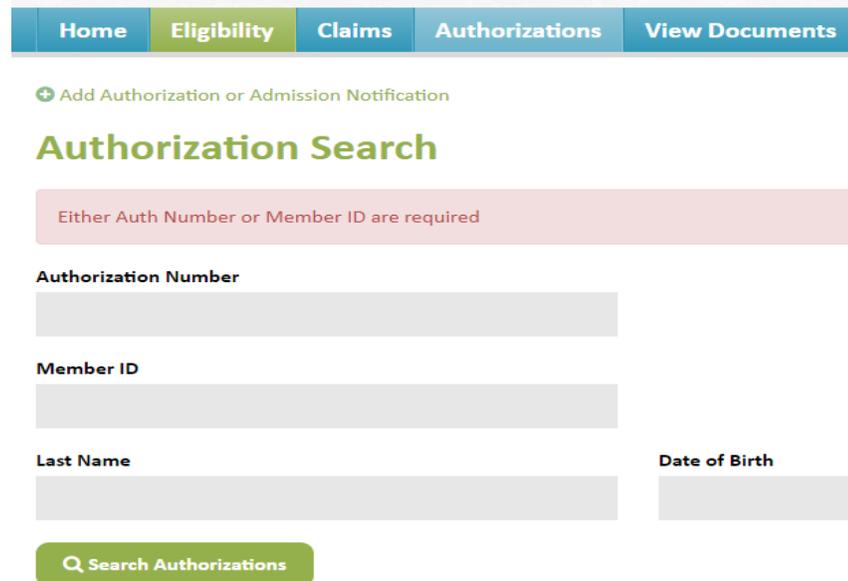


SENDERO PRIOR AUTHORIZATION REQUESTS

- Please note that the Sendero Health Services phone number 1-855-297-9191 is now answered by Sendero Customer Service representatives.
 - If you are calling to submit a prior authorization request these may be submitted to Sendero via fax at 512-901-9724 or via the provider portal.
 - If you are calling to check the status of a prior authorization request these may be viewed via the provider portal under **Authorizations**. Register or sign in to your account at <https://idealcare.mediview.net>



The screenshot shows the 'Authorizations' tab selected in a navigation menu. Below the menu is a link to 'Add Authorization or Admission Notification'. The main heading is 'Authorization Search'. A red error message states 'Either Auth Number or Member ID are required'. There are four input fields: 'Authorization Number', 'Member ID', 'Last Name', and 'Date of Birth'. A green search button labeled 'Search Authorizations' is at the bottom.