

# Referrals & Authorizations

## Key Features



Save time and eliminate calls to insurance companies with ENS Referrals & Authorizations

- o Easily obtain referrals and pre-certifications online
- o Eliminate phone time and administrative costs
- o Insure reimbursement on performed services

Discover new ways to submit your referrals quickly and effortlessly. ENS Referrals & Authorizations allow you to add and check on the status of referrals. Eliminate hours on the phone with insurance companies by going online to conduct referrals and pre-certifications.

### Referral Request Report

The screenshot shows a web browser window displaying the ENS Referral Request Report. The page includes a navigation menu on the left with links for 'Referral Request', 'Health & Eligibility Home', and 'Health & Network Home'. The main content area displays a 'Referral Request Report' for a patient named Mary White. The report includes the following information:

**Requesting Provider**

Provider Id	Provider Name
1234567	John Smith

**Subscriber**

Member Id	Subscriber Name	Birthdate
4567890	Mary White	04-30-1972

**Patient**

Patient Name	Birthdate
Mary White	04-30-1972

**Diagnosis**

Diagnosis (1)	Diagnosis (2)	Diagnosis (3)

**Referral Information**

Provider Type	Service Provider

**Place of Service**

Office	Specialty
Allergy and Immunology - 258A0027	

**Certification Information**

Certification Id	Certification Issue Date	Certification Expiration Date
37260595	08/15/2004	08/15/2005

**Procedure Code**

Procedure Code (1)	Procedure Code (2)	Procedure Code (3)
90455		

**Number of Authorized Visits**

Procedure Code (4)	Procedure Code (5)	Number of Authorized Visits
		3

**Advisory Specific Instructions**

PRO MULTIPLE VISIT REFERRAL - THE FIRST VISIT MUST OCCUR WITHIN 90 DAYS, BALANCE WITHIN 1 YEAR OF EFFECTIVE DATE

## Features and Benefits

- Add referrals, inquire on referrals, conduct pre-certifications, and inquire on the status of pre-certifications, all in one location
- View detailed authorization information online, such as certification issue date, certification expiration date, and certification identification number

For more information,  
call 800.341.6141 or  
visit [www.ENShealth.com](http://www.ENShealth.com).

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## Referrals & Authorizations (continued)

### Pre-certification Inquiry

### Referrals & Authorizations Benefits

- Increased accuracy of referral and authorization information
- Improved handling of authorization requests and substantially reduced wait time for patients needing referrals
- Reduced staff time and effort in obtaining documents
- Eliminate phone time and administrative costs

The screenshot displays the ENS Referral Inquiry web application. The page title is "Aetna Outpatient Services Pre-Certification" for user "John Smith". It includes a navigation menu with "Referral Inquiry", "Health - Eligibility Home", and "Health - Network Home". The main content area contains a form with the following sections:

- Requesting Provider:** Provider ID (11111), Provider Name (John Smith)
- Subscriber:** Member ID (123456789), Subscriber Name (Joe Smith), Birthdate (01/01/1972)
- Patient:** Patient Name (Joe Smith), Birthdate (01/01/1972), Diagnosis (1) (470), Diagnosis (2), Diagnosis (3)
- Attending Provider:** ID (11111), Name (John Smith), Telephone (719-277-7545), Specialty (General Practice)
- Procedures:** Procedure Codes (30400), Procedure Date (08/10/2004), Procedure Unit(s) (1)
- Certification Information:** Status (Approved), Certification ID (CC12345678), Certification Effective Date(s) (08/15/2004)

Buttons for "Pre-Certification Request" and "Help" are located at the bottom of the form.

Report shows patient information,  
procedure codes,  
and certification information.

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