FAQ for Issues when Requesting Authorization in PlanLink:

1. Who can I contact for help if I forget my PlanLink password or get locked out?
   • Please call the MHS IT Services Desk at (954) 276-4848.

2. Who can I contact with questions about PlanLink or to request additional training?
   • On the Welcome page within PlanLink, there are resources available under the “Quick Links” header. Simply click on the “PlanLink Guides” or “PlanLink E Learnings”
   -or-
   • Direct specific questions to CCP via email at PlanLink@ccpcares.org.

3. What do I do if I cannot select my doctor as the “Referral By Provider”?
   When your PlanLink access was set up, the doctors in your group or your company/facility were linked to your account. Therefore, when you click the “search” icon in the “Referral By Provider” field, you should see a list of your providers or your company/facility name.

   ![Referral By](image)

   If you are unable to select a “Referral By” Provider:
   • Check the member’s coverage. If coverage is not currently active, you will not be able to enter a request for authorization.
   • Verify that the provider is a participating provider for the member’s health plan. If the provider is non-participating, you will not be able to select them in a request for authorization.
   • If you are a new PlanLink user and you do not see your providers in the “search” icon dropdown list, please notify CCP via email at PlanLink@ccpcares.org.

4. What do I do if I cannot select a specific “Referral To Provider”?
   You should be able to select any participating provider or facility for the member’s health plan. If not:
   • After selecting the Patient, check the “Coverages and Benefits” tab

   ![Coverages & Benefits](image)

   o If coverage is not currently active, you will not be able to complete a request for authorization.
   o Review the list of coverages and determine if there is another coverage listed in Filing Order #1. If there is, you will not be able to enter a request for authorization on this member.
If you believe that the filing order is incorrect, please notify CCP via PlanLink (refer to the PlanLink Quick Reference Guide section, “How to Send a Message to CCP via PlanLink”).

- Verify that the provider is a participating provider for the member’s health plan. If the provider is non-participating, you will not be able to select them in a request for authorization.

**5. Why can’t I select the address or location where services are going to take place?**

- There may be several options available to choose from. To ensure that you are reviewing the entire list of options, please scroll all the way down.
- If the provider was recently added to the network, it is possible that the address needs to be updated. Please notify CCP via PlanLink with the topic, “PlanLink General Provider Inquiry”. (refer to the PlanLink Quick Reference Guide section, “How to Send a Message to CCP via PlanLink”).

**6. Why did my request for authorization result in the status “INCOMPLETE”?**

- If the status is Incomplete, this means that a required field was left blank during the request process.  
  **NOTE:** Requests for authorization that are in the Incomplete status are not visible to the CCP Utilization Management review team.
- If the status is Incomplete, please go to the “Referral by Member” tab and click on the Referral number. Then review the “Referral Details” page to view what information is missing.
  - Notify CCP via PlanLink of the Incomplete Referral and request they complete and pend the request for review (refer to the PlanLink Quick Reference Guide section, “How to Send a Message to CCP via PlanLink”).

**7. How do I know when a determination has been made on my request for authorization?**

- Check your In Basket messages for any recent “Referral Notifications”.
  
or
- Select the Patient, select “Referral by Member”, and review the “Status” of your request for authorization within the list of All Referrals.

**8. What should I do if I receive the message below that my login is blocked.**

If you receive the “Login Failed” message above, please ask your Site Manager to login to PlanLink and complete their monthly User and Site Verification via “Manage My Clinic”.