OrthoNet is pleased to announce our new secure web portal to submit and research authorization information through OrthoNet’s website at: [www.OrthoNet-online.com](http://www.OrthoNet-online.com)

By using OrthoNet’s web portal you will be able to:

- Request authorizations online
- Check the status of your authorization requests

**Create an OrthoNet Web Portal Account**

To be able to enjoy this feature; you must first create an OrthoNet Web Portal Account. To do so:

1. Please visit OrthoNet’s website at [www.OrthoNet-online.com](http://www.OrthoNet-online.com).
2. From the OrthoNet Home Page; click on the word ‘Provider’ to be directed to the ‘Provider Information’ page.

3. On the left hand side of the page, under the ‘Health Plan Contracts’ section; click on Health Plan by Name:

4. On the right hand side of the page; under ‘Prior Authorization Submission and Status’ click on ‘New User-Account Request Form’.
5. Once on the New Account Request Form page; complete the Provider Information Form.
   • **Please Note:** All information marked with an asterisk must be entered. You must also enter a previously submitted, OrthoNet Authorization Number in order for us to verify the web account request. If you know your provider identification number, please enter it on the ‘Provider ID’ field. Although a Provider ID is not required, it can speed up the Account Approval process.
6. The next step is to verify you are not a robot requesting an account. You will be asked to click on any box that has the image we are requesting. Once all boxes with the requested image are selected, you would proceed to click on ‘Submit Form’ to submit the OrthoNet Web Portal Account request.

7. You will then receive an email requesting that you verify your email address.

Once you verify your email address your Account Request will be submitted to the “OrthoNet Web Portal Team for verification and processing.”
**Verification Process:**

OrthoNet will review the web account information. Once the account has been verified, an email will be sent to the account requestor with a setup link to set an account password.

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Once you have obtained your OrthoNet Web Portal credentials; you may now request/view authorizations online.

**Request an Authorization**

To request an authorization through OrthoNet’s web portal,

1. Please visit OrthoNet’s website at [www.OrthoNet-online.com](http://www.OrthoNet-online.com).
2. From the OrthoNet Home Page; click on the word ‘Provider’ to be directed to the ‘Provider Information’ page.

3. On the left hand side of the page, under the ‘Health Plan Contracts’ section; click on Health Plan by Name:
4. On the right hand side of the page; under ‘Prior Authorization Submission and Status’ click on ‘Request Authorization or Check Status’.

See Frequently Asked Questions

Forms

Click the link to open the form in a new browser window, then use your browser's Print button to print it. To download the form for later printing, right-click the link and choose "Save target as..." from the popup menu. Then use the file dialog to navigate to a folder on your hard drive where you wish to save the file.

All forms are PDF files. You'll need Adobe® Reader® to view and print them. Adobe Reader is available from Adobe for free.

5. Enter your OrthoNet web portal email and password on their respective fields.

6. Press ‘Login’.
You will then receive a random security code (six digit code) via email, which must be entered (within 30 minutes) in order to complete the login process. A new security code will be supplied each time you login to the OrthoNet Provider Web Portal.

7. Click on the ‘Create New Authorization Request’ tab. Please click on “Humana”.

8. Select the requested “Service Type”.

9. Click Next.
10. Click on “Search for Provider”. Next, you can either enter/search for your provider by Last Name, Address, NPI #, Provider ID # or Tax ID #. Click “Search”.

11. Your provider’s information will then populate. If the Fax and Phone # are not listed you will have to enter this information.

12. To search for a specific patient; click on the “Search for Member” link next to “Member”.

13. The ‘member look up’ screen will open. You can search by “Member ID and DOB or Members Last Name, First Name and DOB”.
14. Click “Search” and then Click on the “Member ID number link”.

15. The members information will than populate.

16. You will now enter the ‘Primary Diagnosis, (if additional diagnosis codes are being requested you may enter up to 3 additional diagnoses),”Certification Type, “Place of Service” and “Anticipated DOS”.

17. Please enter the “Location where services are rendered”. Search by entering Last Name, Provider ID#, Tax ID# or NPI #.
18. If the location is the same as the Provider that was selected please check “same as provider” and this information will be populated for you.

19. Next you will choose “Services Requested”. If you chose “Pain Management” as the service type below are your options. For each service a series of questions will be populate along with CPT codes.

If you chose “Epidural Injections” or “Surgery” as a service type click on the “Add Procedure Code” icon. For each CPT code please click on “Add Procedure Code” icon.
20. Next if prompted please type in “Summary of Medical Necessity”.

21. To attached supporting documentation: Click on the ‘Add Attachment’ icon and click on “Browse” to upload the documents.

Please note: If you attach the wrong documentation you may click on “Delete Attachment”.

22. When complete click on “Save and Submit”.

a. You may check on the status of your request by logging in to the OrthoNet’s Web Portal or by calling OrthoNet’s Provider Services Department.

• Please Note: OrthoNet Provider Services has specific 800 numbers for each health plan. Please click on the Health Plan by Name on our website; http://www.orthonet-online.com/provider.html, to obtain the appropriate OrthoNet Provider Service number for each health plan.

<table>
<thead>
<tr>
<th>Contract/Health Plan</th>
<th>Service Type</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>OrthoNet/Humana</td>
<td>Pain Management</td>
<td>(888) 605-5344</td>
</tr>
<tr>
<td></td>
<td>Musculoskeletal Surgery</td>
<td>(866) 565-4733</td>
</tr>
</tbody>
</table>

b. For all Web Portal related, technical questions, please call OrthoNet’s Web Portal Support Line at (800) 771-3195. Please note: the Web Support Department will not be able to assist you on the actual status of your authorization request. For Authorization status, please call the OrthoNet Provider Services Department.
How to Check the Status of an Authorization:

1. Click on “Check Status of Existing Authorization Requests” Tab.
2. The “Check Status” screen will appear.

3. Enter the “Member’s ID” on the “Member ID” field; OR Enter the “Member’s first, last name” and “date of birth”.
4. Change the “Submission Date” to the applicable time frame (past 7 days, past 14 days, etc).
5. Press “Search”
6. The list of requested authorizations for this specific member will populate.