



Online Authorizations Frequently Asked Questions

What do I do if I need providers added or removed from my Submitted By drop-down?

Contact our Provider Relations team at (207) 402-3347, Monday through Friday, 8am-5pm, or via email at Provider@HealthOptions.org.

What if I am unable to find the Member I am looking for?

Contact our Member Services team at (855) 624-6463, Monday through Friday, 8am-6pm.

What if I am unable to find the provider I am looking for?

Contact our Provider Relations team at (207) 402-3347, Monday through Friday, 8am-5pm, or via email at Provider@HealthOptions.org.

What if I am having trouble searching for facilities and groups?

The easiest way to search for facilities and groups is to search by NPI number, then click the column header 'Type' to sort the search results. The facilities and groups will appear at the top of the list.

PLEASE NOTE: For HIPAA compliance you must select the correct providers at the correct addresses. If you are not able to find the correct providers, please submit your request via fax or phone.

Why am I not able to click 'Save' or 'Submit Request' in documenting medical necessity?

If you have selected all the clinical indications appropriate for your patient and are still unable to 'Save' or 'Submit Request,' please click 'Cancel' then 'Add' next to 'No Guideline Applies.' Then you will be able to free text the clinical information applicable to your request, but you must enter something for the 'Save' and 'Submit Request' boxes to become active.

Why am I having trouble attaching electronic documentation?

For electronic documents, only PDF files under 40MB are accepted. If your file is larger than 40MB, consider separating it into two or more documents, or send the supporting clinical documentation by fax. You must click 'Upload Document' for each document you want to attach.



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How do I print an authorization determination letter?

At this time, the online authorization portal is not able to provide printable letters. Generally, the Authorization summary available in in step 5 provides all the information that would be needed by providers. Authorization determination letters will continue to be mailed, but if you require a copy sooner, please call Medical Management at (855) 542-0880, Monday-Friday, 8am-5pm.

Need Assistance?

Workflow/Technical Issues: Call Medical Management at (855) 542-0880, Monday-Friday, 8am-5pm.

Member Search: Call Member Services at (855) 624-6463, Monday-Friday, 8am-6pm.

Provider Search: Call Provider Relations at (207) 402-3347, Monday-Friday, 8am-5pm.