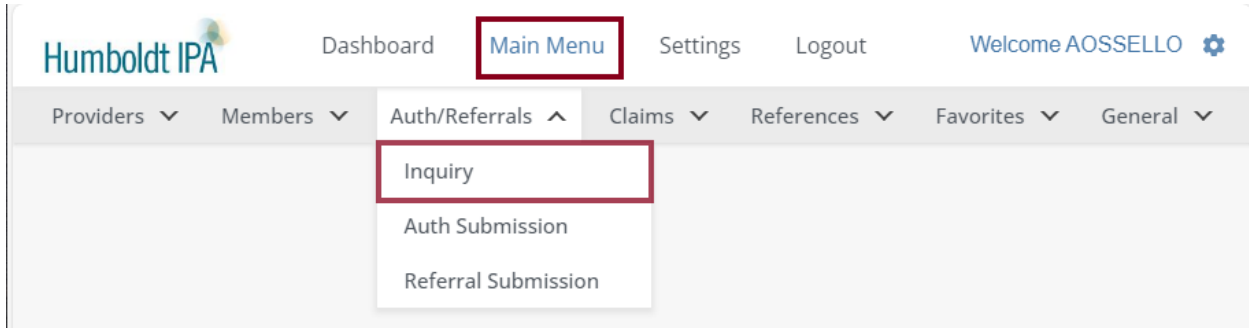
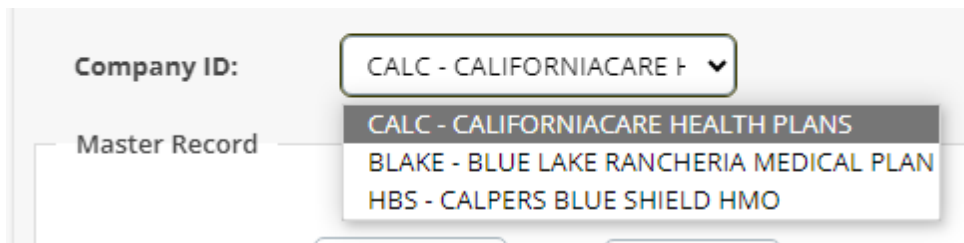


EZ-NET Appeal Inquiry Guide

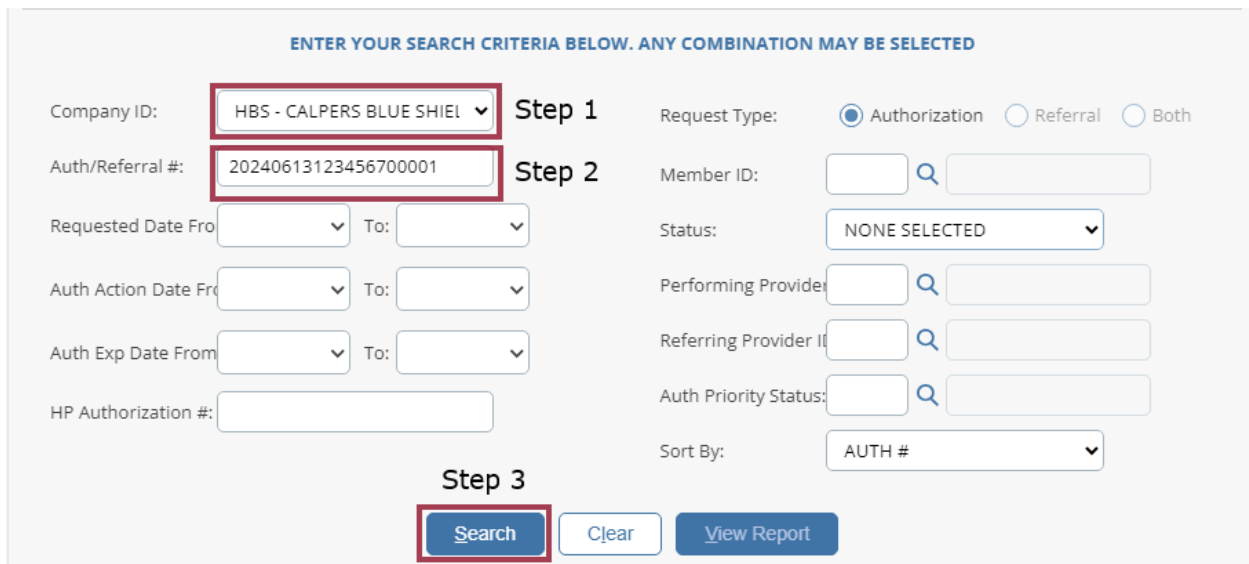
1. Appeals are found in the same search area as authorizations. Click on the Main Menu tab to show the drop-down menus for authorization, claim, and EOB history searches. Under the **Auth/Referrals** drop-down menu, select **Inquiry**.



2. First select the member's health plan using the Company ID drop-down. **DO NOT** leave this as All Companies as this will omit results. CaliforniaCare is Anthem Blue Cross.



3. If you know the appeal reference or tracking number you may enter that in the field under Company ID, then search. If you do not know this number, see step 4.



- If you do not know the appeal tracking number, click the magnifying glass next to the **empty** Member ID field.

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

Company ID: Request Type: Authorization Referral Both

Auth/Referral #: Member ID:

Enter the member's date of birth, and the first 3 letters of their last name, then search.

Member Search X

No of Records: 1

Enter first 3 letters of last name.

Last Name: First Name: Date Of Birth:

Subscriber SSN: Patient ID: Subscriber MBI:

PCP ID: Member ID: Address 1:

Gender: Address 2: City:

State/Region: Zip:

Healthplan:

Member ID(rt-clk for det)	Member Name	Gender	Birth Date	Healthplan	Company Name	Last Name	First Name	Address 1	Address 2
1234567891	PATIENT, TEST	FEMALE	1/1/1960	CALPERS BLUE SH	HBS	PATIENT	TEST	1234 MAIN STREE	

Double click the result showing the member's information to return to the auth search page. Now the member ID will be filled in. Click Search.

ENTER YOUR SEARCH CRITERIA BELOW. ANY COMBINATION MAY BE SELECTED

Step 1

Company ID: Request Type: Authorization Referral Both

Auth/Referral #: Member ID: **Step 2**

Requested Date From: To: Status:

Auth Action Date From: To: Performing Provider ID:


Auth Exp Date From: To: Referring Provider ID:

HP Authorization #: Auth Priority Status:




Sort By:

Step 3

5. Look for entries with the **HP Auth Number** listed as **ZC**. This code denotes the entry as an appeal rather than an authorization request. Click on the **Auth/Referral Number** in the first column to see more details.

6. To make sure this appeal is the one you are looking for, click on the  near the top right corner of the page. This will bring up the notes for the appeal. Double click on the note with the subject **APPEAL DETAILS** to see the claim number, date of service, and billed amount.

Home >> Main Menu >> Auth/Referrals >> Inquiry

Click Here for appeal details   

Authorization Details

Authorization Information

Authorization # 20240614700375100002

Status: [Add...](#) [Edit...](#) [View...](#) [Delete](#) [Close](#)

Processed By:	Subject	Created By	Created Date	Last Ch
Place Of Service:	APPEAL DETAILS	3751	6/14/2024 1:59:09 PM	3751

LOS:

Priority Status

HP Authorizati

Request Categ

Service Type:

Decision Date:

Double click to open a note. We are NOT notified if a note is added, please do not use this window to contact us.