Tracking and updating authorizations on Availity Essentials

Try the Auth/Referral Dashboard

Healthcare providers now have an additional tool for tracking and updating Humana authorizations and referrals online. With the Auth/Referral Dashboard on Availity Essentials you can:

- Check the status of previously submitted auths/referrals
- Update and add attachments to previously submitted auths/referrals
- "Follow" items you want to easily track and view

A multipayer tool that displays certain auth/referral types by default

On the Auth/Referral Dashboard, you can conveniently manage items submitted not only to Humana, but also to other participating payers.

By default, the dashboard displays auths/referrals submitted on Availity Essentials within the last 90 days for a specific Availity organization/customer ID. It does not automatically display auths/referrals submitted by paper or phone or to third-party vendors. However, you can easily pin those items to the dashboard.

How to pin additional auths/referrals you want to track

Authorizations and referrals that don't automatically display on the dashboard can be added quickly. Just locate the auth/referral on the Authorization Management tool in Humana's Payer Space and select the "Pin to Dashboard" button.

Where to find the dashboard

Go to "Patient Registration" and select "Authorizations & Referrals," then select "Auth/Referral Dashboard." If you don't have access to the dashboard, contact your organization's Availity administrator.

Want help with online tools for working with Humana?

Visit **Humana.com/ProviderSelfService** for more information and a schedule of training opportunities.

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Tool comparison
Auth/Referral Dashboard and Authorization Management

What's the difference between the Auth/Referral Dashboard and Authorization Management tool, also available on Availity Essentials? See the quick comparisons below.

☑ The basics

	Auth/Referral Dashboard	Authorization Management
Where to find it on Availity Essentials?	• Patient Registration > Authorizations & Referrals > Auth/Referral Dashboard	• Payer Spaces > Humana > Applications > Authorization Management
Which payers?	• All participating payers	• Humana only
Which authorizations and referrals are included by default?	• Auths/referrals submitted on Availity Essentials within the last 90 days for a specific Availity organization/ customer ID. • Auths/referrals submitted by paper or phone or to third-party vendors do not automatically display. However, you can track and manage additional auths/referrals by pinning them from the Authorization Management app. See Page 1.	• All Humana auths/referrals for your Tax ID, regardless of submission method.

⚒ Feature comparison

	Auth/Referral Dashboard	Authorization Management
Add attachments	Yes	Yes
Check status for a previously submitted auth/referral	Yes	Yes
Update a previously submitted auth/referral	Yes	Yes
Create a list of auths/referrals you want to follow	Yes	No
Search, sort and filter your list of auths/referrals	Yes	Yes
View auths/referrals you've drafted but not submitted	Yes	No