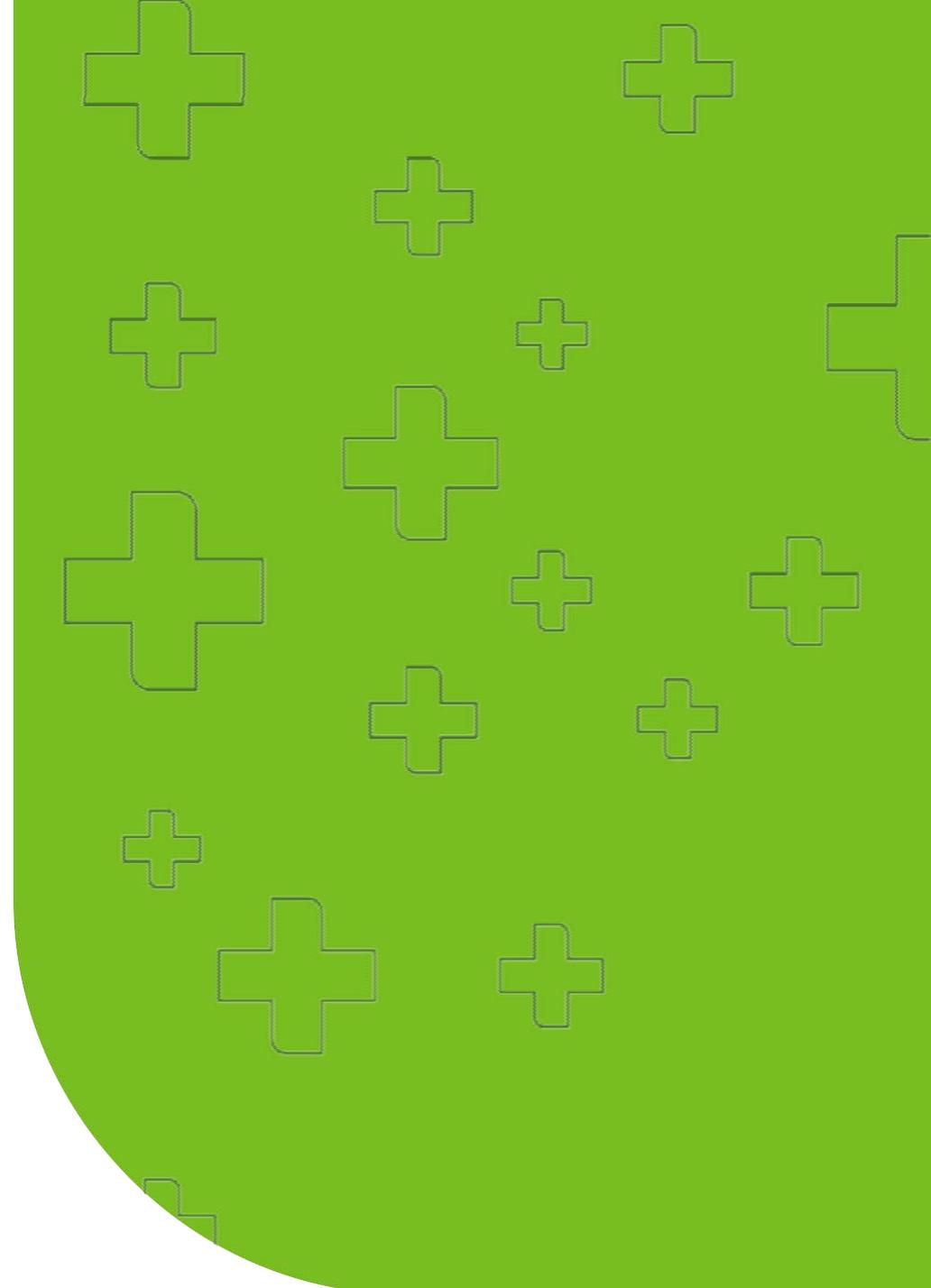


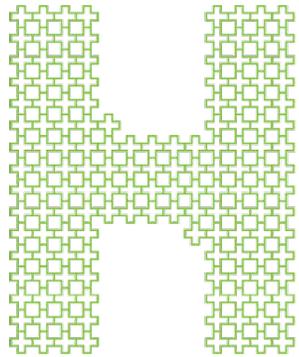
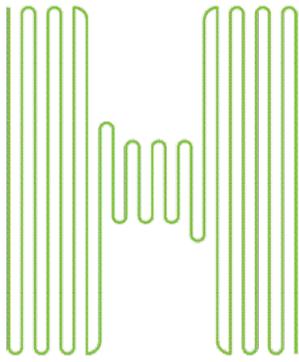
# WebConsult Preauthorization Guide

June 2021

**Humana**<sup>®</sup>

LC8762ALL1120 GCHHJPLHH





**Humana**®

## Advantages of WebConsult

- Online preauthorization tool; available 24 hours a day
- No time spent waiting on the telephone
- Easy screens lead you through the preauthorization process
- Access your patient's data and past procedures quickly
- Ability to choose treatment/procedure facility
- Ability to upload clinical data when requested (secure location for PHI)
- Ability to check the status of your preauthorization requests at any time
- Help and Guide Me assistance available on screens
- Supported by a dedicated team of professionals

# Submitting preauthorization requests

Preauthorization requests for services managed by HealthHelp can be submitted via these methods

- **Online WebConsult:** [www.healthhelp.com/humana](http://www.healthhelp.com/humana) (see Initiate a Procedure, Login)
- **Phone:** 866-825-1550, Monday – Friday, 7 a.m. to 7 p.m., and Saturday, 7 a.m. to 4 p.m., Central Time
- **Fax:** 888-863-4464
- **Expedited/urgent status:** Phone: 866-825-1550 or Fax: 800-519-9935

For questions, call the HealthHelp Contact Center: 866-825-1550.

General information [www.healthhelp.com/humana](http://www.healthhelp.com/humana)

HealthHelp managed procedure code list, clinical guidelines, FAQ, publications, and other information.

## Technical issues

Assistance with HealthHelp technical questions such as WebConsult access, password reset, or updating physician/facility information is at: [RCSupport@HealthHelp.com](mailto:RCSupport@HealthHelp.com) or 800-546-7092, Monday – Friday, 7 a.m. to 7 p.m., Central time.

# Enroll at [healthhelp.com/humana](https://healthhelp.com/humana)

The screenshot shows the Humana HealthHelp website. At the top left is the Humana logo, and at the top right is the HealthHelp logo with the text "A VNS COMPANY". Below the logos are navigation links for "CONSULT", "SITE", and "SCOPE". The "CONSULT" link is highlighted with a red underline. Below the navigation is the "CONSULT" logo and a paragraph of text explaining the program. Underneath is a "Notices/Announcements" section with a link for "Humana Coronavirus Disease 2019 (COVID-19)". The main content area is divided into two columns. The left column is titled "Initiate a Procedure" and contains a "LOGIN" button and an "ENROLL" button, with the "ENROLL" button highlighted by a red box. Below the buttons is text for new users and a disclaimer. The right column is titled "Check Status" and contains a form with fields for "MEMBER ID", "MEMBER DOB (MM/DD/YYYY)", and a "GO" button.

**Humana**

CONSULT SITE SCOPE

**HH CONSULT**

Humana has contracted with HealthHelp to review clinical requests using an evidence-based approach. HealthHelp's innovative and collaborative program, Consult™, empowers physicians to request the most appropriate care for patients through peer-to-peer consultations for procedures/treatments, along with best practice guidelines. This informative methodology fuels sustained savings by changing long-term ordering patterns while improving patient care. HealthHelp and Humana have researched the impact of this methodology on care through their joint outcomes research program.

Notices/Announcements

Humana Coronavirus Disease 2019 (COVID-19)

**Initiate a Procedure**

To initiate a procedure request online, returning users, please log in.

LOGIN ENROLL

**Not enrolled yet?** To sign up, simply complete our [enrollment form](#) online. Once enrolled, our program support staff will provide your login information and access to an optional online webinar training.

Disclaimer: UM decisions are made only on appropriateness of care, services and existence of coverage as determined by the health plan. Financial incentives are not based on utilization decisions.

For assistance, email [RCSupport@HealthHelp.com](mailto:RCSupport@HealthHelp.com) or call 1-800-546-7092 Mon-Fri 7a-7p (Central Time).

**Check Status**

Use the form below to check the status of a recent authorization request.

MEMBER ID

MEMBER DOB (MM/DD/YYYY)

MM DD YYYY GO

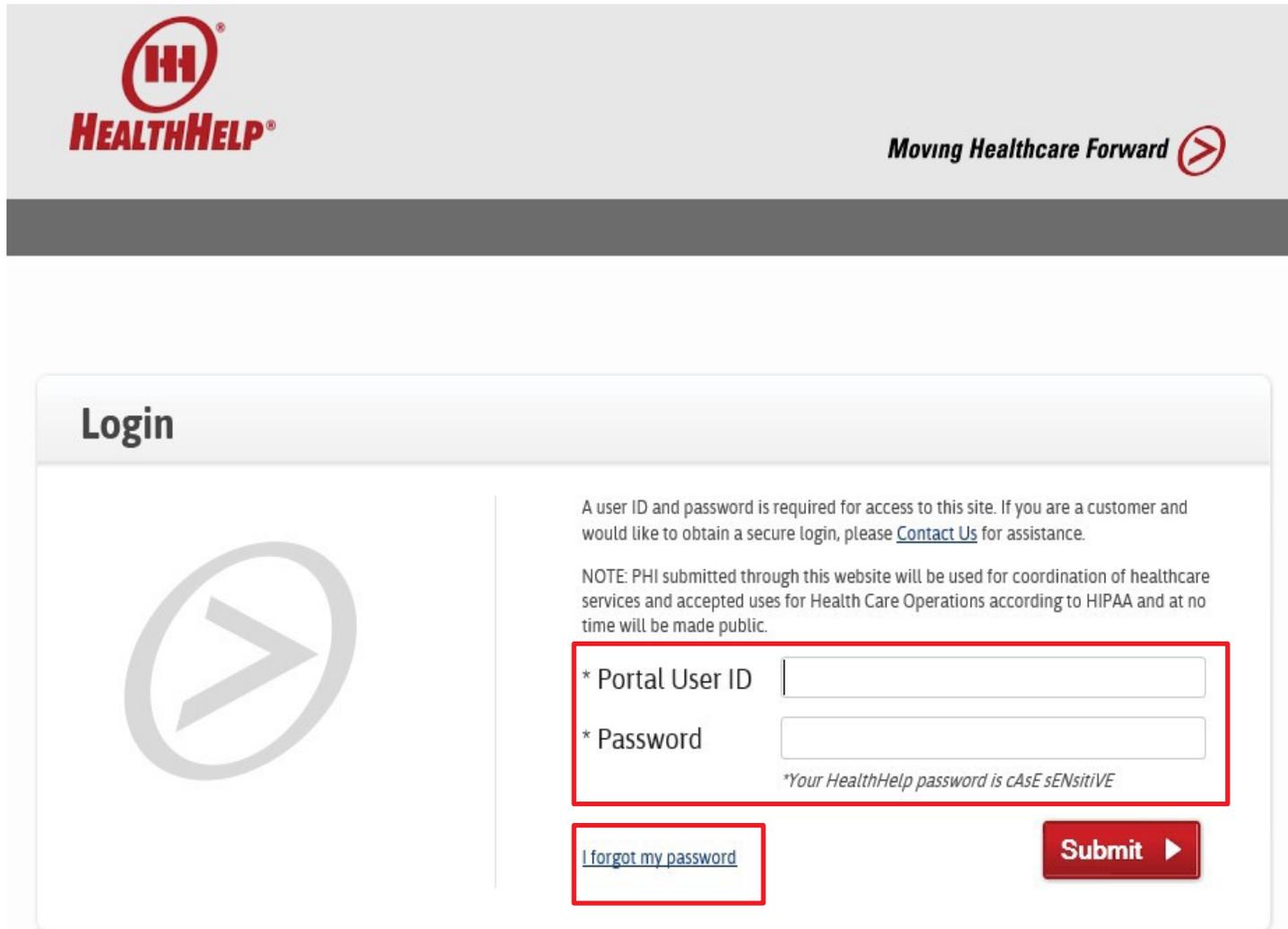
## Step 1

- Select ENROLL in the Consult section to go to the enrollment form.
- Complete the Access to Consult form, then select Submit.
- HealthHelp Program Support will create your secure Portal User ID and password and send to you via email.
- Do not share your Portal User ID or password.
- For assistance, email [RCSupport@HealthHelp.com](mailto:RCSupport@HealthHelp.com)
- If you already have a Portal User ID/Password, select LOGIN.
- To check status on a recent authorization request, complete

Check Status box.

**Note:** Patient names and information used in this tutorial are for demonstration purposes only and do not represent actual data.

# Login at [portal.healthhelp.com/webconsult](https://portal.healthhelp.com/webconsult)



**HEALTHHELP**  
Moving Healthcare Forward

## Login

A user ID and password is required for access to this site. If you are a customer and would like to obtain a secure login, please [Contact Us](#) for assistance.

NOTE: PHI submitted through this website will be used for coordination of healthcare services and accepted uses for Health Care Operations according to HIPAA and at no time will be made public.

\* Portal User ID

\* Password

*\*Your HealthHelp password is cAsE sENSitiVE*

[I forgot my password](#)

## Step 2

- To request a preauthorization, login at [portal.healthhelp.com/webconsult](https://portal.healthhelp.com/webconsult)
- Enter your Portal User ID and password, then select Submit. You will go to the WebConsult Home screen.
- If you forget your password, select the link titled "I forgot my password."

## Preauthorization notes



- For PHI/HIPPA compliance, if you leave a WebConsult screen idle for about six minutes, you will be automatically logged out.



- It's best to complete the authorization process for a member at one time.

# WebConsult Home screen

CONSULT WELCOME LOIS WEBCONSULT USER

Any updates to WebConsult or the preauthorization process will be displayed at top of the screen.

HOME REQUEST STATUS LOGOUT

Welcome to WebConsult

START YOUR PROCEDURE REQUEST

**Instructions:** To start your procedure request, you will need the member's ID number. Please be sure to type the member ID exactly as it is displayed on the member's insurance card, including any spaces or dashes. For assistance in obtaining the member ID, please call our Program Support desk at **800-546-7092**.

1 MEMBER 2 PROVIDER 3 PROCEDURE 4 ASSESSMENT 5 FACILITY 6 APPOINTMENT 7 AUTHORIZATION

Enter Member ID  
Please enter a valid Member ID.

START

2 REQUESTS IN THE LAST 14 DAYS OLDER THAN 14 DAYS

Tracking #	Auth #	Member	Proc	Created By	Date	Status	Request Actions	Upload Clinical Documents
10455816		CHICAGO TESTPATIENT	74150	Webconsult user	12/19/2018	Pending Final Authorization	Cancel or Change	
10455811		CHICAGO TESTPATIENT	74183	Webconsult user	12/19/2018	Procedure Not Performed	Withdrawn by Lois Webconsult user	

**NEW! Receive status email notifications for my open cases**  Check/toggle to receive email alerts daily of the status of your open cases.

MY PHYSICIANS ADD PHYSICIAN

Physician Name	Health Plan	Practices	Address
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FIRST TIME VISITOR?

An experienced HealthHelp agent will be happy to help you with this procedure request. Just call Program Support for personal assistance.

800-546-7092

VIEW ONLINE TUTORIAL

HELPFUL TIPS NEWS

Helpful Tips for Getting Started:

1. Gather all pertinent information before getting started. You will need the Member ID, ordering Physician, procedure to be requested, clinical information, imaging facility and appointment information
2. You will find convenient instructions throughout the program. Additional help is available by clicking on any help icon
3. Click **HERE** for an online tutorial. (a new window will open.) Turn on your sound and we will take you through the this easy authorization request process!
4. Read the **latest update**.
5. **View Medical Oncology Resources**

# WebConsult Home screen

Step 3: Start your preauthorization request and access a variety of tools.

Welcome to WebConsult

CONSULT WELCOME LOIS WEBCONSULT USER

HOME REQUEST STATUS LOGOUT

Welcome to WebConsult

START YOUR PROCEDURE REQUEST

Instructions: To start your procedure request, you will need the member's ID number. Please be sure to type the member ID exactly as it is displayed on the member's insurance card, including any spaces or dashes. For assistance in obtaining the member ID, please call our Program Support desk at 800-546-7092.

1 MEMBER 2 PROVIDER 3 PROCEDURE 4 ASSESSMENT 5 FACILITY 6 APPOINTMENT 7 AUTHORIZATION

Enter Member ID  
Please enter a valid Member ID.

START

FIRST TIME VISITOR?  
An experienced HealthHelp agent will be happy to help you with this procedure request. Just call Program Support for personal assistance.  
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2 REQUESTS IN THE LAST 14 DAYS

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NEW! Receive status email notifications for my open cases  Check/Uncheck to receive email

HELPFUL TIPS NEWS

Helpful Tips for Getting Started:

1. Gather all pertinent information before getting started. You will need the Member ID, ordering Physician, procedure to be requested, clinical information, imaging facility and appointment information
2. You will find convenient instructions throughout the program. Additional help is available by clicking on any help icon
3. Click [HERE](#) for an online tutorial. (a new window will open)

Previous or Next selection buttons are at the bottom of all screens



# Member and scheduling type

1. Confirm member by verifying name, date of birth (DOB) and other details.
2. Select Schedule Type  
(Note: STAT and Retro requests can now be requested here.)
3. Select Procedure Type, then select Next at the bottom of the screen.
4. Select Guide Me or Help for assistance.

WELCOME LOIS WEBCONSULT USER

HOME REQUEST STATUS LOGOUT

MEMBER PROVIDER PROCEDURE ASSESSMENT FACILITY APPOINTMENT AUTHORIZATION

CURRENT PROCEDURE REQUEST FOR TESTPATIENT, CHICAGO #TESTPATIENT99999

Member Name: TESTPATIENT, CHICAGO Member Number: testpatient99999 Member DOB: 6/14/1966

MEMBER SELECTION (4 SHOWN) [GUIDE ME](#) [HELP](#) [CANCEL](#)

Select	Health Plan	Member #	Name	DOB	M/F	Address	Phone	Plan Code	Plan	Eligible Dates
<input checked="" type="radio"/>	Humana PPO, Chicago Market	testpatient99999	TESTPATIENT, CHICAGO	6/14/1966	M	234234 TEST CHICAGO, IL 92387	(987)987-5646	HUMPROCH		11/1/2005 to 12/31/9999

CONTACT INFORMATION

Contact Phone (Business Only)  
(285)646-3333

Schedule Type **2**  
Normal-Unscheduled

PROCEDURE TYPE SELECTION

Procedure Type **3**  
Select One

[HELP](#) [HELP](#)

**4** [GUIDE ME](#) [HELP](#) [CANCEL](#)

Each WebConsult screen includes Guide Me and Help links

# Ordering provider

1. In Physician Search, type the first few letters of the physician's last name and select it from the displayed list.
2. If a physician needs to be added, contact program support at 800-546-7092 or [RCSupport@HealthHelp.com](mailto:RCSupport@HealthHelp.com).
3. Verify ordering provider's phone and fax numbers; revise, if needed.
4. Select the practice from Practice Selection. If needed, select Contact Us for Corrections.

CONSULT | WELCOME LOIS WEBCONSULT USER | HOME | REQUEST STATUS | LOGOUT

MEMBER PROVIDER PROCEDURE ASSESSMENT FACILITY APPOINTMENT AUTHORIZATION

CURRENT PROCEDURE REQUEST FOR TESTPATIENT, CHICAGO #TESTPATIENT99999

Member Name: TESTPATIENT, CHICAGO Member Number: testpatient99999 Member DOB: 6/14/1966

PHYSICIAN SEARCH **1**

Search By Last Name search physician by entering the first few characters of the last name. (You have 5 Ordering Providers.)

PHYSICIAN SELECTION **3**

Selected Physician (Select using search above)

Fax Number\* (Numbers Only)

Physician NPI

Office Phone\* (Numbers Only)

Direct Phone (Numbers Only)

Specialty

Practice Tax ID (9 Digit Number)

Physician Email: There is no way for me to get the email address for this physician.

PRACTICE SELECTION **4**

CONTACT US FOR CORRECTIONS

Use the Cancel link at any time.

# Procedure, diagnosis and indication

1. Search for Procedure by Name or Code, then Select Procedure. Previously selected codes are available in My Quick Selection List or My Recent Procedure Codes links.
2. In Diagnosis Selection, select
  - a. Diagnosis
  - b. Body system
  - c. Indication (select “Help me choose an indication” if you need assistance)
3. My Recent Procedure Codes helps you select procedure codes you have used before.

CONSULT WELCOME LOIS WEBCONSULT USER HOME REQUEST STATUS LOGOUT

MEMBER PROVIDER PROCEDURE ASSESSMENT FACILITY APPOINTMENT AUTHORIZATION

CURRENT PROCEDURE REQUEST FOR TESTPATIENT, CHICAGO #TESTPATIENT99999 DOB: 6/14/1966

Ordering Physician: Dr. BAKER, BARBARA Ordering Practice: WARREN CLINIC

SEARCH FOR PROCEDURE 1

My Quick Selection List My Recent Procedure Codes

Search by Name Search by Code Search

\*Select Procedure

DIAGNOSIS SELECTION 2 3

See My Recent DX Codes

Search by Name Search by Code Search

\*Select Diagnosis

Procedure Modifier

Body System and Indication

Select Body System

Abdomen

Select Indication Help me choose an indication!

Evaluation of Abdominal Trauma

Indication Selection Assistant

Use this tool to help you search for and select an indication. Start by typing keywords related to the patient's condition i.e. "breast cancer staging" or "joint pain"

head

Brain: CT for Head Trauma

Brain: Headache Associated Neurological Problem (head injury)

Ancillary Codes

# Patient assessment

1. Review Current Procedure Request for the patient.
2. If applicable, review Previous Assessment(s) for This Patient.
3. Answer Assessment Panel questions.
4. Select Next.

WELCOME LOIS WEBCONSULT USER

HOME REQUEST STATUS LOGOUT

MEMBER PROVIDER PROCEDURE ASSESSMENT

A summary of your request appears at the top of the screen

CURRENT PROCEDURE REQUEST FOR TESTPATIENT, CHICAGO #TESTPATIENT99999 DOB: 6/14/1966

Ordering Physician:	1 Dr. BAKER, BARBARA	Modality / Body System:	CT Abdomen
Ordering Practice:	WARREN CLINIC	Indication:	Evaluation of Abdominal Trauma
Procedure Tracking #:	10452505	Diagnosis:	R10.0 - Acute abdomen
Procedure:	74150 - CT ABDOMEN W/O DYE	Assessment Info:	Humana / Humana PPO, Chicago Market

PREVIOUS ASSESSMENT(S) FOR THIS PATIENT 2

Previous Assessment(s) for the current procedure for the same member have been found within the past 6 weeks

Show Previous Assessments for this Patient

ASSESSMENT PANEL 3

CT Abdomen: Evaluation of Abdominal Trauma

History

- Abdominal pain
- History of trauma at site of pain

NEXT >

# Rendering facility

1. In Facility Search, type facility name, ID, Tax ID, city, county or distance from member or physician ZIP code.
2. Select the appropriate Special Facility Selection Options.
3. Select Search Now and choose the facility where services will be performed. NOTE: Some member plans may offer a recommended network of facilities.

4. For diagnostic imaging, Humana recommends choosing a high-quality, low-cost imaging facility



Star = Site-Certified Facility  
Star+NEMA = Site-Certified

- Facilities that are not HealthHelp Diagnostic Site Certified by **Feb. 1, 2019**, may no longer be available for selection as a rendering facility for Humana members.
- HealthHelp recommends scheduling at a HealthHelp Diagnostic Site Certified imaging location. Imaging facilities can register for this program at [www.healthhelp.com/DiagnosticSite](http://www.healthhelp.com/DiagnosticSite) or by calling 800-506-2560.

# Appointment

1. Use the Calendar to select a date of service; enter Appointment Time or Unknown.
2. If more than one procedure is to be performed for this member at this appointment, select NO under “Is this the last procedure for this member?” (appears after the first calendar date is selected)
3. Select NEXT to continue.

The screenshot displays the HealthFirst WebConsult User interface. At the top, there is a navigation bar with the HealthFirst logo, the text "WELCOME LOS WEBCONSULT USER", and links for "HOME", "REQUEST STATUS", and "LOGOUT". Below the navigation bar is a progress indicator with seven steps: MEMBER, PROVIDER, PROCEDURE, ASSESSMENT, FACILITY, APPOINTMENT, and AUTHORIZATION. The current step is "APPOINTMENT".

The main content area shows a "CURRENT PROCEDURE REQUEST FOR TESTPATIENT, CHICAGO #TESTPATIENT99999 DOB: 6/14/1966". Below this, there is a table of request details:

Ordering Physician:	Dr. BAKER, BARBARA	Modality / Body System:	Abdomen	Imaging Facility:	WARREN CLINIC 232804
Ordering Practice:	WARREN CLINIC	Indication:	Evaluation of Abdominal Trauma	Address:	6565 S YALE AVE STE 312 TULSA, OK 74136-8304(Tulsa)
Procedure Tracking #:	10452505	Diagnosis:	R10.0 - Acute abdomen	Scheduling Phone:	(918)497-3140
Procedure:	74150				

Below the table, there is an "APPOINTMENT" section with a "Choose Date" label and a calendar for October 2018. A red circle with the number "1" is overlaid on the calendar, indicating the first step of the process. The calendar shows the dates from 1 to 31, with the 19th selected. To the right of the calendar, there are buttons for "GO TO ME", "HELP", and "CANCEL". Below the calendar, there are "Previous" and "Next" navigation buttons. At the bottom of the page, there is a copyright notice: "© Copyright 2017, HealthFirst. All rights reserved. 16945 Northchase Drive, Suite 1000 | Houston, Texas 77060. Phone: (281) 447-7000 | Toll-free: (800) 405-4817 | Sales: (877) 795-0713 | TTY: (877) 532-6796".

# Authorization number

1. Once the preauthorization request is appropriately completed, an Authorization Number is generated.
2. Please print a copy of the authorization for your records.
3. To start a request for another member, select Click Here.

WELCOME LOIS WEBCONSULT USER

HOME REQUEST STATUS LOGOUT

MEMBER PROVIDER PROCEDURE ASSESSMENT FACILITY APPOINTMENT AUTHORIZATION

CURRENT PROCEDURE REQUEST FOR TESTPATIENT, CHICAGO #TESTPATIENT99999 DOB: 6/14/1966

Ordering Physician:	Dr. BAKED, BARBARA	Modality / Body System:	Abdomen	Imaging Facility:	WARREN CLINIC 232804
Ordering Practice:	WARREN CLINIC	Indication:	Evaluation of Abdominal Trauma	Address:	6565 S YALE AVE STE 312 TULSA, OK 74136-6304(Tulsa)
Procedure Tracking #:	10452505	Diagnosis:	R10.0 - Acute abdomen	Scheduling Phone:	(918)497-3140
Procedure:	74150			Appointment:	10/19/2018

**AUTHORIZATION 1**

**AUTHORIZATION NUMBER 093335874**

**PRINT YOUR AUTHORIZATION 2**

Thank you for completing your request  
Please make note of your authorization number and print the authorization by using the link above.

Online transactions are normally not faxed because you can obtain the transaction online.  
We fax only when the provider office is on the phone to confirm fax number for HIPAA reasons.

To start a procedure for a different member, [Click Here 3](#)

# Clinical review and documentation

1. If your procedure request is not authorized, it will require clinical review, or you can withdraw the procedure.
2. With clinical review, a nurse reviewer will contact you to discuss your request.
3. If needed, upload additional clinical documentation; drag and drop files to the box, then select Upload Files.
4. To start a procedure for another member, select Click Here.

WELCOME LOS WEBCONSULT USER

HOME REQUEST STATUS LOGOUT

MEMBER PROVIDER PROCEDURE ASSESSMENT FACILITY APPOINTMENT AUTHORIZATION

CURRENT PROCEDURE REQUEST FOR TESTPATIENT, CHICAGO #TESTPATIENT99999 DOB: 6/74/1966

Ordering Physician:	Dr. BAKER, BARBARA	Modality / Body System:	Abdomen	Imaging Facility:	WARDEN CLINIC 232804
Ordering Practice:	WARDEN CLINIC	Indication:	Evaluation of Abdominal Trauma	Address:	6565 S YALE AVE STE 302 TULSA, OK 74136-8304(Tulsa)
Procedure Tracking #:	10452505	Diagnosis:	R10.0 - Acute abdomen	Scheduling Phone:	(918)497-3140
Procedure:	7450			Appointment:	10/19/2018

AUTHORIZATION

(PROCEDURE IS NOT AUTHORIZED - CASE REQUIRES CLINICAL REVIEW. SEE BELOW) 1

If you do not wish to have further clinical review, you can choose to withdraw your procedure request at this time by clicking the Withdraw Procedure button below

Withdraw Procedure

Thank you for completing your request 2

Your procedure request requires clinical review. To assist us with the review process, please fax at minimum the last two office visit notes (if available) and any previous laboratory or radiology test results to fax number: 800-627-9135. If a patient is at a facility without prior authorization of services, please call our clinical review team now at (877) 883-5690. Please have your clinical information related to this request available at the time of your call in order for us to help you promptly.

For your convenience and to ensure proper routing, click here for a fax coversheet.

To upload documents, please drag your files to the box below. 3

Drag and drop file(s) here..

Or [Choose Files](#) No file chosen

Online transactions are normally not faxed because you can obtain the transaction online. We fax only when the provider office is on the phone to confirm fax number for HIPAA reasons.

To start a procedure for a different member, [Click Here](#) 4

# Status of your recent requests

1. On the Home Page (select Home in upper right).
2. WebConsult requests for the past 14 days are displayed on the Home screen.
3. Select Request Status or Older Than 14 Days on the Home screen to view requests submitted up to 90 days ago.
4. Note that a Tracking # is generated for all requests; an Auth # is created when all necessary clinical information is included.

1

HOME REQUEST STATUS LOGOUT

Welcome to WebConsult

START YOUR PROCEDURE REQUEST

Instructions: To start your procedure request, you will need the member's ID number. Please be sure to type the member ID exactly as it is displayed on the member's insurance card, including any spaces or dashes. For assistance in obtaining the member ID, please call our Program Support desk at 800-546-7092.

2

3

4

Tracking #	Auth #	Member	Proc	Created By	Date	Status	Request Actions	Upload Clinical Documents
		CHICAGO TESTPATIENT	7450	Webconsult user	10/9/2018	Procedure Not Performed	Withdrawn by Lois Webconsult user	
		CHICAGO TESTPATIENT	7430	Webconsult user	10/9/2018	Waiting for Scheduling	Cancel or Change	

NEW! Receive status email notifications for my open cases

MY PHYSICIANS

Physician Name	Health Plan	Practices	Address
ADAM BAKER	HUM	DERMATOLOGY REALM AND FAMILY PRACTICE, PLLC	2100 MERCHANTS ROW GERMANTOWN, TN
ALBERT BAKER	HUM	Lynchburg Pulmonary Associates	301 W. ST. SPENCES RD LYNCHBURG, VA
ALISON BAKER	HUM	SEACOAST AREA PHYSIATRY	875 GREENLAND RD UNIT C4 PORTSMOUTH, NH

WebConsult requests and statuses

# WebStatus 24/7

- [portal.healthhelp.com/webstatus](http://portal.healthhelp.com/webstatus) allows users to print authorizations and check the status of preauthorization requests.
- Search by tracking/reference number, authorization number, member ID/last name, date range, ordering provider or rendering facility
  - Select any 90-day period for a date range
  - Select GO

The screenshot shows the WebStatus 24/7 web application interface. At the top, there is a dark blue header with the 'HH CONSULT' logo on the left, the date and time 'MONDAY, OCTOBER 22, 2018 - WELCOME LOS WEBCONSULT USER' in the center, and 'GENERAL HEALTHHELP' on the right. Below the header, the page title is 'WEBSTATUS'. A paragraph of text explains that WebStatus provides 24/7 access to requests and offers helpful guidance. It lists search criteria: exact match searches using HH Reference Number or Health Plan Authorization Number or Member ID, and Date Range (From Date & End Date) for 90-day periods. A link is provided for a user guide. Below this, a note mentions adding rendering facilities by contacting the Program Support team. The main section is titled 'Find Procedure Requests' and features a 'Request Procedure' button. The search form includes fields for 'HH Reference Number or Health Plan Authorization Number', 'Member ID', 'Member Last Name', 'First Name', 'Date Range - From Date' (with a calendar icon and a note: 'Search date range should be no more than 90 days'), 'End Date' (with a calendar icon), and 'Ordering Provider' (with a dropdown menu set to 'All'). A 'GO' button is located at the bottom of the form.

# HealthHelp / Humana Online WebConsult Preauthorization

## Consult

[www.healthhelp.com/humana](http://www.healthhelp.com/humana)

For technical assistance, contact [RCSupport@HealthHelp.com](mailto:RCSupport@HealthHelp.com) or 800-546-7092.