Online Service Authorization Submission: Getting Started

Go to primewest.org/providers-partners and click the green “Submit Authorization/Notification Requests” button on the right side of the page.

If prompted, click login to log in to the web portal.

- If you are not already registered for the web portal, go to the Provider Web Portal – Request Access page and follow the directions for creating an account.
- If you have registered for the web portal and are not able to access the online authorization submission, first check with your web portal administrator to ensure you have the correct access. If you were initially set up with a role of “eligibility only,” your
web portal administrator must work with PrimeWest Health by calling our Provider Contact Center at 1-866-431-0802 to change your role to “provider” to allow you to enter authorization requests.

In the web portal, click *Forms & Resources* in the menu at the top of the page.

On the Forms & Resources page, click *Service Authorization*.
Select *Create New* and then enter member information in the fields under *Create Authorization*. 
Select the *Authorization Type* and fill out the form as indicated. Tip Sheets for specific forms are provided at the bottom of the page.