



# Request a Concurrent Review for Referrals and Authorizations Process Aid

## Key Points

- You can request a concurrent review by modifying an existing authorization request.
- You can only request concurrent reviews if the existing authorization has inpatient-related service lines.

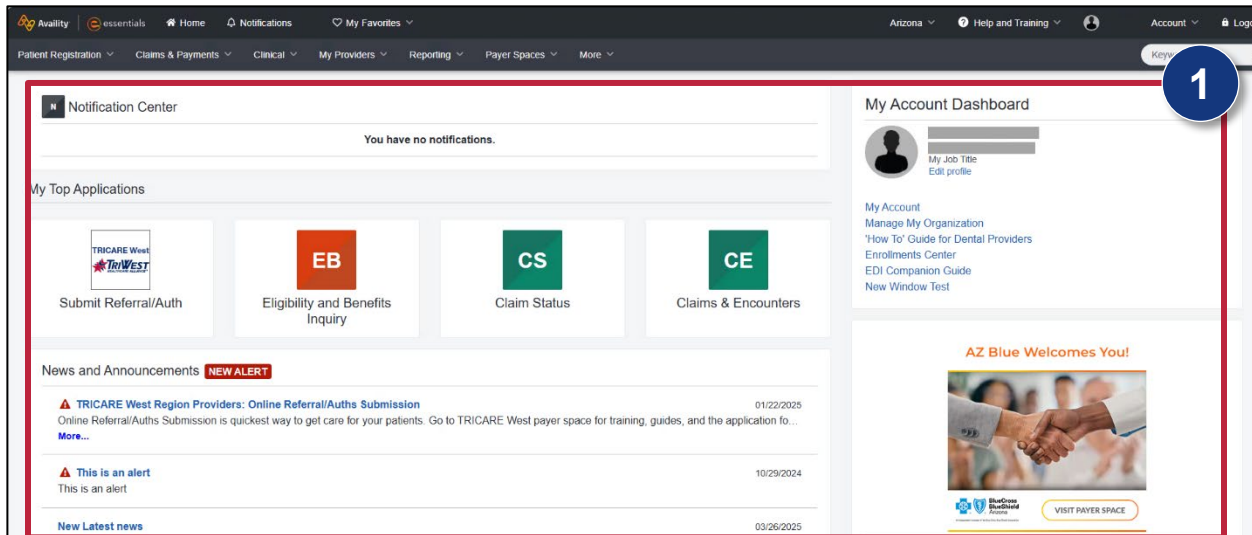


## Introduction

You may encounter situations where a patient needs an authorization for a continued inpatient stay. In these situations, you can modify the existing inpatient authorization to notify TriWest Healthcare Alliance that you need a concurrent review. A concurrent review is a follow-up evaluation for continued inpatient stays that helps TriWest determine if the continued care meets medical necessity and quality of care standards. This guide will show you how to modify your authorization to request a concurrent review.

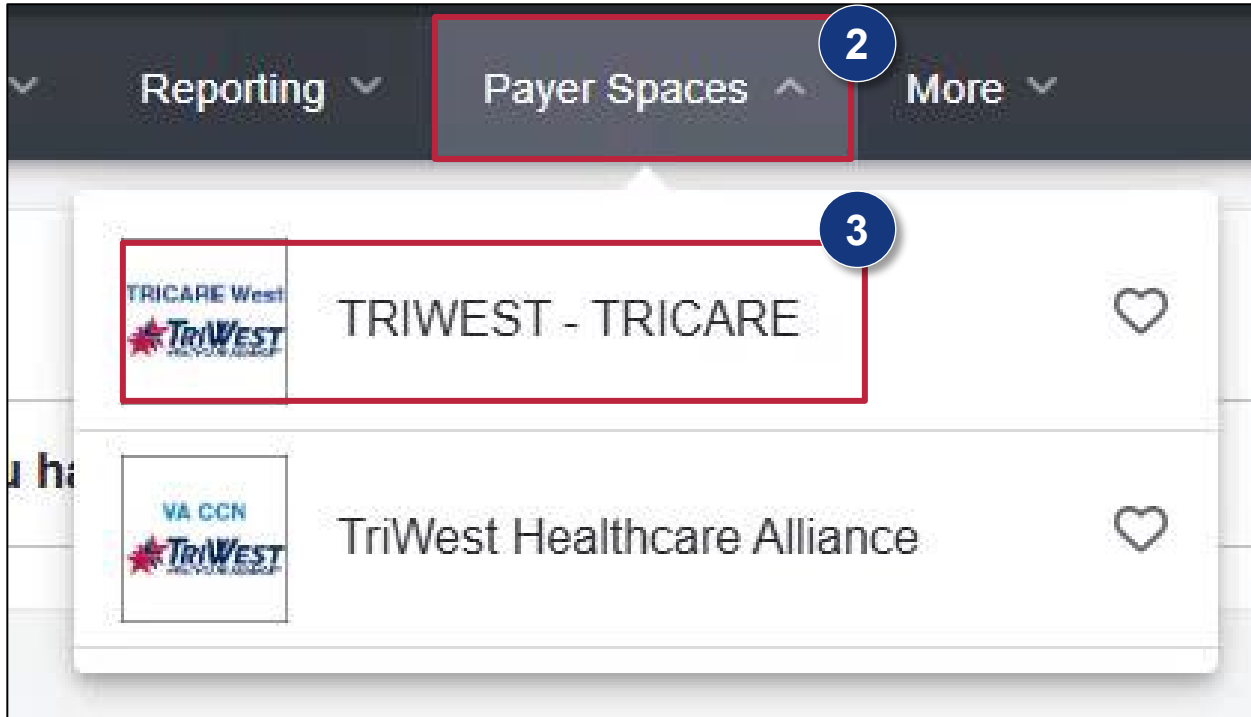
## Requesting a Concurrent Review

1. Log in to Availity.

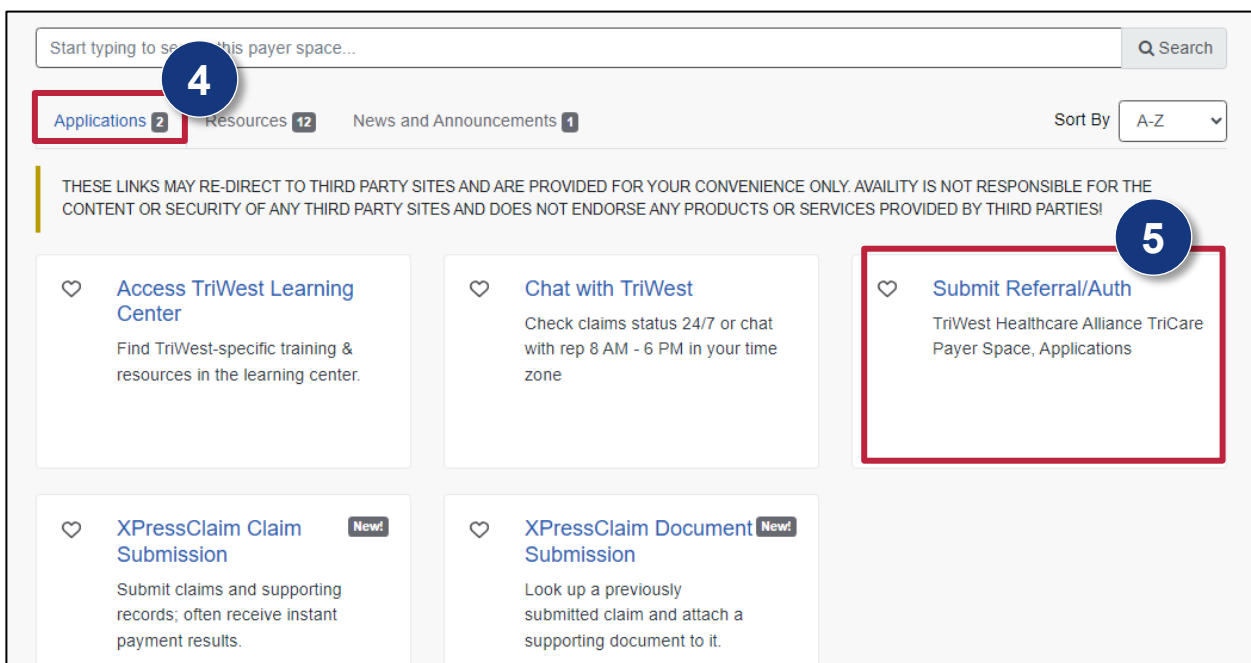




2. Select **Payer Spaces**.
3. Select the **TRICARE West Payer Space**. The TRICARE West Payer Space opens.



4. Select the **Applications** tab.
5. Select **Submit Referrals/Auth**.





6. Select your organization from the drop-down menu.
7. Select **Submit**. The online referral management system opens.  
**Note:** For more information on how to use the online referral management system, refer to the [Submit/View Referrals and Authorizations Quick Reference Guide](#) available on the TRICARE West Payer Space.

A screenshot of a web form titled "Submit Referral/Auth". The form has a light gray background. At the top, the title "Submit Referral/Auth" is in a large, bold, black font. Below the title, there is a section titled "Select an Organization" in a smaller, bold, black font. This section contains a drop-down menu with a blue border. The menu is open, showing two options: "TriWest Healthcare Alliance CCN (Tax ID: 860813402)" and "Triwest Healthcare Alliance TRICARE West (Tax ID: 860813402)". The second option is highlighted with a blue background and a red border. A blue circle with the number "6" is next to the highlighted option. Below the drop-down menu, there is a line of small text: "content, products, or services. You will remain logged in to Availity." At the bottom of the form, there are two buttons: a gray "Cancel" button and a green "Submit" button. A blue circle with the number "7" is next to the "Submit" button.



8. Select the **Authorizations** hyperlink from the ribbon to open the search page.

9. Search for the patient that needs a continued inpatient stay. You can either search with their **Name**, their **Member ID**, or the **Servicing Provider ID** or **Servicing Facility ID** associated with their original authorization.

**Note:** Start any search for an existing record with only one or two search terms. Adding too many search terms may cause you to receive no results.

10. Select the **Search Existing Records** button. The page updates, displaying your search results.



11. Select the authorization's **Reference Number** hyperlink from the results. The authorization record opens.

Location

✓ Include location as criteria

11

Reference #	Authorization #	Member ID	Member Name	Member DOB	Status	Diagnosis		
▼ 00054				01/01/1962	Modified	R99 : Ill-defined&unknown cause,mortality		
Service From	Server End	Service Reference #	Place of Service	Service	Procedure(s)	Total Qty	Servicing Provider	Servicing Facility
4/14/2025	4/28/2025	00054-001	Inpatient Hospital	Rehabilitation	G0410 - G0411 : Grp psych php/iop 45-50	1 DAYS	(None)	

12. Select the **Attachments** tab in the left-hand navigation menu. The **Attachments** page opens.
13. Select the **Edit** button. The system unlocks the authorization, allowing edits.

CareAffiliate®

Home Authorizations Program Enrollment Care Plan Help

Welcome [User] Log Out

MALE · 63 years · Reference # 00054 · (Modified)

Edit Print

Return To Search

Authorization Request

Service 1 - (Approved w/Mods)

Inpatient Hospital/Rehabilitation

Assessment

Attachments (0)

File Name	CDA Title	Date/Time Attached	File Size	Status
There are no records to display.				

14. Select the **Add File** button. Your web browser opens its **Open file** dialog window.

rs · Reference # 00054 · (Modified)

Submit Cancel

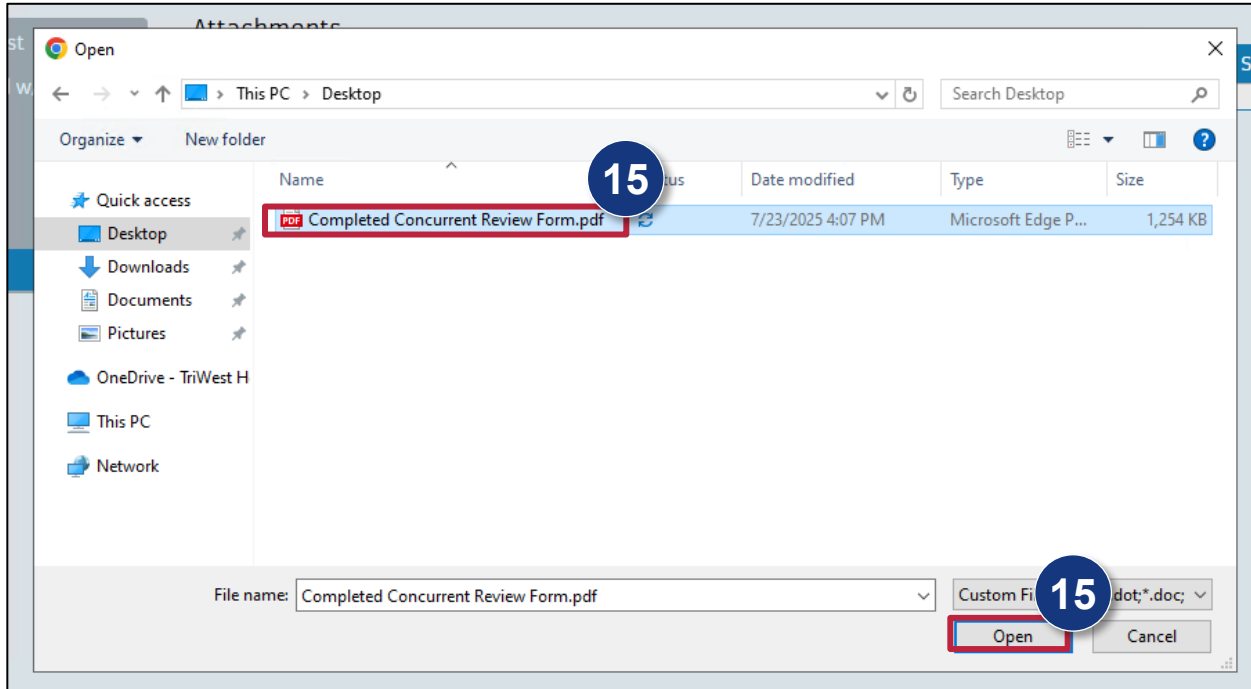
Attachments

+ Add File

File Name	CDA Title	Date/Time Attached	File Size	Status
There are no records to display.				



15. Find and select the completed concurrent review document for this patient. Once you find and select the document, select **Open**.

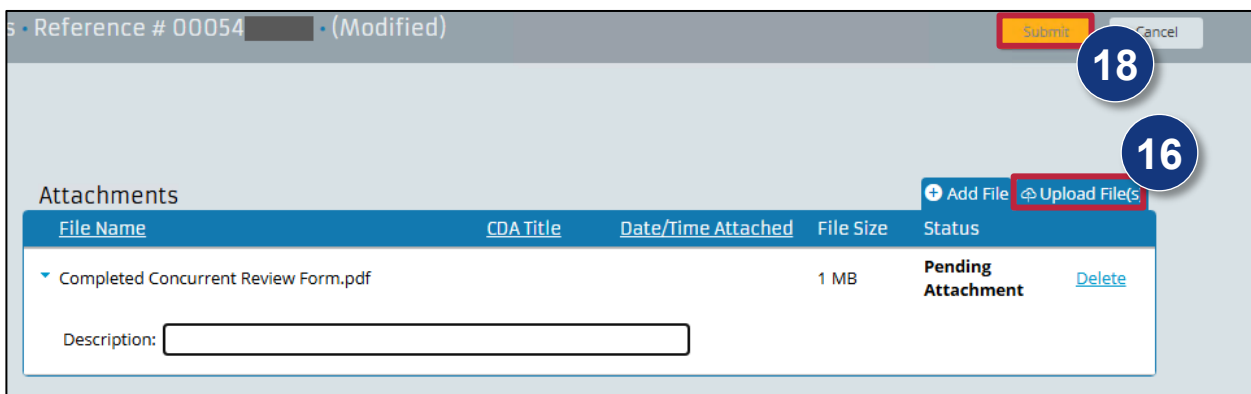


16. Select **Upload File(s)**.

**Note:** You can add a description for the attachment in the Description field if needed, such as a description of your concurrent review request, but this is optional.

17. Confirm that the uploaded file is the correct file.

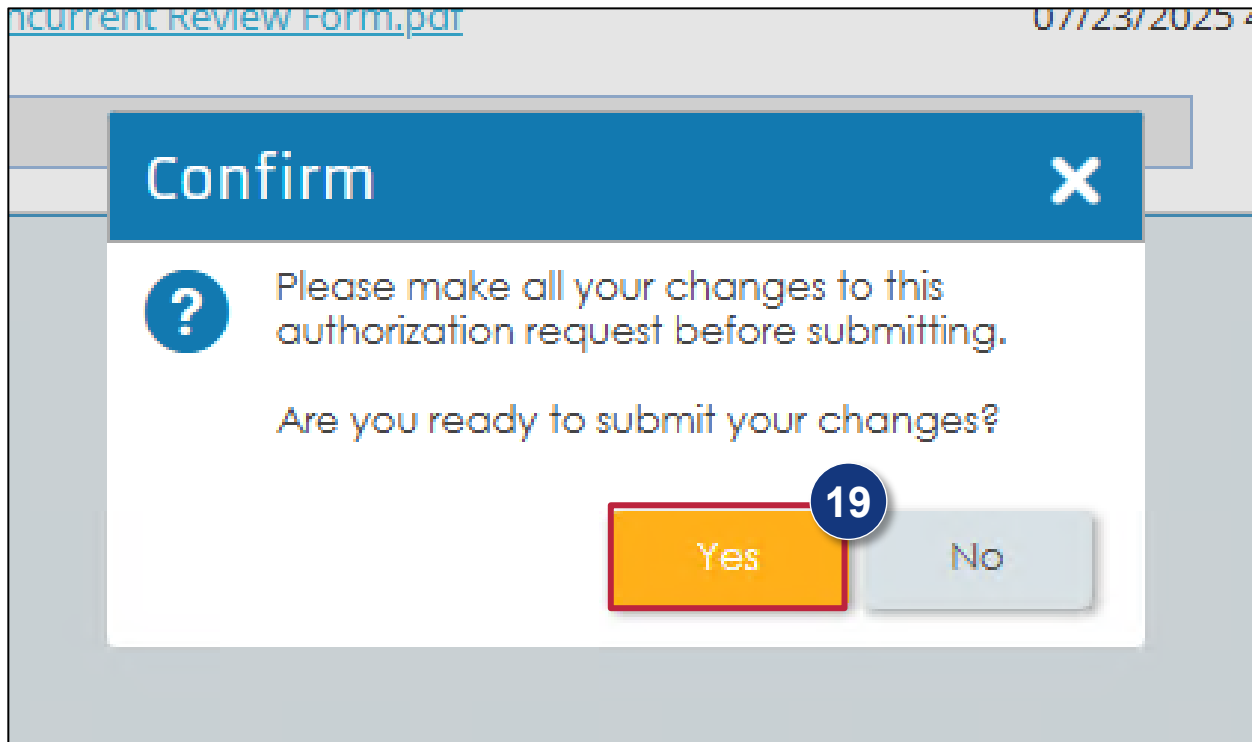
18. Select **Submit**.





19. Select **Yes** on the **Confirm** dialog box asking if you want to submit your changes. TriWest will receive a notification that you have requested a concurrent review.

**Note:** The online referral management system only notifies TriWest about a concurrent review request when you add attachments to existing inpatient authorizations.



TriWest will conduct the concurrent review, updating the online authorization with the needed modifications. Check back on the online referral management system regularly for updates on any requests you submit. Urgent reviews receive a determination in two days, and critical or emergent reviews receive a same-day determination. Once the review is complete, you'll receive a notification via fax about your request. You'll also receive a notification in the online referral management system's Message Center, so check back on your request to view any updates.