



How to Submit an Outpatient Authorization Request Online

Harmony encourages you to submit outpatient authorization requests via our secure Web site, www.harmonyhpm.com. By becoming a registered user, you have immediate access to pertinent information regarding your claims, authorizations and more. Conducting transactions online provides useful information on demand while saving you time.

Simply log in to www.harmonyhpm.com and follow the steps below. If you have any questions, please contact your Provider Relations representative.

Step 1

Log in or create a new account using the *Sign Up Here* link that appears on the home page.

Step 2

Once you have logged in, you may access the *Authorizations* tool a couple of ways.

On the Providers main page, you can select the *Submit Authorization* link under the *Authorizations* heading.

Or, you may select the *Authorizations* tab along the top of the page.

From there, select the *Authorization Request* link.

Step 3

Enter the **Requesting Provider ID number** and select *Next*.

Step 4

Enter the **Member ID number** and select *Next*. You can also look up a member by name and date of birth.

Step 5

Select the appropriate **Place of Service** and **number of visits** and select *Next*.

Step 6

Select the **Diagnosis Code(s)** and **Procedure Code(s)** and select *Next*.

Step 7

Enter the **Servicing Provider ID number** and select *Next*. You can also look up a provider by name.

Step 8

You can attach **clinicals** or you can provide any relevant clinical information supporting the request by typing the information into the text box.

Step 9

You must enter a 10-digit **phone number** and **fax number**. You may also enter a Servicing Provider's fax number.

Step 10

Select the *Submit* button.

Please note that Authorization/Certification determinations are made based on medical necessity and appropriateness, and reflect the application of the Plan's approved review criteria guidelines. Once you complete each authorization request, you can download or print a summary report for your records.