

1. Authorization List Not Displaying on Dashboard

Issue: Providers are not seeing all historical authorizations in ProAuth for the member selected.

Step 1 – Advise provider to pull up member.

Step 2 – On the right side of the dashboard screen where the filter search is, **COPY+PASTE** the full member ID (eg., MGXXXXXXXX-01) into the “Member ID” field.

Step 3 – Clear the "Date of Service From Date" field and enter the start date that is on the authorization that you're looking for.

Step 4 – Click **FILTER**.

The provider should now be able to view the authorizations for this member on the Dashboard.

2. No Member Found

Issue: When launching the Magellan Authorization System from Availity, you may receive an incorrect message stating "No member found"



The screenshot displays the 'Member Search' interface within a dashboard. The interface includes a sidebar with 'Dashboard' and 'Member Search' options. The main content area is titled 'Member Search' and contains the following elements:

- A search instruction: "SEARCH USING THE MEMBER'S NAME AND DATE OF BIRTH FIRST. If you don't know the Member ID or if you need assistance, call the phone number on the back www.MagellanHealthcare.com/states for more information."
- Two search methods: "Search by ID" (selected) and "Search by Name and Date of Birth".
- Fields for "Member ID" (with a placeholder "Enter 4-14 characters") and "Date of Birth" (with a calendar icon and a placeholder "MM/DD/YYYY").
- Fields for "First Name" (with a placeholder "Enter at least 2 characters") and "Last Name" (with a placeholder "Enter at least 2 characters").
- "SEARCH" and "RESET" buttons.
- A red message at the bottom: "No member found".

Step 1 – COPY+PASTE the full member ID (eg., MGXXXXXXXX-01) into the “Member ID” search field on the Member Search page and click **SEARCH**.

Member Search

SEARCH USING THE MEMBER'S NAME AND DATE OF BIRTH FIRST. If you don't know the Member ID or if you need assistance, call the phone number on the back of the member's insurance card or visit www.MagellanHealthcare.com/states for more information.

Search by ID

Member ID
XXXXXXXX-01
Enter 6-10 characters

Search by Name and Date of Birth

• First Name Enter at least 2 characters

• Last Name Enter at least 2 characters

• Date of Birth MM/DD/YYYY

SEARCH **RESET**

No member found

Step 2 – The member record will now successfully display, proceed with authorization activities as needed.

Dashboard

Member Search

SEARCH USING THE MEMBER'S NAME AND DATE OF BIRTH FIRST. If you don't know the Member ID or if you need assistance, call the phone number on the back of the member's insurance card or visit www.MagellanHealthcare.com/states for more information.

Search by ID

Member ID
XXXXXXXX-01
Enter 6-10 characters

Search by Name and Date of Birth

• First Name Enter at least 2 characters

• Last Name Enter at least 2 characters

• Date of Birth MM/DD/YYYY

SEARCH **RESET**

Member Search Results

Member ID	Name	Date of Birth	Gender	Active Eligibility
XXXXXXXX-01	XXXXXXXX	XXXX/XX/XXXX	Male	Yes

VIEW SUMMARY **CREATE PATIENT AUTHORIZATION** **CREATE SERVICE PROCEDURE AUTHORIZATION**