



HEALTH PLAN OF NEVADA
A UnitedHealthcare Company



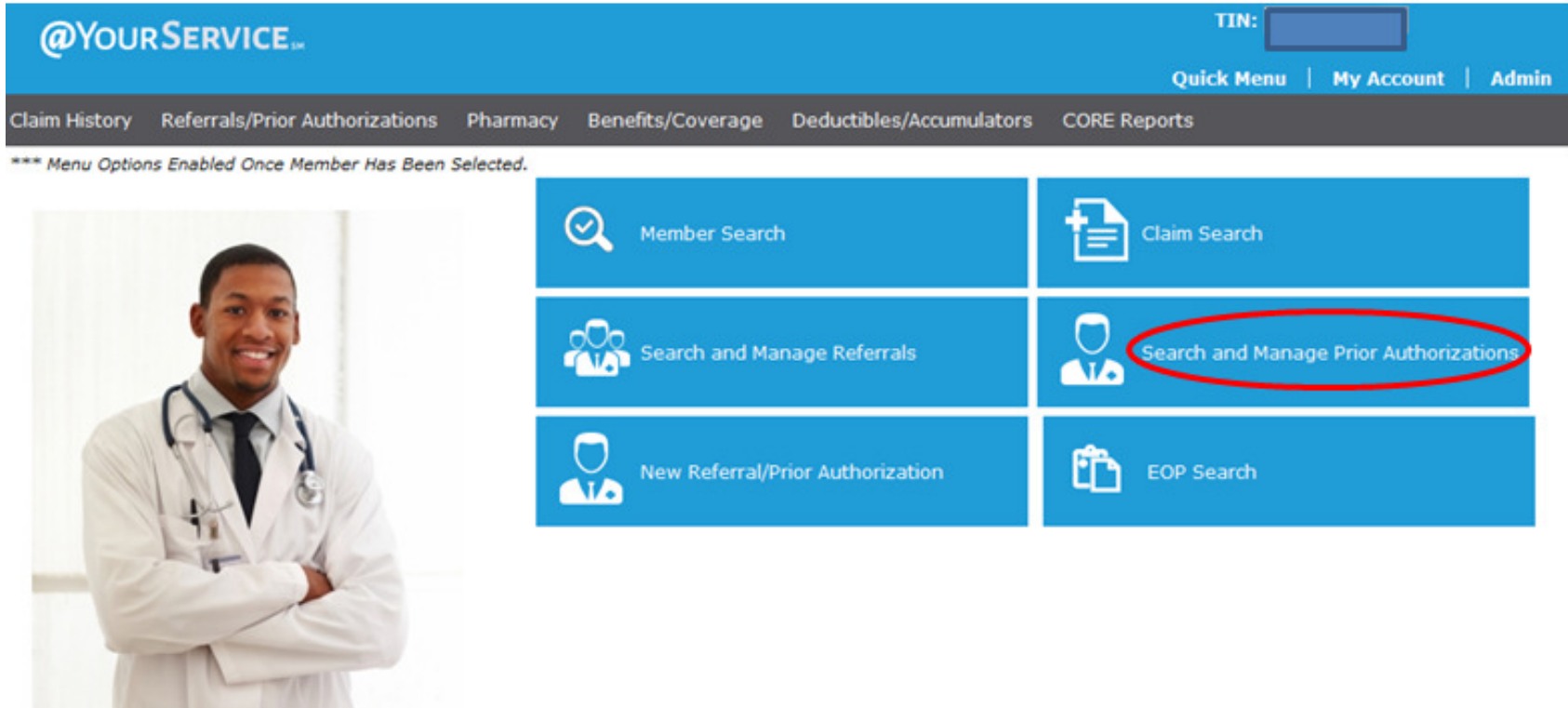
SIERRA HEALTH AND LIFE
A UnitedHealthcare Company

@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, there is a blue header with the logo on the left and a TIN input field on the right. Below the header is a dark grey navigation bar with links for Claim History, Referrals/Prior Authorizations, Pharmacy, Benefits/Coverage, Deductibles/Accumulators, and CORE Reports. A note below the navigation bar states: **** 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 icon, circled in red)
- New Referral/Prior Authorization (person icon)
- EOP Search (document with plus icon)

On the left side of the interface, there is a photograph of a smiling male doctor in a white lab coat with a stethoscope around his neck.

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	
Departments All	Priority All	Status Pending	Direction All
*Provider	*Category All 2015 HEDIS Access Referrals Allergy/Immunology Anticoag Clinic - Network Only Anticoag Clinic - SMA Only	*Status Reason All Awaiting Nurse Review Additional Info Requested Additional Info Provided	*SMA Routing Status All
Additional Options Prior Authorization ID Criteria 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]	