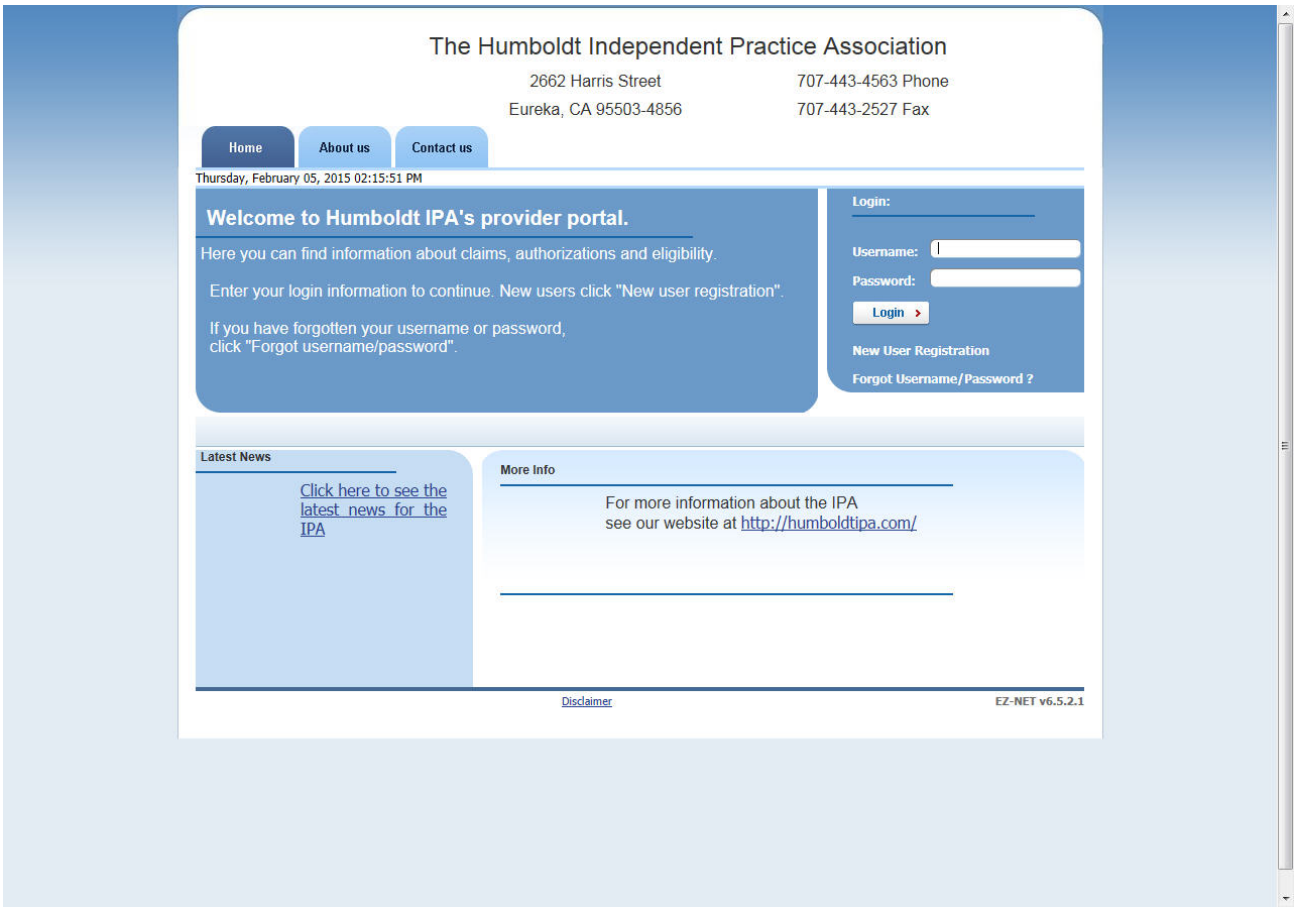
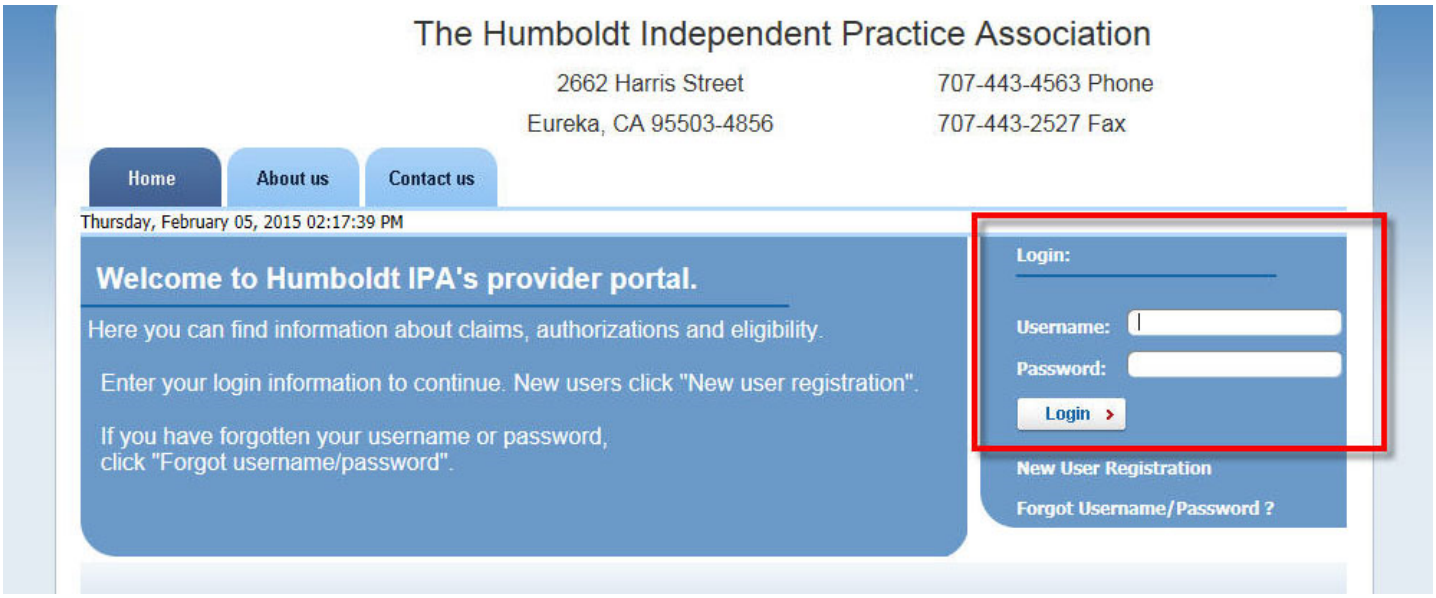
EZ-Net Authorization Inquiry

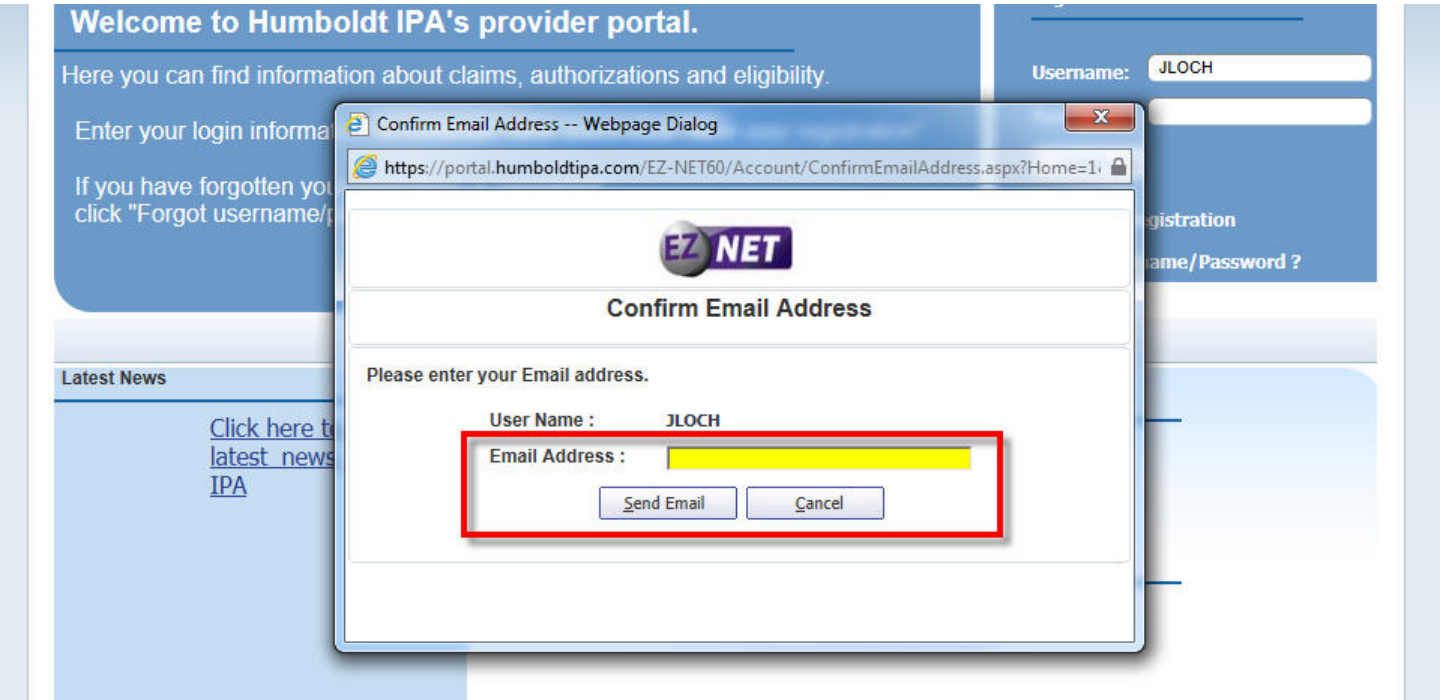
1. Go to portal.humboldtipa.com You will see a login screen that should look similar to this:



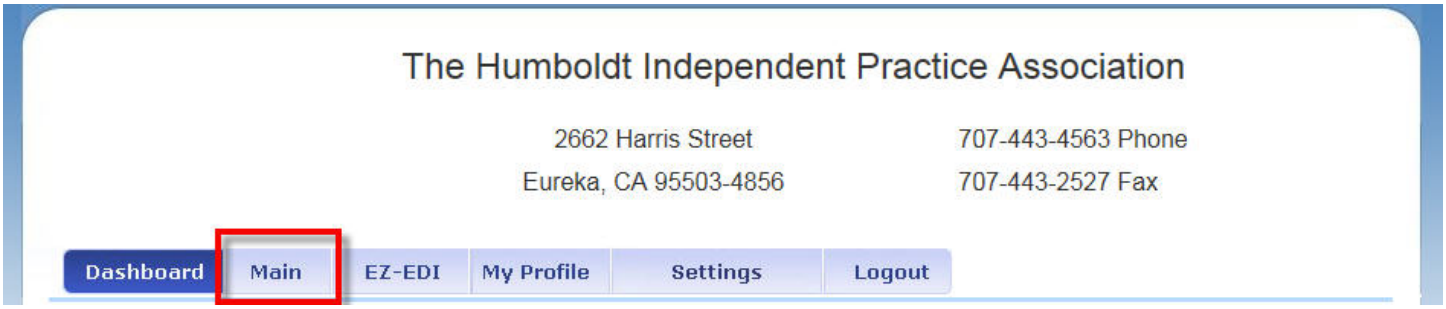
2. Go to the Login area and type in the Username and Password you were provided with. You may be prompted to change your password the first time you login. Please remember that passwords are case sensitive. Your password must be at least 8 characters long and contain at least 1 uppercase character, 1 lowercase character and 1 number.



3. Click Login after typing your Username and Password in the boxes provided.
   Note: You may receive a pop-up like the one below, enter your email address and click “Send Email”. You will receive an email with a link to confirm your address. Be sure to log out of EZ-NET before clicking the confirmation link. Once you have confirmed your address, you will no longer receive the pop-up. If you have trouble logging in, please go to the FAQ page at the end of this document.



4. Click on the Main tab to see options for authorizations, claims, and eligibility.

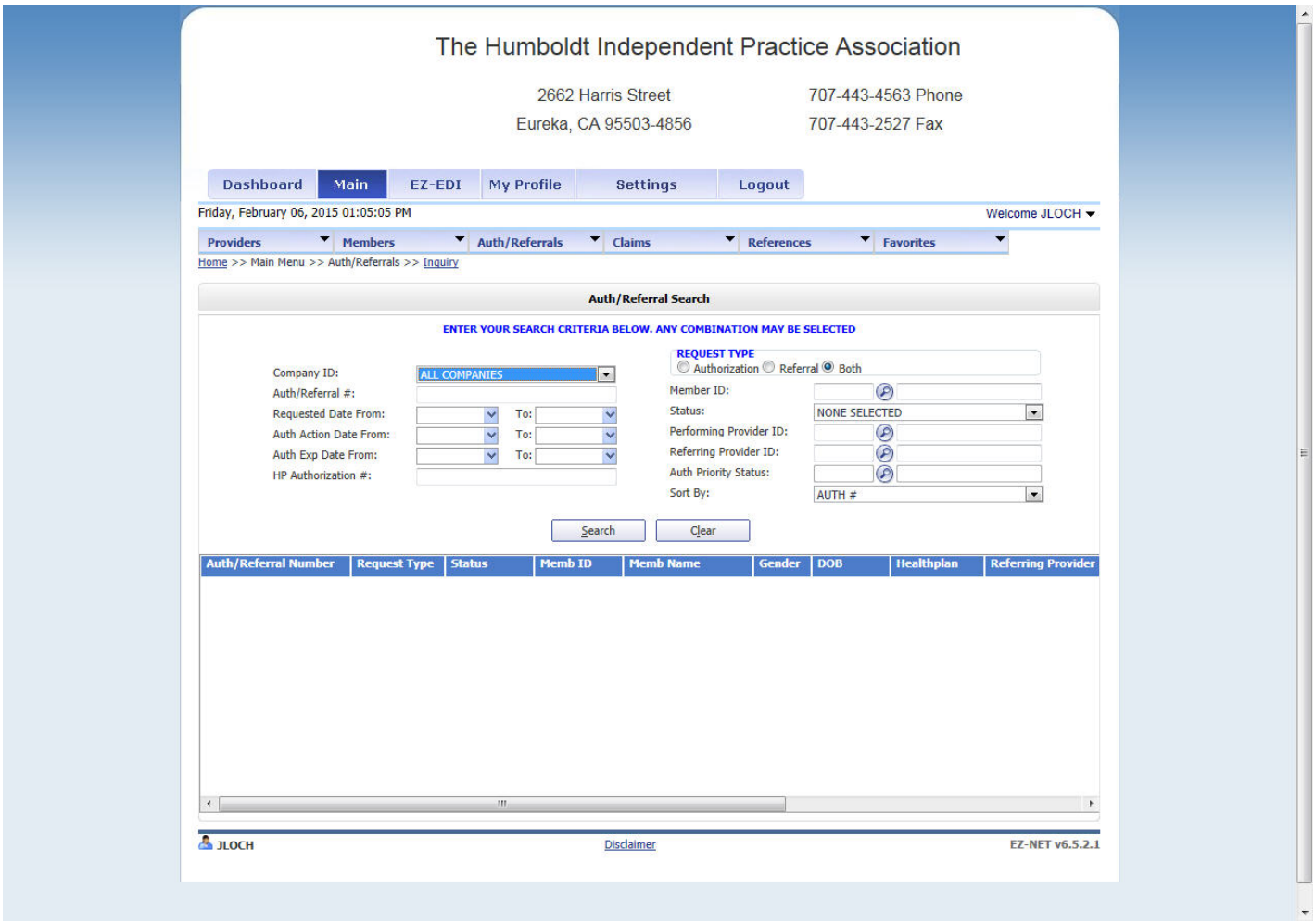


5. The Main tab is where you will find all of your search and submission options available through EZ-Net.

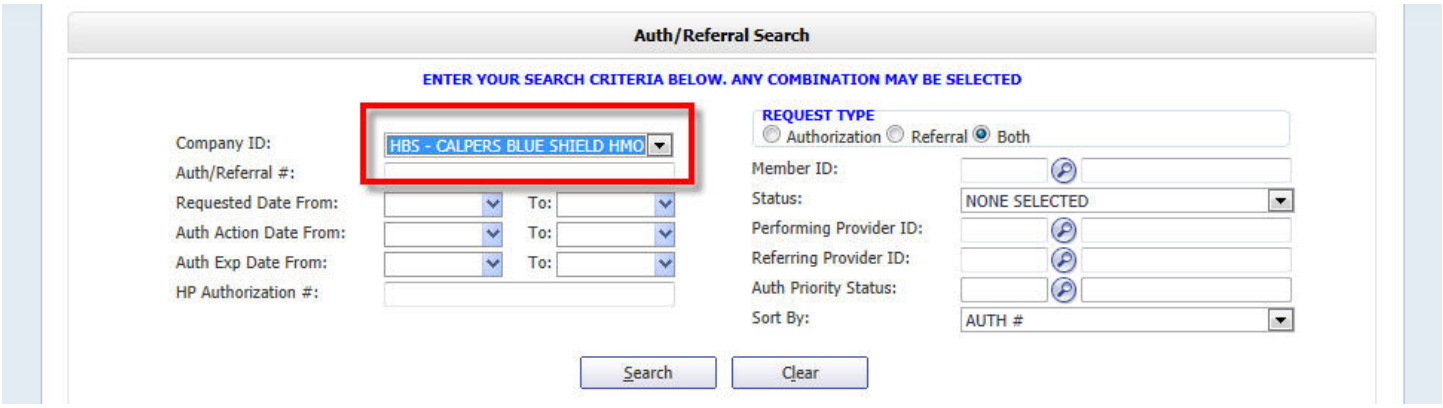
6. Place your mouse over the Auth/Referrals tab to see the list of options:

7. Click Inquiry to search for an authorization that has already been submitted for consideration.

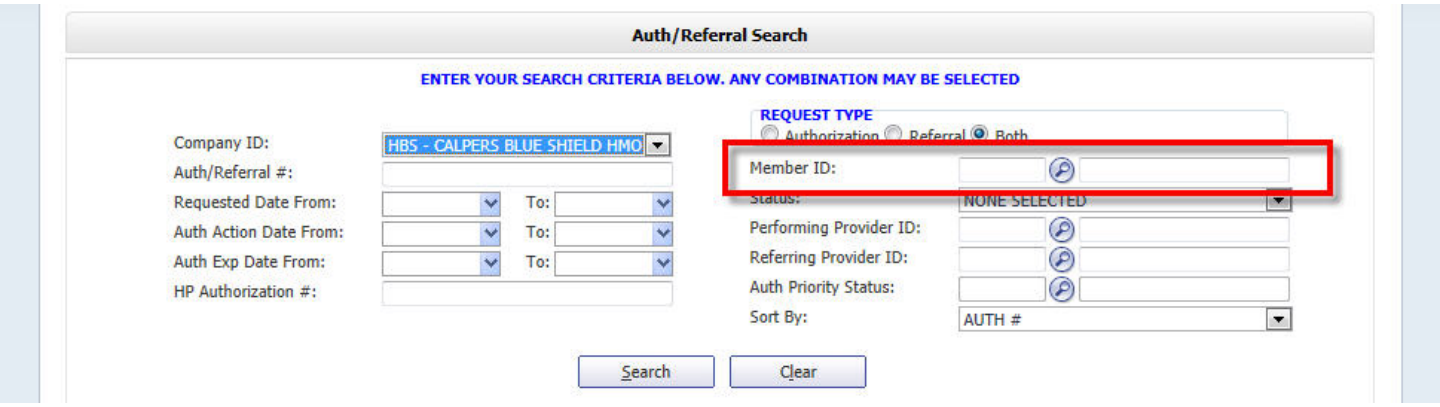
8. This will take you to the authorization search page of EZ-Net:



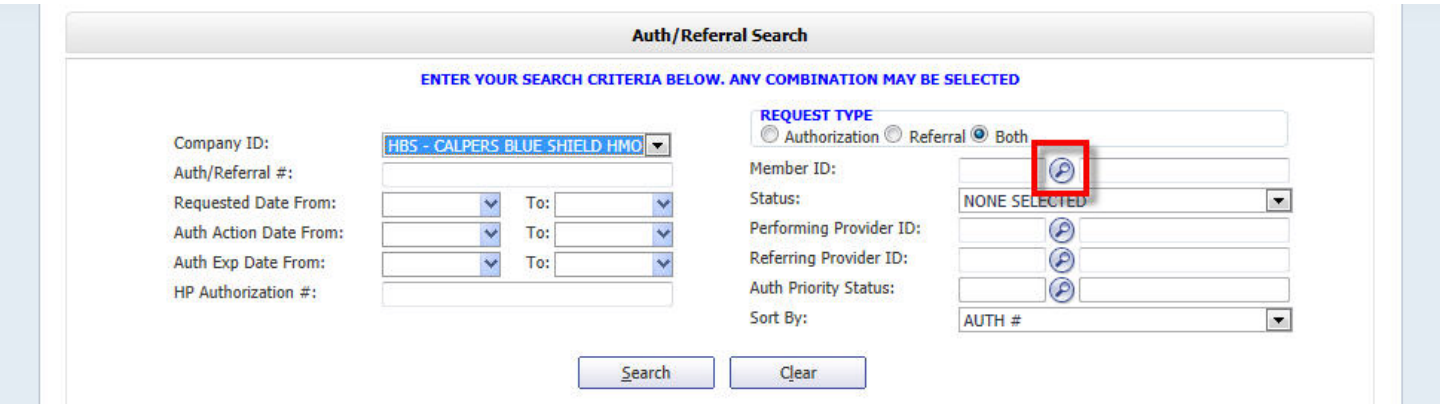
9. Select the health plan the member belongs to using the drop down menu available under Company ID. Depending on your access level, you may only see one option.



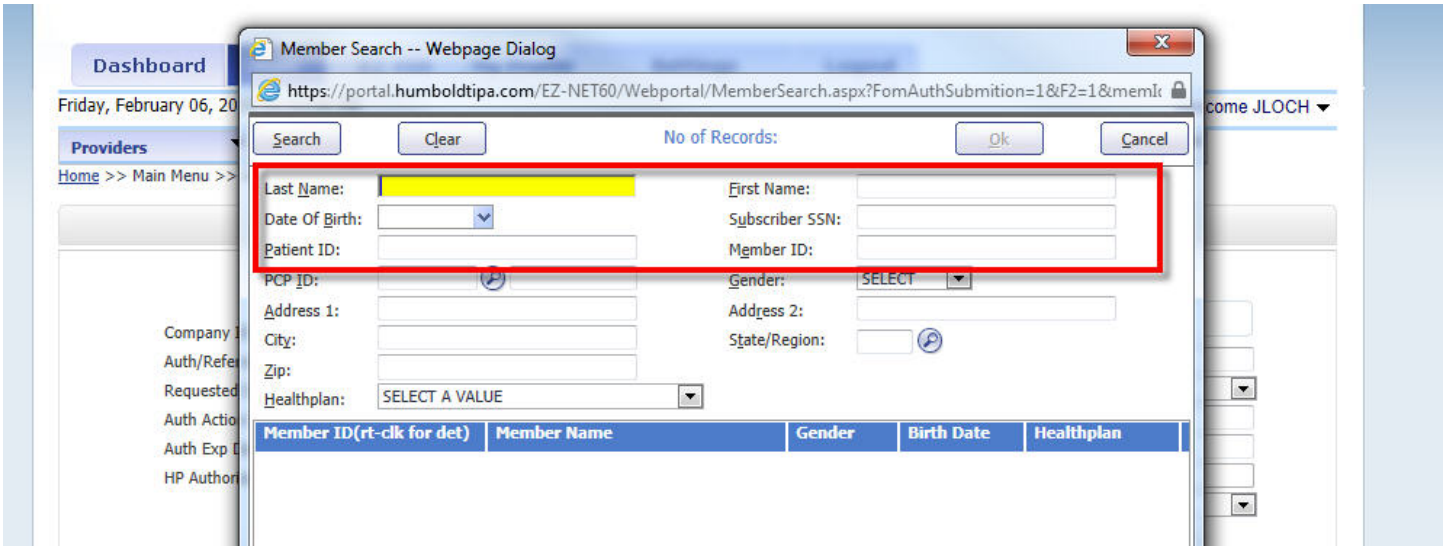
10. There are several search options available to assist you in locating the authorization needed. The recommended search option is to search by either member name or ID number using the field highlighted below.



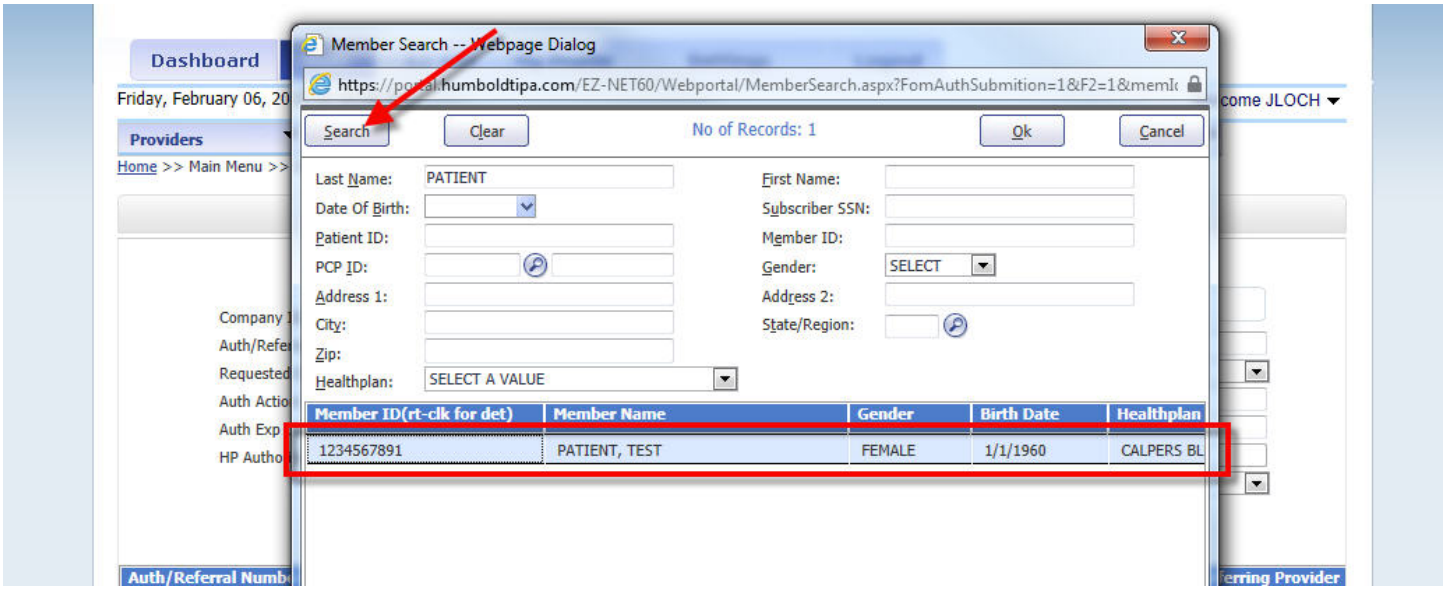
11. Click the Magnifying Glass icon next to Member ID in order to search by member name or ID number:



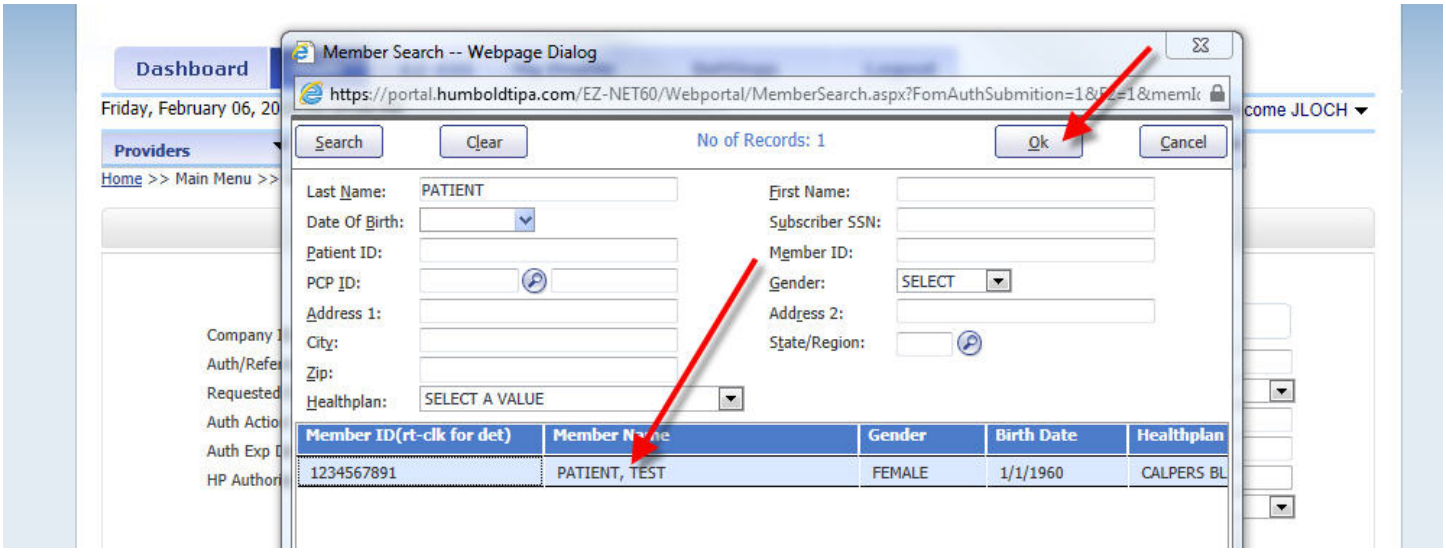
12. Type in either the last name and first name, or Member ID numbers in the appropriate search boxes. You can use a partial name or ID number using these search fields.



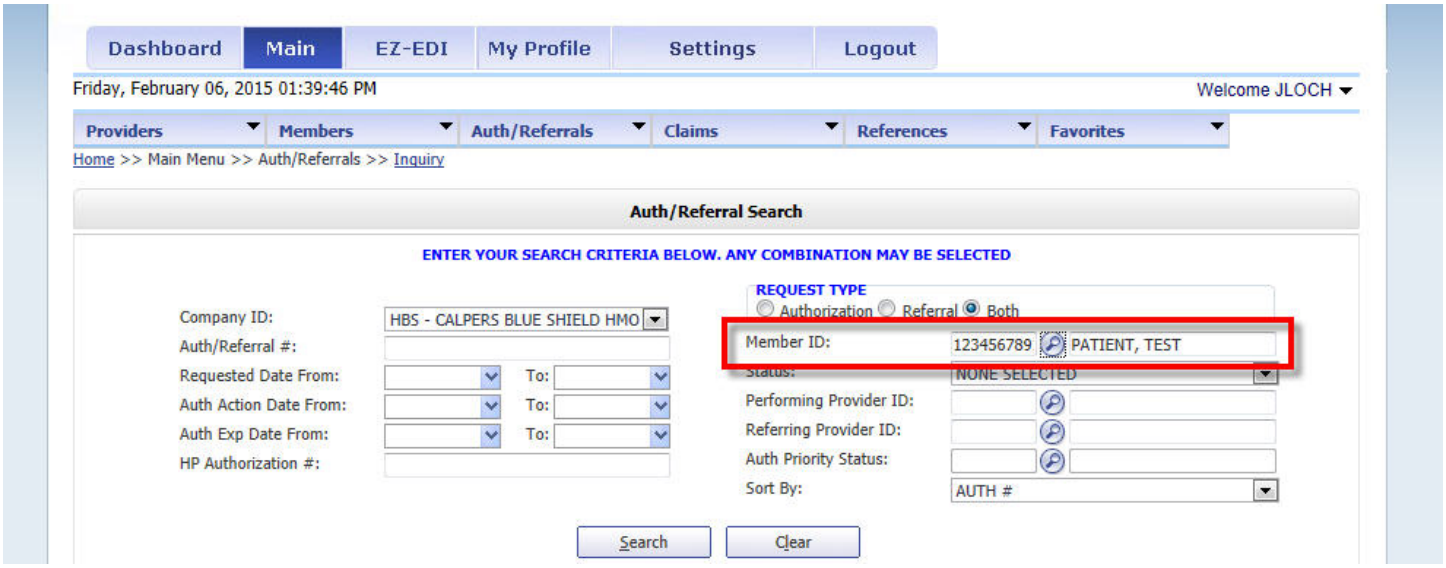
13. Click Search to see a list of members that match the criteria entered



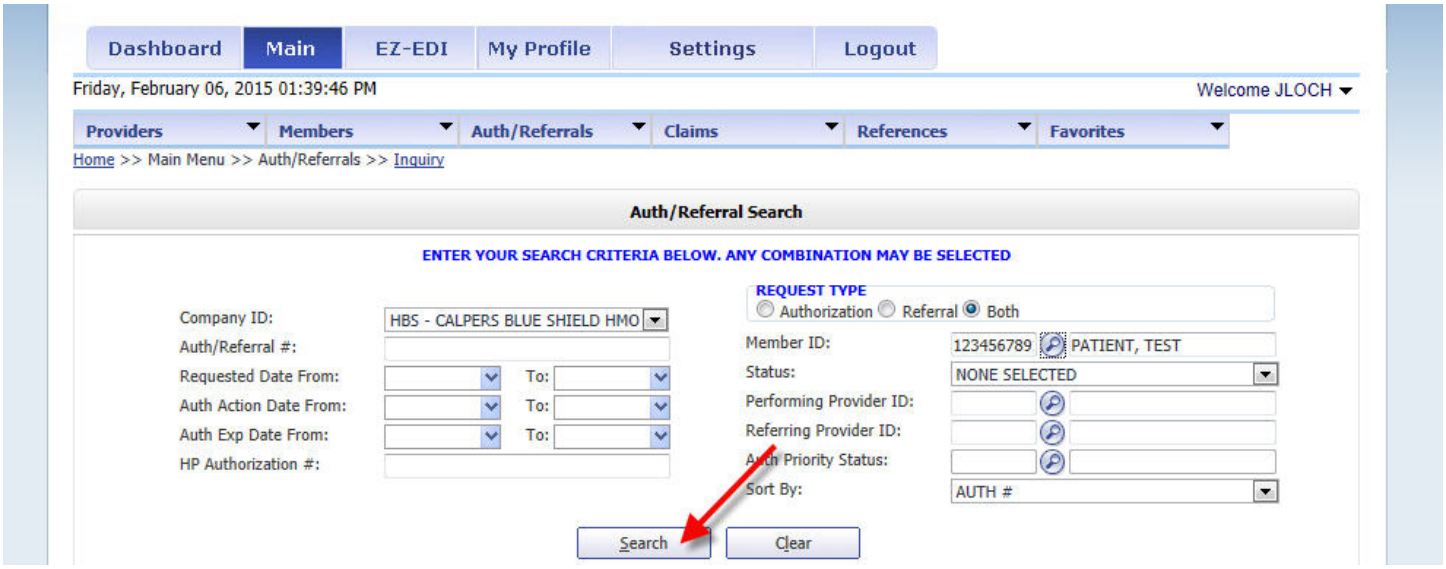
14. Double-click the correct member, or click the correct member once then click OK.



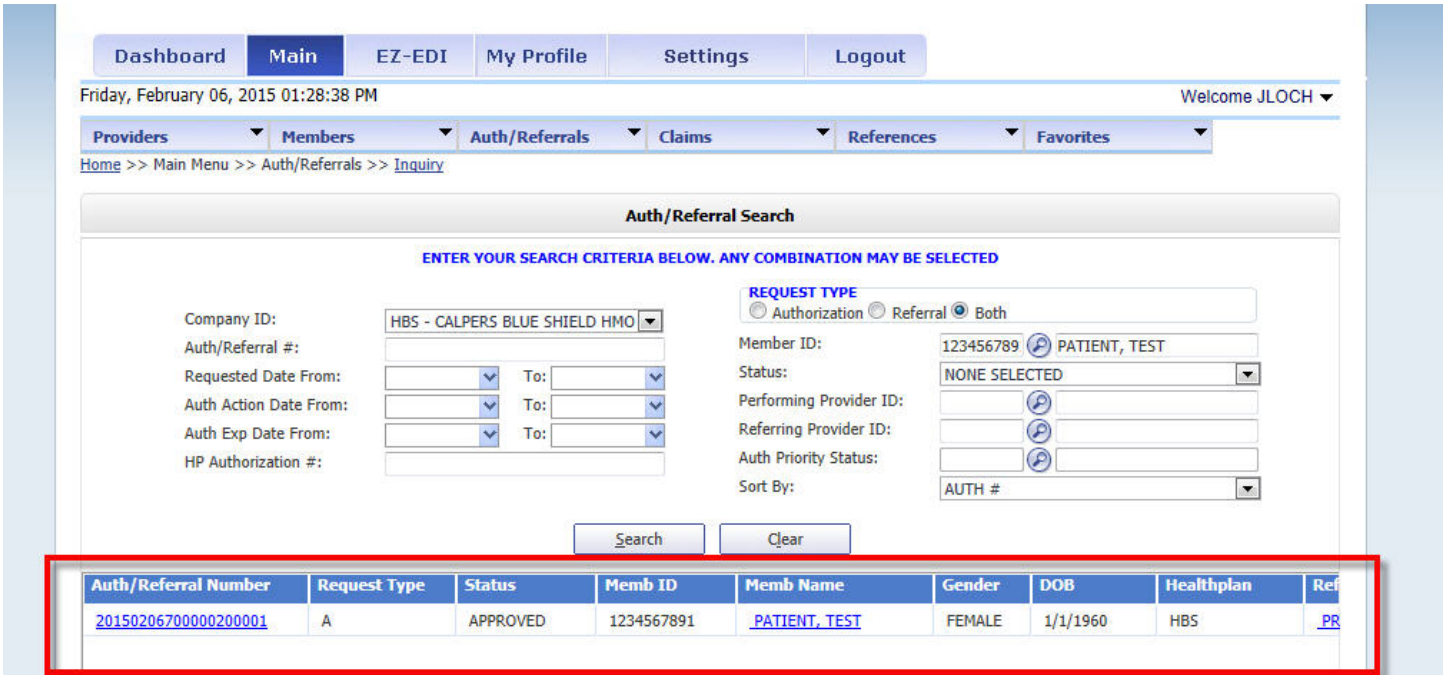
15. This will automatically take you back to the main search screen and will populate the Member ID section of the screen.



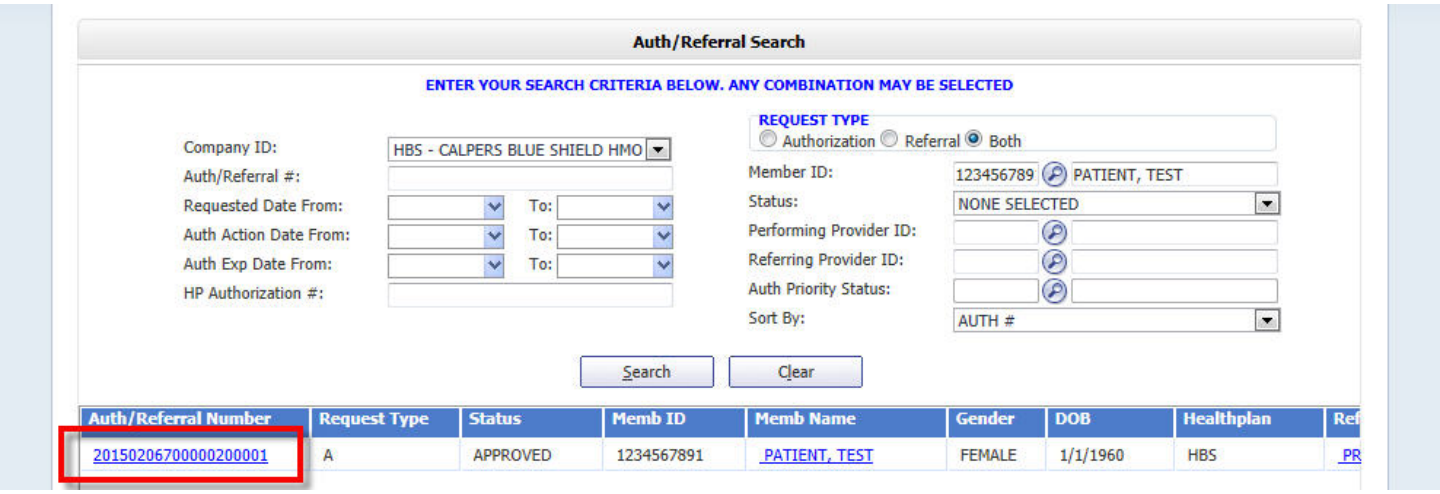
16. Next, click Search to see a list of authorizations for the member:



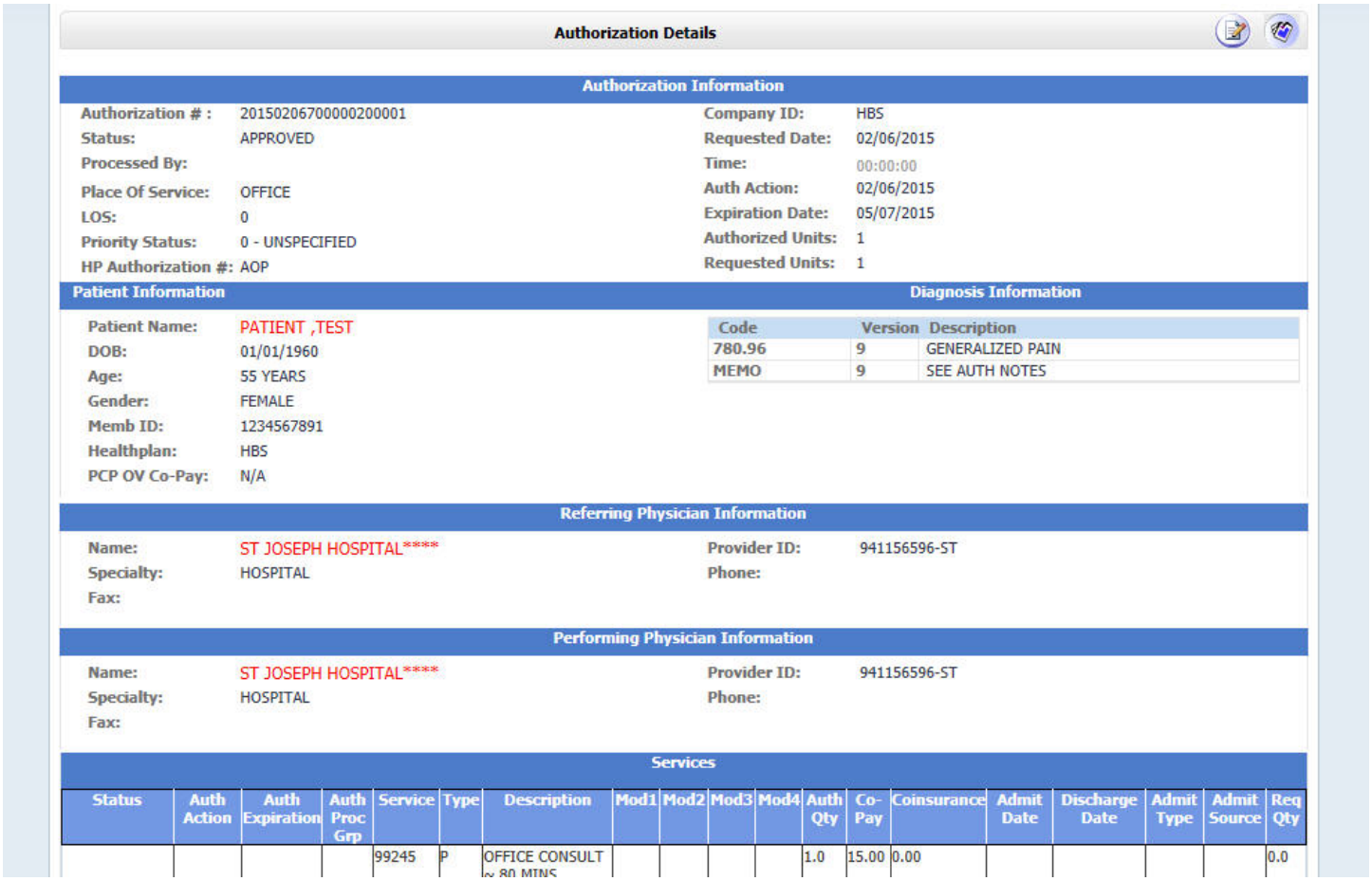
17. Authorizations for the member will be displayed in the lower window. You can scroll to the right to see more information that will assist you in selecting the authorization you are looking for.



18. Select the appropriate authorization by clicking on the Auth/Referral Number in the first column.



19. This will display the authorization detail:



Authorization Details

Authorization Information

Authorization # :	20150206700000200001	Company ID:	HBS
Status:	APPROVED	Requested Date:	02/06/2015
Processed By:		Time:	00:00:00
Place Of Service:	OFFICE	Auth Action:	02/06/2015
LOS:	0	Expiration Date:	05/07/2015
Priority Status:	0 - UNSPECIFIED	Authorized Units:	1
HP Authorization #:	AOP	Requested Units:	1

Patient Information

Patient Name:	PATIENT ,TEST
DOB:	01/01/1960
Age:	55 YEARS
Gender:	FEMALE
Memb ID:	1234567891
Healthplan:	HBS
PCP OV Co-Pay:	N/A

Diagnosis Information

Code	Version	Description
780.96	9	GENERALIZED PAIN
MEMO	9	SEE AUTH NOTES

Referring Physician Information

Name:	ST JOSEPH HOSPITAL****	Provider ID:	941156596-ST
Specialty:	HOSPITAL	Phone:	
Fax:			

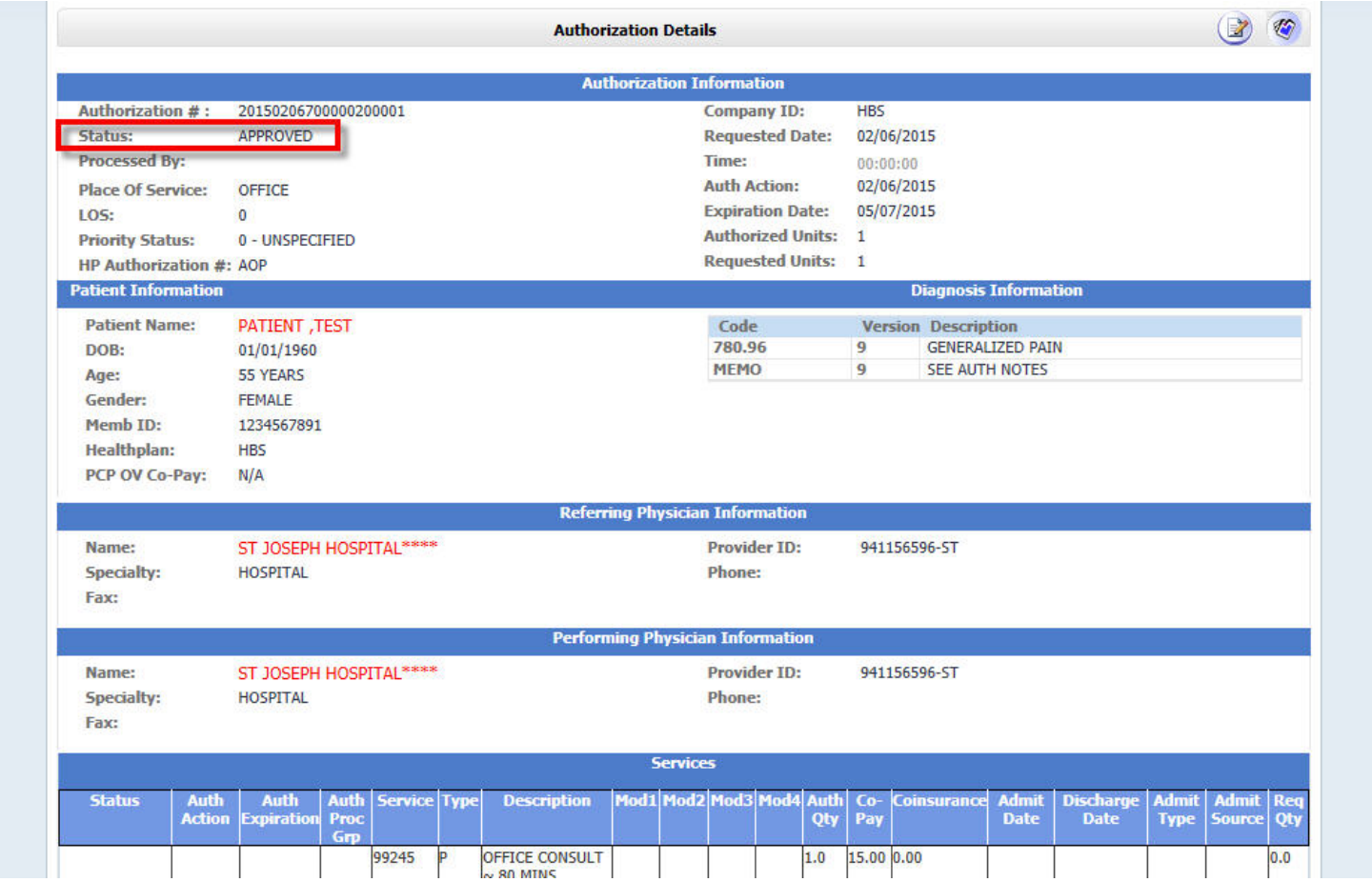
Performing Physician Information

Name:	ST JOSEPH HOSPITAL****	Provider ID:	941156596-ST
Specialty:	HOSPITAL	Phone:	
Fax:			

Services

Status	Auth Action	Auth Expiration	Auth Proc Grp	Service	Type	Description	Mod1	Mod2	Mod3	Mod4	Auth Qty	Co-Pay	Coinsurance	Admit Date	Discharge Date	Admit Type	Admit Source	Req Qty
				99245	P	OFFICE CONSULT ~ 80 MINS					1.0	15.00	0.00					0.0

20. Authorization Status is located in the upper left corner of the detail screen. This will indicate if the request is Approved, Modified, Denied, or currently pending review or further information.



Authorization Details

Authorization Information

Authorization # :	20150206700000200001	Company ID:	HBS
Status:	APPROVED	Requested Date:	02/06/2015
Processed By:		Time:	00:00:00
Place Of Service:	OFFICE	Auth Action:	02/06/2015
LOS:	0	Expiration Date:	05/07/2015
Priority Status:	0 - UNSPECIFIED	Authorized Units:	1
HP Authorization #:	AOP	Requested Units:	1

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Diagnosis Information

Code	Version	Description
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MEMO	9	SEE AUTH NOTES

Referring Physician Information

Name:	ST JOSEPH HOSPITAL****	Provider ID:	941156596-ST
Specialty:	HOSPITAL	Phone:	
Fax:			

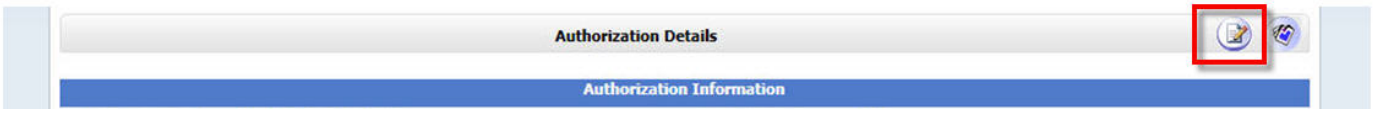
Performing Physician Information

Name:	ST JOSEPH HOSPITAL****	Provider ID:	941156596-ST
Specialty:	HOSPITAL	Phone:	
Fax:			

Services

Status	Auth Action	Auth Expiration	Auth Proc Grp	Service	Type	Description	Mod1	Mod2	Mod3	Mod4	Auth Qty	Co-Pay	Coinsurance	Admit Date	Discharge Date	Admit Type	Admit Source	Req Qty
				99245	P	OFFICE CONSULT ~ 80 MINS					1.0	15.00	0.00					0.0

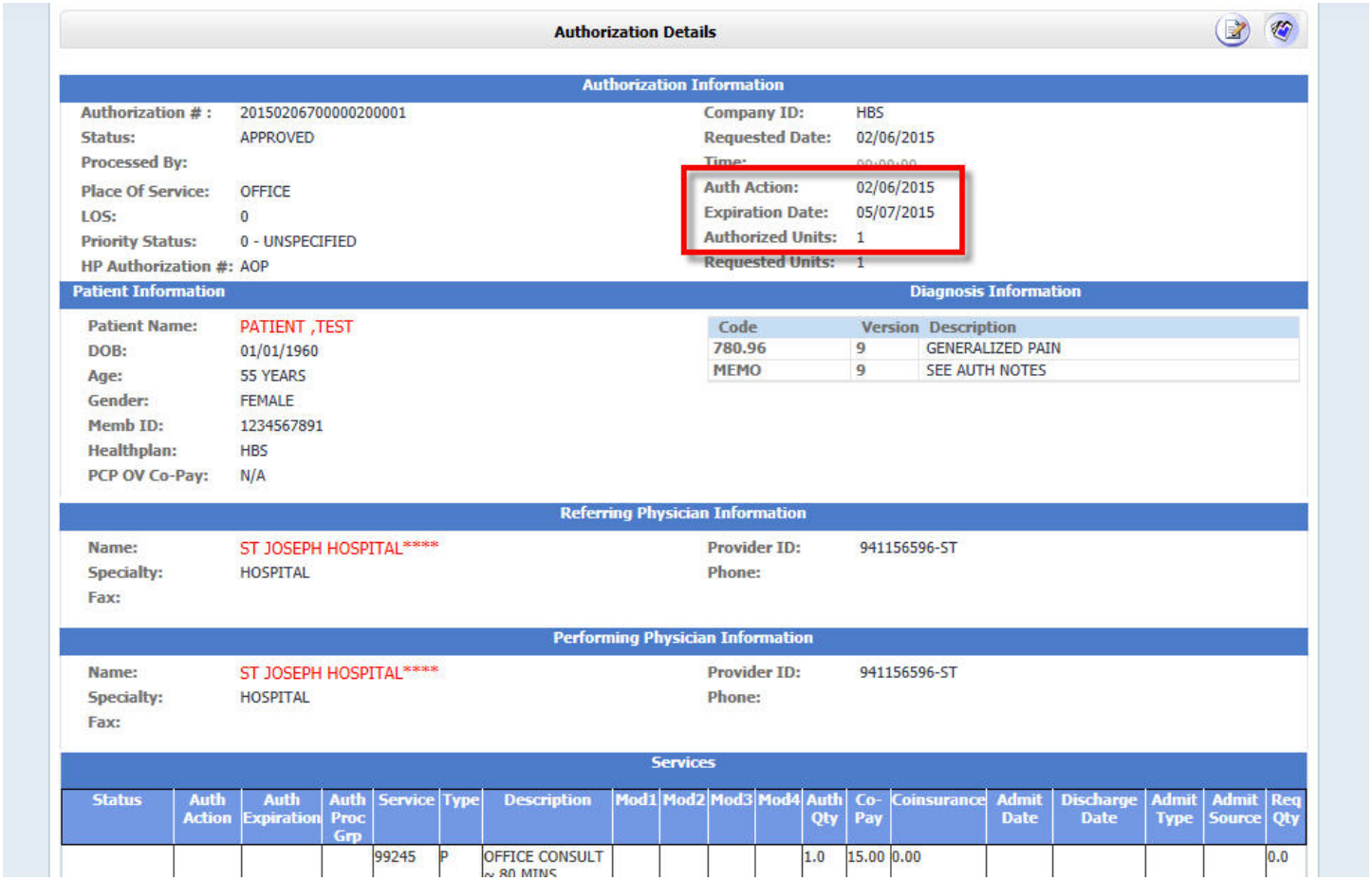
You can click the pen-and-paper icon at the top to see notes from our staff regarding the request, including the additional information that is being requested for review.



Authorization Details

Authorization Information

21. Effective Date and Expiration Date are located in the upper right corner of the window, this is also where the authorized number of units is displayed.



Authorization Details

Authorization Information

Authorization # :	20150206700000200001	Company ID:	HBS
Status:	APPROVED	Requested Date:	02/06/2015
Processed By:		Time:	00:00:00
Place Of Service:	OFFICE	Auth Action:	02/06/2015
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MEMO	9	SEE AUTH NOTES

Referring Physician Information

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Specialty:	HOSPITAL	Phone:	
Fax:			

Performing Physician Information

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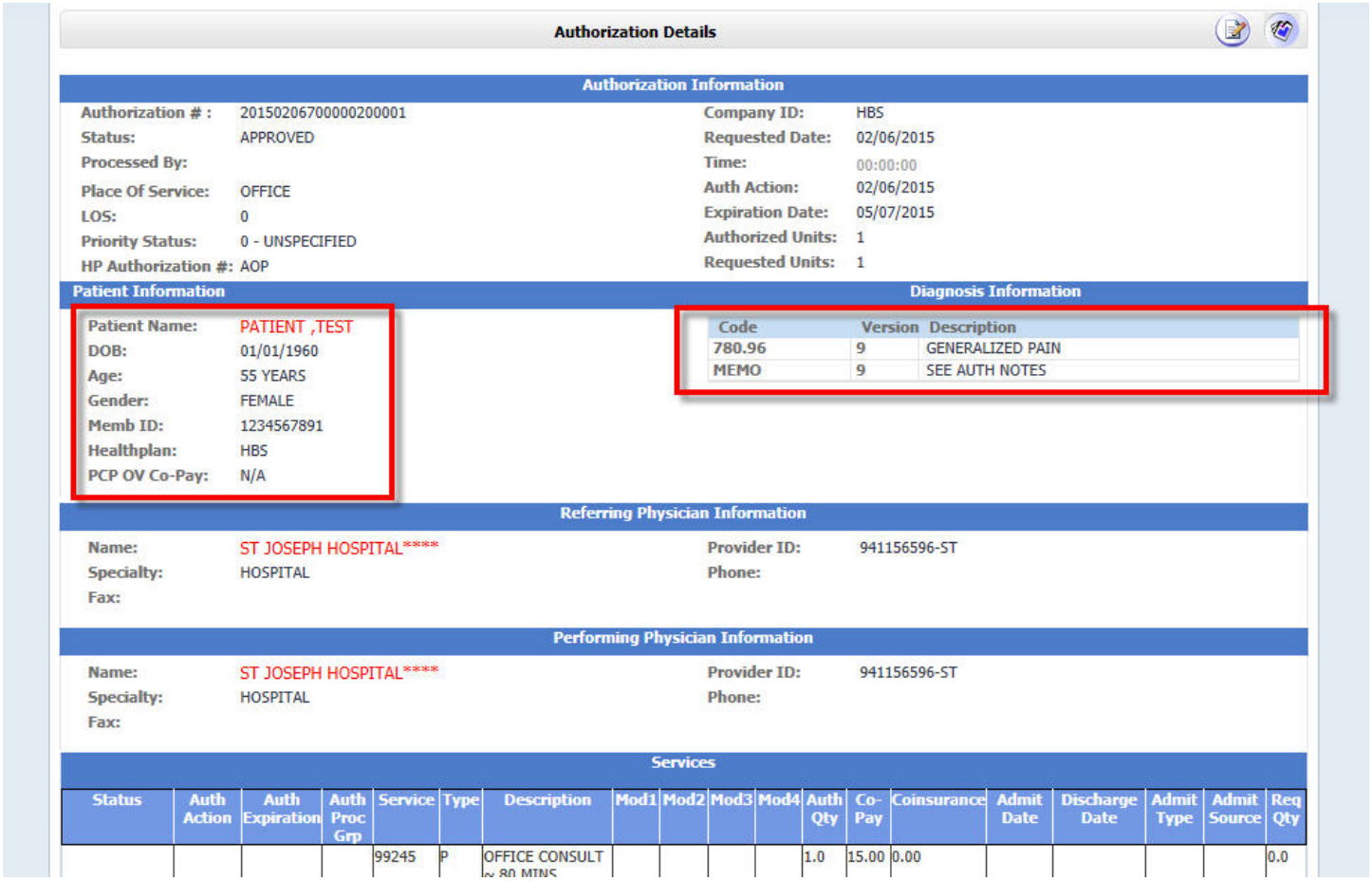
Specialty:	HOSPITAL	Phone:	
Fax:			

Services

Status	Auth Action	Auth Expiration	Auth Proc Grp	Service	Type	Description	Mod1	Mod2	Mod3	Mod4	Auth Qty	Co-Pay	Coinsurance	Admit Date	Discharge Date	Admit Type	Admit Source	Req Qty
				99245	P	OFFICE CONSULT ~ 80 MINS					1.0	15.00	0.00					0.0

22. Directly below this section is patient information and diagnosis information that was received regarding this request.



Authorization Details

Authorization Information

Authorization # :	20150206700000200001	Company ID:	HBS
Status:	APPROVED	Requested Date:	02/06/2015
Processed By:		Time:	00:00:00
Place Of Service:	OFFICE	Auth Action:	02/06/2015
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Patient Name:	PATIENT ,TEST
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Age:	55 YEARS
Gender:	FEMALE
Memb ID:	1234567891
Healthplan:	HBS
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Diagnosis Information

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MEMO	9	SEE AUTH NOTES

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Specialty:	HOSPITAL	Phone:	
Fax:			

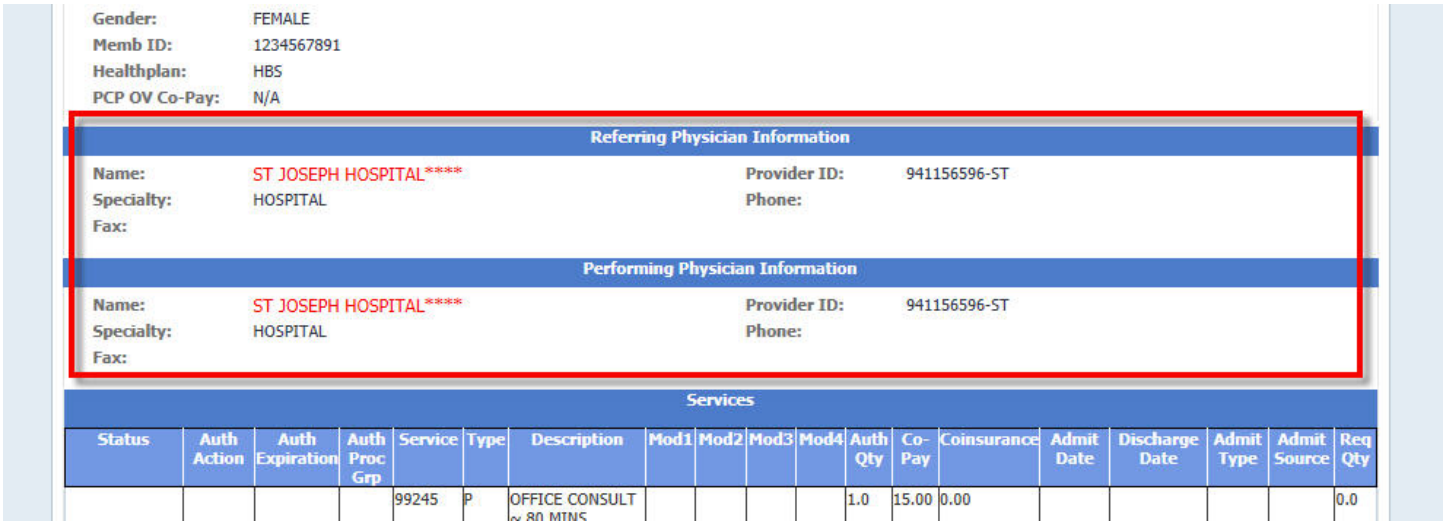
Performing Physician Information

Name:	ST JOSEPH HOSPITAL****	Provider ID:	941156596-ST
Specialty:	HOSPITAL	Phone:	
Fax:			

Services

Status	Auth Action	Auth Expiration	Auth Proc Grp	Service	Type	Description	Mod1	Mod2	Mod3	Mod4	Auth Qty	Co-Pay	Coinsurance	Admit Date	Discharge Date	Admit Type	Admit Source	Req Qty
				99245	P	OFFICE CONSULT ~ 80 MINS					1.0	15.00	0.00					0.0

23. The next section contains information regarding the physician that submitted the request, and then the physicians, vendor, or provider who will be performing the requested service:



Gender:	FEMALE
Memb ID:	1234567891
Healthplan:	HBS
PCP OV Co-Pay:	N/A

Referring Physician Information

Name:	ST JOSEPH HOSPITAL****	Provider ID:	941156596-ST
Specialty:	HOSPITAL	Phone:	
Fax:			

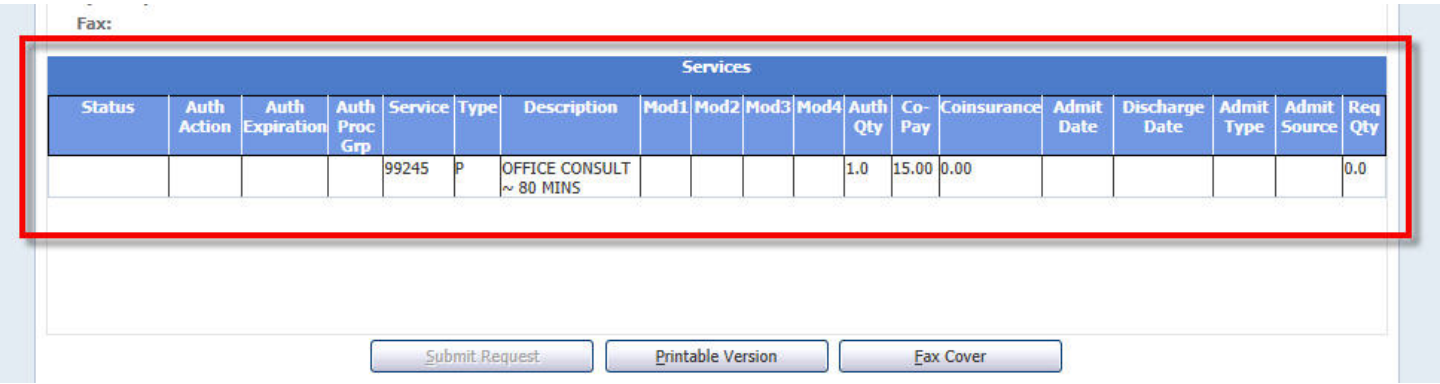
Performing Physician Information

Name:	ST JOSEPH HOSPITAL****	Provider ID:	941156596-ST
Specialty:	HOSPITAL	Phone:	
Fax:			

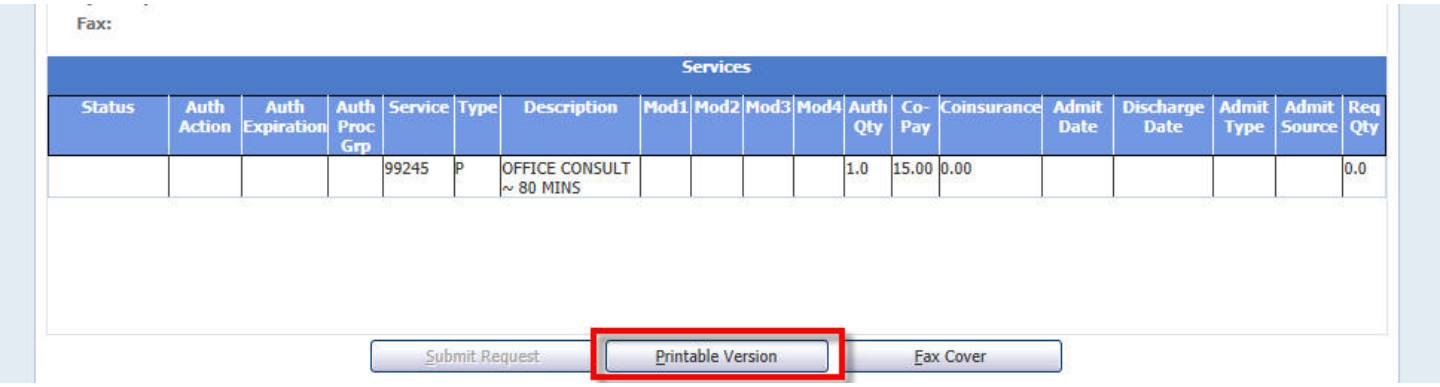
Services

Status	Auth Action	Auth Expiration	Auth Proc Grp	Service	Type	Description	Mod1	Mod2	Mod3	Mod4	Auth Qty	Co-Pay	Coinsurance	Admit Date	Discharge Date	Admit Type	Admit Source	Req Qty
				99245	P	OFFICE CONSULT ~ 80 MINS					1.0	15.00	0.00					0.0

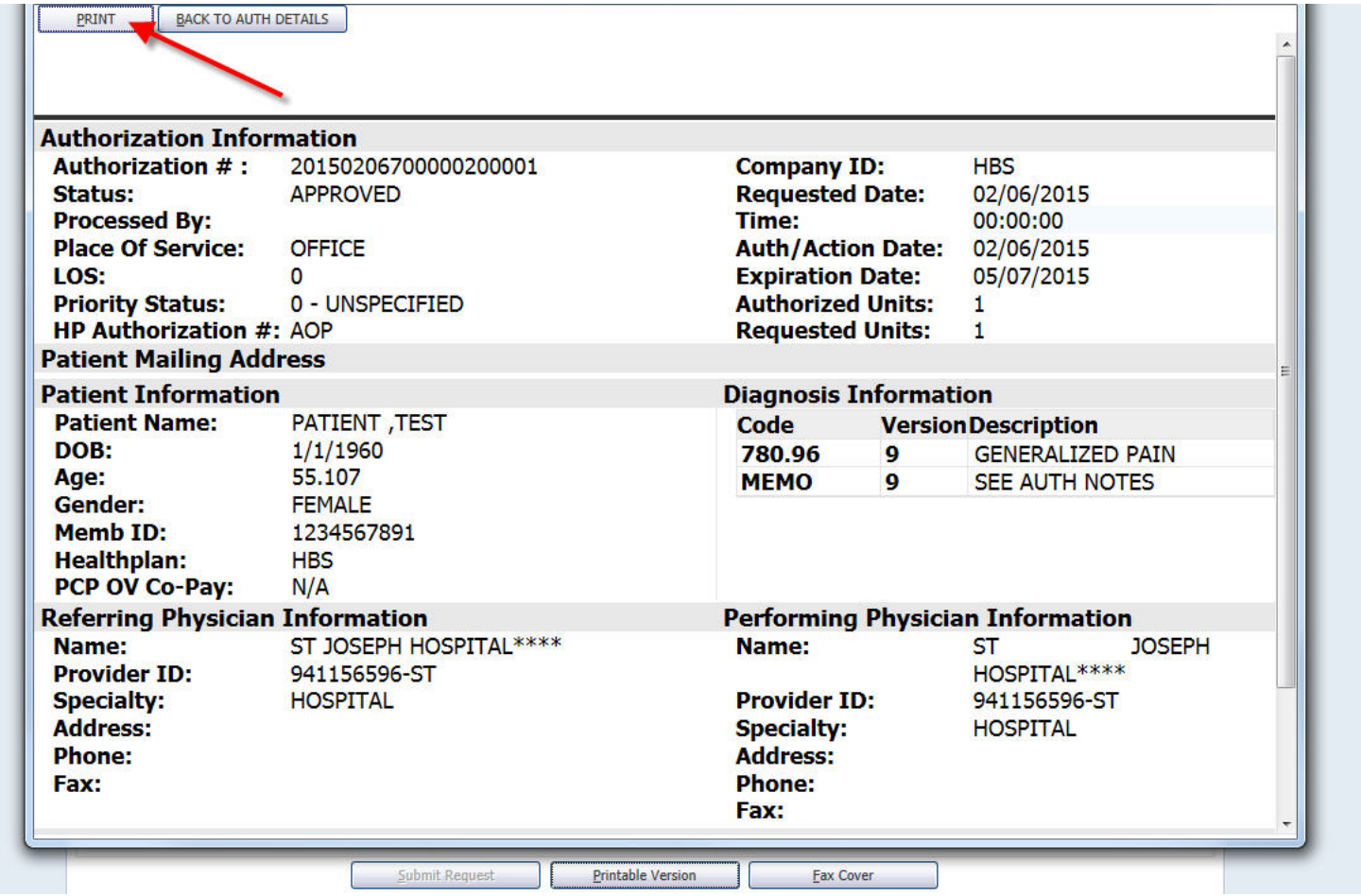
24. The bottom section of the page will contain service information, including the CPT or HCPCS codes included in the authorization:



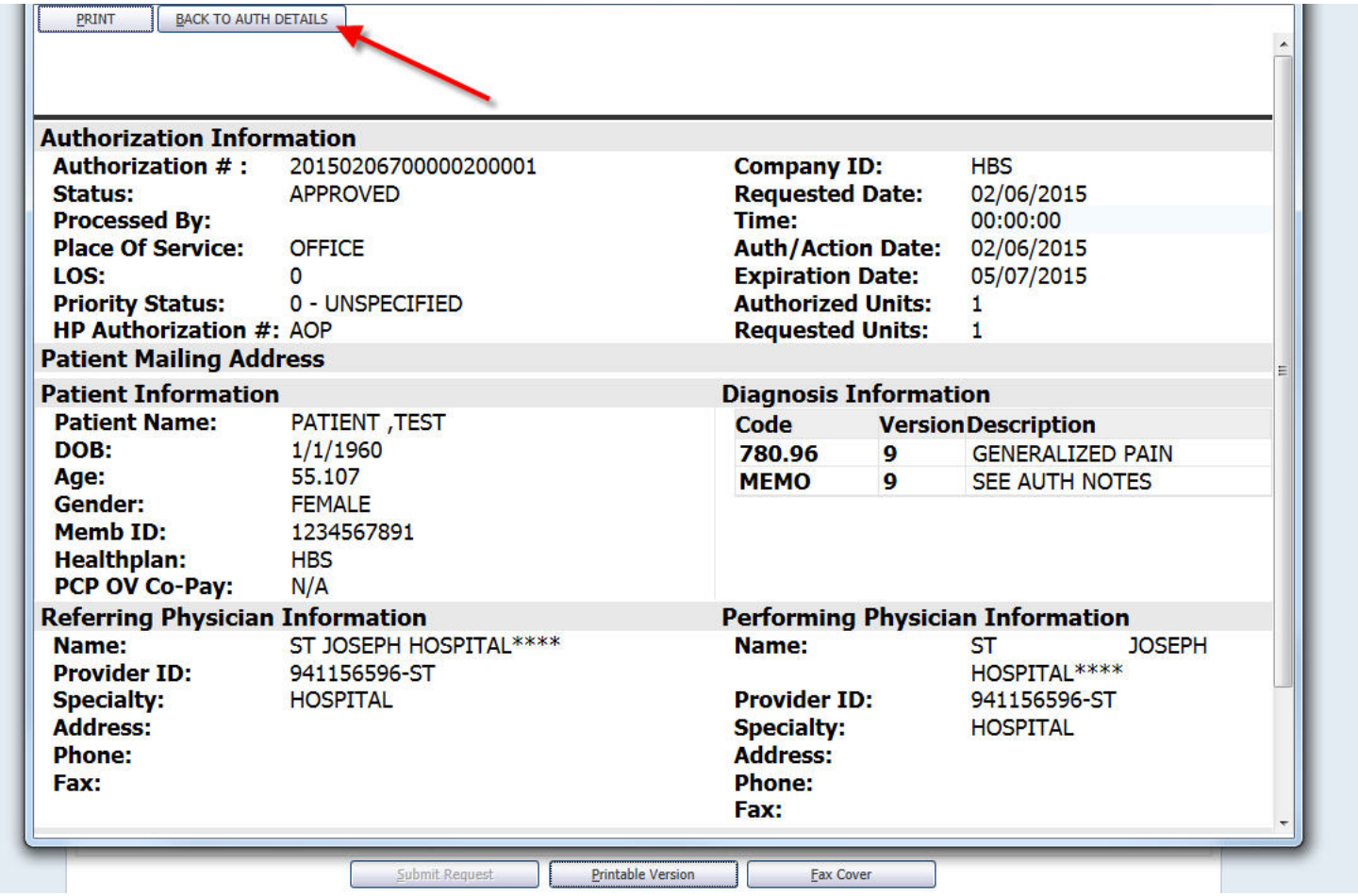
25. To print a hard copy of the authorization, click on the Printable Version button located at the bottom of the Authorization Details page:



26. That will open a new window with a printer friendly version of the detailed authorization information. Click the Print button in the upper left corner to print the request.



27. You can then click either the Back to Auth Details button, or close the window.



EZ-Net FAQ's

1. EZ-NET will work with Internet Explorer 10 or 11 and Google Chrome. It will not work with Firefox. For Internet Explorer, you will need to turn on compatibility mode. To turn on compatibility mode press the Alt key to bring up the menu bar, choose Tools->Compatibility View Settings, then click the Add button, then the Close button.

2. Google Toolbar - EZ-Net is not compatible with the Google Toolbar. If you have the Google Toolbar it will need to be removed before EZ-Net will work.

3. Pop-up Blocker - Turn off the Internet Explorer Pop-up Blocker, EZ-Net may appear to be working with the Pop-Up Blocker turned on, but it will often cause errors when searching for information.

4. Passwords - Passwords are case sensitive. EZ-Net automatically converts the user name to all CAPS when entered, but will not alter passwords.

5. Magnifying Glass - Whenever you see a magnifying glass icon - It means there are further search options available. Click the icon to see all search options available for the selected field.

6. Search Options - If you are searching by name or by ID number, click the magnifying glass located in the Member ID field and then type your search criteria in the window that pops up.

7. Logout - When you have completed looking up the information you require, click the Logout tab located in the upper right side of the window. If you do not click Logout the system will lock you out. Do not close the window without clicking Logout first.