

## Prevent Duplicates by Reviewing Existing Referrals and Authorizations

When submitting a new referral or authorization, it is important to maintain the integrity of the data by preventing and checking for duplicate entries. Entering duplicate requests may cause confusion related to the status of the referral or authorization. It may also slow down the referral processing time and could delay claim payment.

Entering new referral and authorization requests on the web is very simple. There are five basic steps.

1. Entering Patient and Service Information
2. Selecting Procedures to Perform
3. **Reviewing Existing Referral/Authorization** to determine if services have already been approved. (This may require only an update.)
4. Selecting Provider
5. Entering Clinical Information

If the patient already has a current valid referral or authorization for the same type of service and setting that you are entering, you will see it on screen 3.1. The referral or authorization is highlighted in red. You can click on View/Detail to referral the details of the referral or authorization. If you decide your request is a duplicate and you just need to update that request, you can go to update screen from the referral detail page. On the update screen, you can update providers, dates of service and added procedures. If you decide, your request is not a duplicate of the highlighted referral or authorization, click on the second radio button on screen 3.2 and proceed with completing the request.

**HUMANA MILITARY**  
HEALTHCARE SERVICES

Referrals and Authorizations  
**Create New Request**

Date: 08/19/2010  
Time: 9:31 AM

Create New Request

Enter Patient and Service Information    Select Procedures to Perform    **Review Existing Authorizations**    Select Provider(s)    Enter Clinical Data and Submit

Patient Name: JOHN A BENEFICIARY    Type of Service: Dermatology, General

**3.1** Review existing authorizations

Click the [View/Update](#) link for details about an authorization. You can update the authorization as needed.  
Requested services may be a duplicate of the authorizations displayed in red.

Auth/Order	Status	Validity Period	Diagnosis	Service Providers	Type of Service	Actions
0000-09294088325	Approved	2009-10-15 To 2010-10-15	Yearly Check Up	Greg House	Dermatology, General	<a href="#">View/Update</a>

**3.2** Click Continue after making selection

I have decided to use an existing authorization instead of a creating new one.

I have reviewed the existing authorizations and a new one is required for this patient and type of service.

[Cancel](#)    [Back](#)    [Continue](#)

System: 3.1.1.2-MSR Application: Create New Request  
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