Submitting an Authorization in Availity

Behavioral Health Inpatient Job Aid

Please refer to the prior authorization list (PAL) Tool at pal.sentarahealthplans.com to view authorization requirements for in-network providers.

- Click on Authorizations & Referrals tile
- Click on Authorization Request
- Organization: Sentara Health Administration
- Templates: No template selected
- Payer: Sentara Behavioral Health
- Request Type: Inpatient Authorization
- Service Type: A4 – Psychiatric = Emergent/ Concurrent admission; AI - Substance Abuse (government use only); RTC – Residential Psychiatric Treatment (commercial use only) *See crosswalk for examples for each service type
- Patient Information: Subscriber Member ID, Patient Date of Birth, Patient Last Name, Patient First name are required fields identified by the red *
- Requesting Provider: Provider Type = Provider; Enter NPI of admitting provider; Click blue Search *Please note: If provider not found, use “Show Manual Entry” and enter information in all required fields
- Choose affiliation for provider (if more than one) based on TIN for correct address or location; Click Select
- Enter fax number for requesting provider
- Complete Contact Information: Name, Phone, Fax
- Click blue Continue
- You will see a spinning blue circle that says “Verifying Eligibility”
- Add Service Information: Place of Service, From Date, Quantity Type, Quantity, and Admission Type are required fields identified by the red * Please note: Enter a quantity of 7
- For expedited Review: Click box to certify request is urgent and meets definition of an expedited review *See FAQ document for DMAS BH IP code list
- Add Diagnosis
- Rendering Providers: Provider Type = Facility; Enter NPI of facility (place where member is to be admitted for preservice requests or place where member is currently admitted for concurrent requests); Click blue Search *Please note: If provider not found, use “Show Manual Entry” and enter information in all required fields.
- For commercial, choose “IP” provider listed (if more than one) based on TIN for correct address or location; Click Select
- Click Continue
- Will see a blue spinning circle that states “Loading Next Step”

Sentara Health Plans

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- External SSO to MCG Health: Click blue continue button to bypass MCG criteria
- Will see a blue spinning circle that states “Completing step”
- Upload Clinical Documents: Must add at least one attachment *Sentara – Please add face sheet; all other providers please attach clinical information required to complete the medical necessity review
- Submit
- Will see a spinning blue circle that states “Submitting Prior Auth”
- Result Details will display with falling confetti: Result will show Status, Status Message, Reference Number, Transaction ID

*Authorization Dashboard will show all items user has entered and status