overrides 15 day calendar date range) and **Apply Filter**:

## Search and Manage Prior Authorizations

**Filter Options** Prior authorization(s) count 11

From date: 11/23/2015		To date: 12/08/2015	
<b>Departments</b> All	<b>Priority</b> All	<b>Status</b> Pending	<b>Direction</b> All
<b>*Provider</b>	<b>*Category</b> All 2015 HEDIS Access Referrals Allergy/Immunology Anticoag Clinic - Network Only Anticoag Clinic - SMA Only	<b>*Status Reason</b> All Awaiting Nurse Review Additional Info Requested Additional Info Provided	<b>*SMA Routing Status</b> All
<b>Additional Options</b> Prior Authorization ID <b>Criteria</b> W05000000			

\* CTRL Click to select multiple items

[New Referral/Prior Authorization](#) [Apply Filter](#) [Reset Filter](#) [Refresh](#) [View All](#)

# Fax Coversheet Technology

Clinical information can be faxed by selecting the **Click to print fax cover letter icon** located under the **Buttons** option. \*\*Please note the fax number that displays on the fax coversheet should only be used for the fax coversheet function.

Priority	ID	Patient	Status	Submitted	Category	Direction	Provider	Buttons
Routine(P)	W05	[REDACTED]	Pending	12/08/2015 Today	Outpatient Diagnostic Tests	Out	From: [REDACTED] To: [REDACTED]	