AuthNet
pre-authorization efficiency experts

AUTHNET PROCESSING STATUS GLOSSARY

STATUSES INDICATING AUTHNET OWNERSHIP/ACTION BEING TAKEN

- Case In Progress *(encompasses all of the below processing phases)*
  - New
  - Eligibility & Benefits Reverifications *(if contracted by the Client)*
  - Authorization Requirement Validation Checks
  - Authorization Submitted/Initiated with Payer
  - Clinicals Submitted/Faxed to Payer
  - Client Action Completed *(order being returned to AuthNet after Client completes a requested action)*
  - Updated *(order being returned to AuthNet when Client makes a material change to DOS, Code, Location)*
- Pending Payer Review
  - Meaning that the order has been sent to Case/Medical Review with the Payer or Benefit Manager, and AuthNet is owning the follow-up and escalation needs to obtain final determination

STATUSES INDICATING CLIENT OWNERSHIP/ACTION NEEDED FOR FURTHER PROCESSING

NOTE: Clients MUST move authorizations to CLIENT ACTION COMPLETED or UPDATED status when needed action has been finished in order for AuthNet to resume processing

- CAR: Clinical Survey Available
- CAR: Medical Records Needed
- CAR: Peer To Peer Needed
- CAR: Response Needed
- Incomplete

STATUSES INDICATING FINAL DETERMINATION COMPLETE

- Approved
- Approved: Conditional
- Approved: Partial
- Canceled *(only at Client Instruction)*
- Denied
- No Auth Required
- No Coverage

OPTIONAL CLIENT-USE STATUSES (POST-AUTHNET PROCESSING)

NOTE: These are Non-AuthNet statuses that are NOT monitored, reported or used by AuthNet. These statuses SHOULD NOT be used by clients UNTIL AFTER AuthNet has obtained a final determination on the order.

- PPS: Action Required *(used to request action/response from internal staff on an order, post-Autnet processing)*
- PPS: Cancelled *(cancels an order/date of service after post-AuthNet processing if needed)*
- PPS: Completed *(indicates that a patient is scheduled/confirmed or any internal post-processing work is done)*
- PPS: Not Scheduled *(indicates that a patient has declined to schedule after AuthNet has already processed)*
- PPS: Patient Call Req *(indicates a patient call is needed for scheduling or info update)*
- PPS: Send to Scheduling *(used to close/satisfy a PPS: Action Required and send back to scheduling/creator)*