Precertification status and appeals

Use the Dell Children’s Health Plan provider self-service website to check the status of a precertification request, submit a request for Dell Children’s Health Plan to change a decision made on a precertification request that resulted in a denial or partial denial, or review the status of the appeal request.

Things to remember
1. A red asterisk (*) indicates a required field.
2. If an entry is incorrect, you will see an error message with instructions.
3. If you cannot correct an error or need assistance, please call Provider Services at 1-888-821-1108.
4. You must log in to https://www.Availity.com to follow the steps in this guide.

Checking precertification status

Providers can access the precertification tool by logging in to the Availity Web Portal. Select on Log in and enter your Availity User ID and Password.
Once in Availity, ensure you are in the Texas region. Choose Payer Spaces, and select the Dell Children’s Health Plan payer icon.

Select the Resources tab then select Provider Self Service.

You will be redirected to the Dell Children’s Health Plan provider self-service website.
Once in Dell Children’s Health Plan provider self-service website, select the **Precertification** tab from the left-hand navigation menu.

### Checking the status of an authorization request

From the **Precertification** tab, select **Check status of a precertification and/or file an appeal.**
1. Select the **ID Type** drop-down menu and select the specific ID type or **All ID Types**.
2. Key the ID number type that corresponds with the ID type selected.
3. Enter the date of service for which the authorization was submitted in the **Select a date** field.
4. Select the appropriate **Service Type** radio button.
5. Select the **Check Status** button.

   ![Image of Provider Self-Service]

6. The authorizations that meet the search criteria entered will display.
7. Select the **Ref ID** link next to the appropriate status you want to review. Details about the authorization decision will display.
   - If the authorization was denied, select the **Appeal Auth** button to appeal the denial. Refer to **Submitting an Authorization Appeal** below.
   - Select **Return to Results** to return to the main search results.
   - If no authorizations are found, try your search again to be sure the information was entered correctly or try using different information.
   - If you continue to have issues, please call Provider Services at 1-888-821-1108.

   ![Image of Provider Self-Service]

   ![Image of Check Status of a Precertification]
Reviewing your authorization appeal status

From the Precertification tab, select Check status of an appeal.

1. Select the Provider ID drop-down menu and select the appropriate provider ID.
2. Enter the appeals submission date range in the Start Date and End Date fields. Use date format MM/DD/YYYY.
3. Select the ID Type drop-down menu and select the specific ID type or All ID Types.
4. Enter the ID number type that corresponds with the ID type selected in the Member ID field.
5. Select Search.
6. Review the search results to verify the status of your appeal request.
   - If no appeals are found, select the Revise Search button to try again.
   - If you still don’t find a record of your appeal, call our Provider Services team at 1-888-821-1108.
Check Status of an Appeal

To get started:

Select: [ ] Selected: [ ]

Provider Name

Select: [ ]

Provider ID

Select: [ ]

Entity Type: [ ]

Change Provider:

Date of submitted appeal(s):

Date Range:

From: 11/15/2016

To: 11/16/2016

Member ID

Select: [ ]

ID Type: [ ]

Reset Form:

Search:

Now Search:

There was an error retrieving appeals status search results. Please try again later.