

Provider Portal

User Guide

Version 1.0

Version Control

Version	Date	Author	Action/Summary of Changes
1.0	04/2020	Kate Miller	Initial version

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Introduction

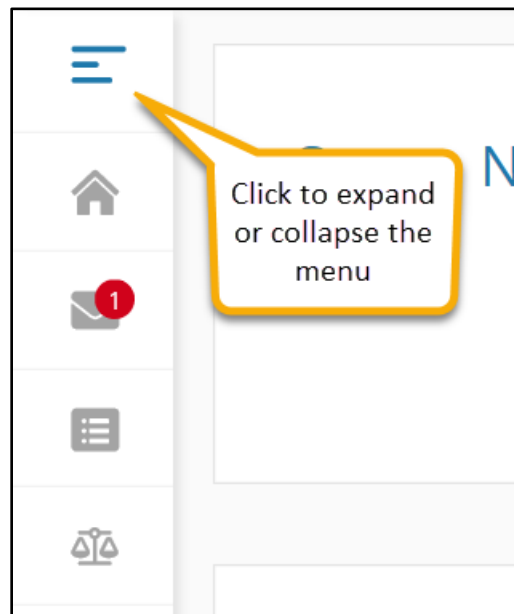
The provider portal integrates with GuidingCare Care Management and is a tool for providers to electronically submit authorizations, step through criteria and receives automated responses and real-time updates. Providers can check on the status of authorizations, add supporting documentation for authorizations, update authorization with discharge information and submit appeals on authorizations in one easy-to-use interface.

Single Sign-On

The provider portal employs single sign-on functionality to eliminate the need to maintain separate login credentials.

Navigation

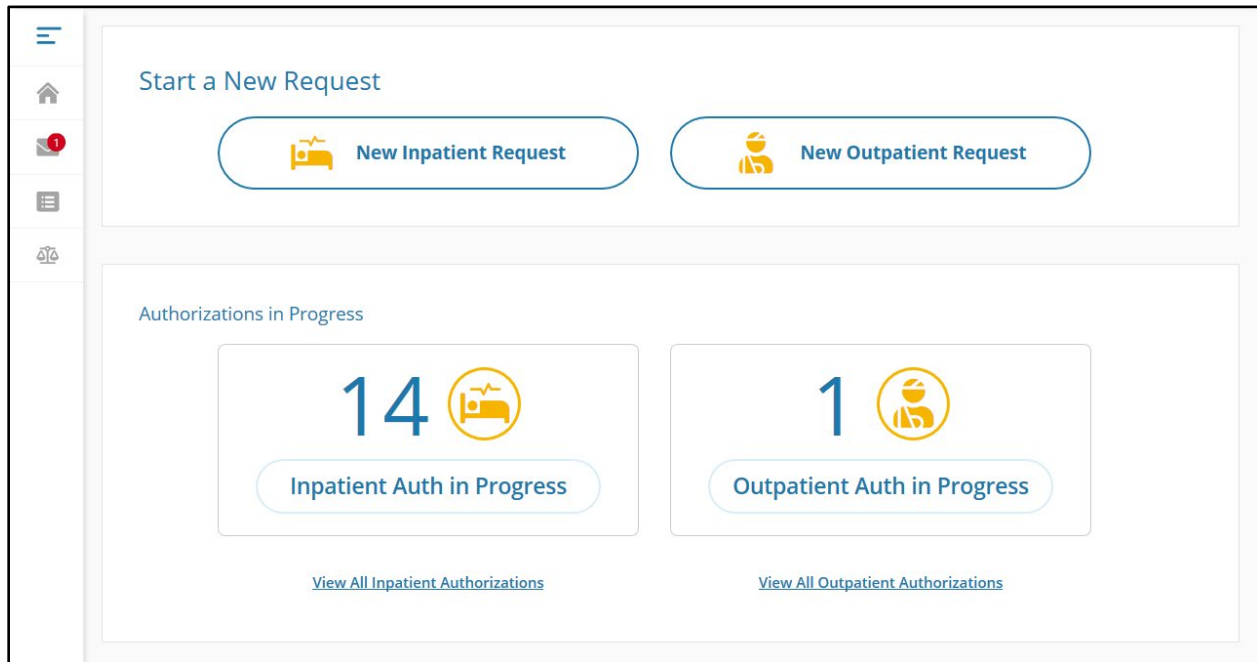
Depending on information passed in the single sign-on SAML, you will have different landing pages such as the Authorization List to review authorization status or the Member Search page to start a new authorization. The navigation bar on the left side of the portal consists of the following tabs:



When you hover over the navigation icon, the navigation icon label displays. The collapsed navigation bar only displays the icons.

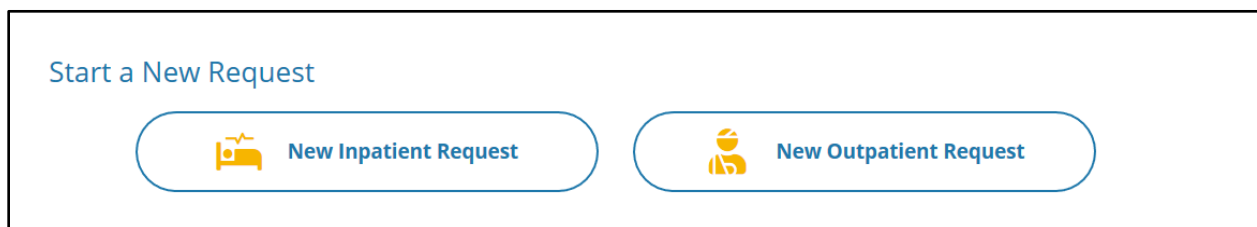
Home

From the **Home** page, you can start a new authorization or navigate to view authorizations in progress. There is a count of the authorizations in progress by type.



Start a New Request

The first section on the **Home** page contains buttons that navigate you to the four-step wizard that you can use to enter a new authorization request.

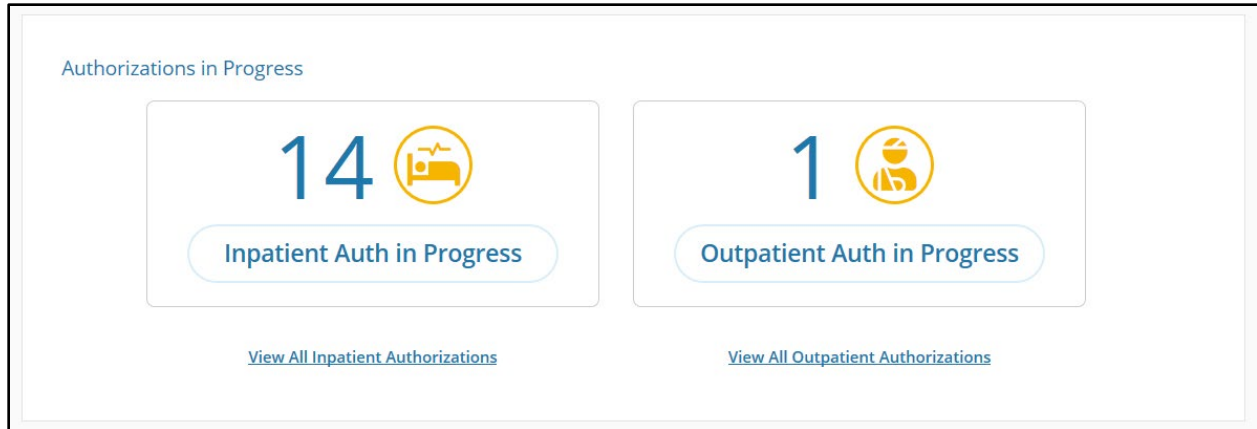


For more information on starting a new authorization request, refer to [New Authorization Request](#).

Viewing Authorizations in Progress

You can view your **Authorization List** from the **Home** page. From this list, you can check on the status of all in-progress authorizations. The **Authorizations in Progress** tiles show you the count of in-progress authorizations. You can click anywhere in these tiles to go to the **Authorization List**.

1. If you are on the **Home** page, click the tile of the in-progress authorizations that you would like to view.



Authorizations in Progress

14

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Inpatient Auth in Progress

[View All Inpatient Authorizations](#)

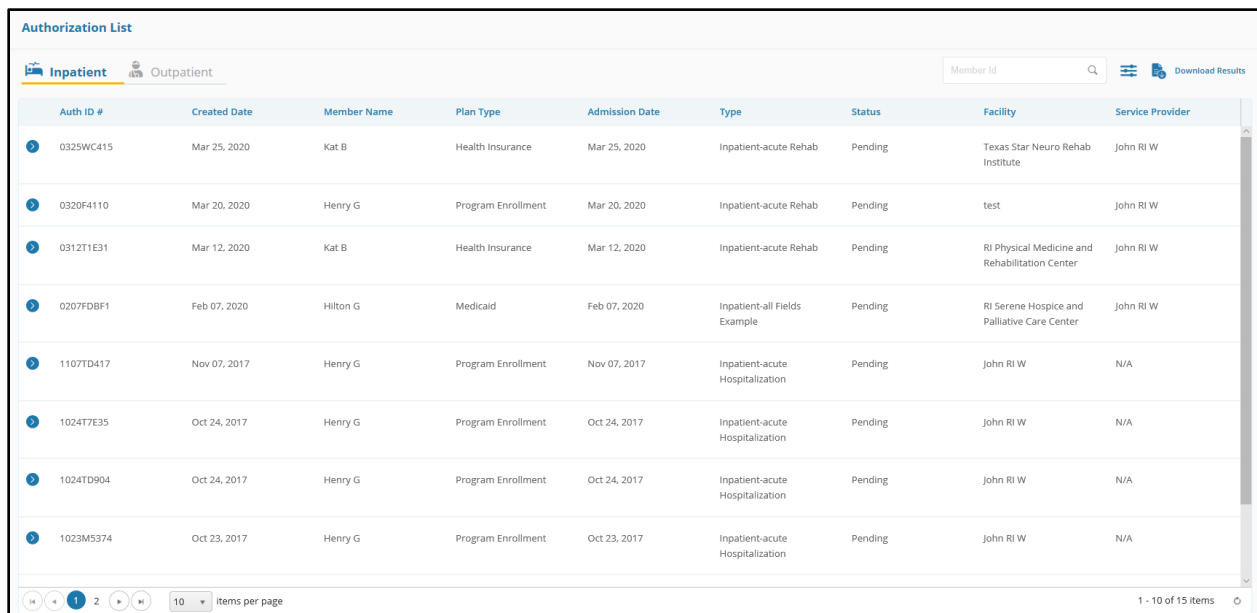
1

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Outpatient Auth in Progress

[View All Outpatient Authorizations](#)

2. The **Authorization List** appears.



Auth ID #	Created Date	Member Name	Plan Type	Admission Date	Type	Status	Facility	Service Provider
0325WC415	Mar 25, 2020	Kat B	Health Insurance	Mar 25, 2020	Inpatient-acute Rehab	Pending	Texas Star Neuro Rehab Institute	John RI W
0320F4110	Mar 20, 2020	Henry G	Program Enrollment	Mar 20, 2020	Inpatient-acute Rehab	Pending	test	John RI W
0312T1E31	Mar 12, 2020	Kat B	Health Insurance	Mar 12, 2020	Inpatient-acute Rehab	Pending	RI Physical Medicine and Rehabilitation Center	John RI W
0207FDBF1	Feb 07, 2020	Hilton G	Medicaid	Feb 07, 2020	Inpatient-all Fields Example	Pending	RI Serene Hospice and Palliative Care Center	John RI W
1107TD417	Nov 07, 2017	Henry G	Program Enrollment	Nov 07, 2017	Inpatient-acute Hospitalization	Pending	John RI W	N/A
1024T7E35	Oct 24, 2017	Henry G	Program Enrollment	Oct 24, 2017	Inpatient-acute Hospitalization	Pending	John RI W	N/A
1024TD904	Oct 24, 2017	Henry G	Program Enrollment	Oct 24, 2017	Inpatient-acute Hospitalization	Pending	John RI W	N/A
1023M5374	Oct 23, 2017	Henry G	Program Enrollment	Oct 23, 2017	Inpatient-acute Hospitalization	Pending	John RI W	N/A

For more information, refer to [Authorization List](#).

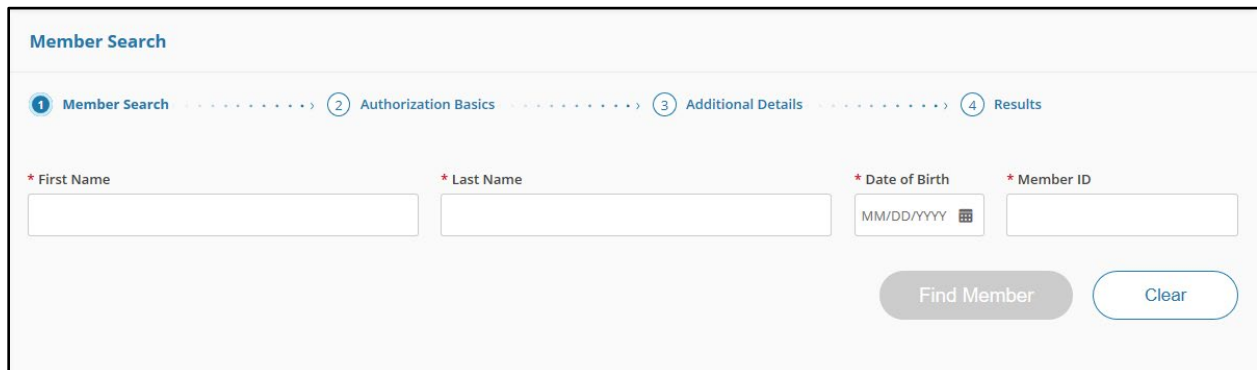
New Authorization Request

You can either start a new authorization request by SSO SAML navigating you to the **Member Search** page directly or clicking the relevant button on the **Home** page to start a new authorization request.

Step 1: Member Search

The **Member Search** page is the first step in a four-step wizard you can use to create an authorization electronically in the provider portal.

1. If you are on the **Home** page, click **Start a New Inpatient Request** for inpatient authorizations or **Start a New Outpatient Request** from outpatient authorizations.
 2. The **Member Search** page displays.
- or
3. Depending on the information you entered in your portal, you may be navigated directly to the **Member Search** page.

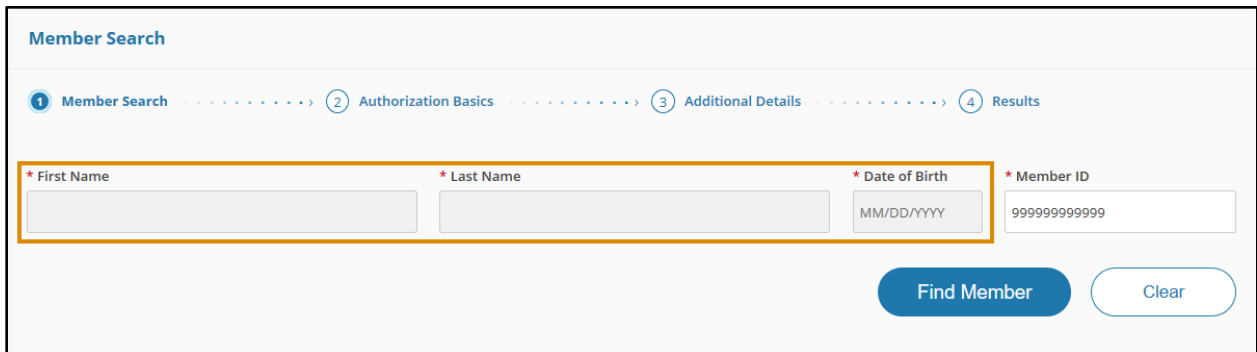


Required fields are indicated by a red asterisk (*).

Required fields on this page are configurable per client.

You can search for a member by exact name and date of birth OR by their member ID.

4. If you search for a member by name and birthdate, you must enter all three search criteria together (**First Name**, **Last Name** and **Date of Birth**). Once you start typing in any of these three fields, the **Member ID** field becomes inactive. Once you enter all three criteria, the **Find Member** button becomes active.
5. If you search by **Member ID**, the **First Name**, **Last Name** and **Date of Birth** fields become inactive. Once you enter the Member ID, the **Find Member** button becomes active.



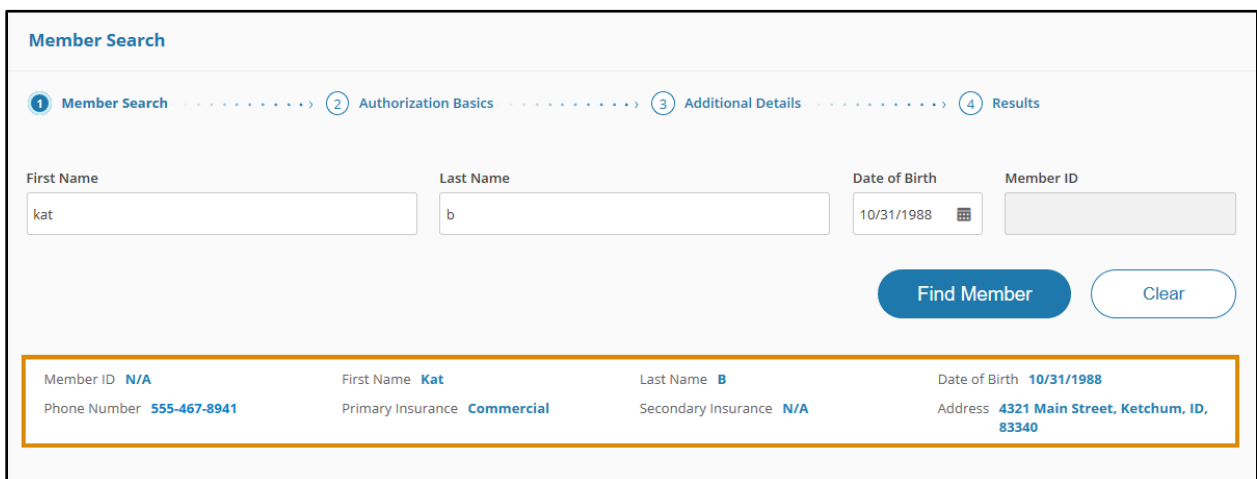
Member Search

1 Member Search >>>>>>>> 2 Authorization Basics >>>>>>>> 3 Additional Details >>>>>>>> 4 Results

* First Name	* Last Name	* Date of Birth	* Member ID
<input type="text"/>	<input type="text"/>	MM/DD/YYYY	999999999999

Find Member **Clear**

6. Click **Find Member**.
7. A tile or list of tiles displays with member demographic information. Select the appropriate member.



Member Search

1 Member Search >>>>>>>> 2 Authorization Basics >>>>>>>> 3 Additional Details >>>>>>>> 4 Results

First Name	Last Name	Date of Birth	Member ID
<input type="text" value="kat"/>	<input type="text" value="b"/>	10/31/1988	<input type="text"/>

Find Member **Clear**

Member ID	First Name	Last Name	Date of Birth
N/A	Kat	B	10/31/1988
Phone Number	Primary Insurance	Secondary Insurance	Address
555-467-8941	Commercial	N/A	4321 Main Street, Ketchum, ID, 83340

Step 2: Authorization Basics

The fields that display on this page depend on your selections, starting with the Authorization Type. The following steps are based on creating an inpatient authorization.

1. The **Authorization Basics** page appears with the member's name, gender, age, date of birth (DOB) and member ID number.

Authorization Basics

1 Member Search > 2 **Authorization Basics** > 3 Additional Details > 4 Results

Kat B • Female • 31 Years & 5 Months • DOB: 10/31/1988

Eligibility Show All ▾

<input type="radio"/>	LOB Name Health Insurance Status Active	Benefit Plan Name Health and Wellness Benefit Plan Description Health and Wellness	Start Date 03/12/2020 End Date 12/20/2025
<input type="radio"/>	LOB Name Health Insurance Status Active	Benefit Plan Name N/A Benefit Plan Description N/A	Start Date 03/12/2020 End Date 12/20/2025

2. Select the eligibility of the member. You can filter the eligibility to show only active eligibilities by clicking the drop-down lists and selecting **Show Active**.

Authorization Basics

1 Member Search > 2 **Authorization Basics** > 3 Additional Details > 4 Results

Kat B • Female • 31 Years & 5 Months • DOB: 10/31/1988

Eligibility Show All
Show Active

<input type="radio"/>	LOB Name Health Insurance	Benefit Plan Name Health and Wellness	Start Date 03/12/2020
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3. Additional authorization fields appear.

Authorization Basics

1 Member Search
2 Authorization Basics
3 Additional Details
4 Results

Kat B • Female • 31 Years & 5 Months • DOB: 10/31/1988

Show All
▼

Eligibility

- LOB Name **Health Insurance** Benefit Plan Name **Health and Wellness** Start Date **03/12/2020**

Status **Active** Benefit Plan Description **Health and Wellness** End Date **12/20/2025**
- LOB Name **Health Insurance** Benefit Plan Name **N/A** Start Date **03/12/2020**

Status **Active** Benefit Plan Description **N/A** End Date **12/20/2025**

*** Authorization Type** *** Auth Priority**

Requesting Provider

Requesting & Servicing Providers are same

Servicing Provider

Facility Provider

Expected Admission Date *** Admission Date and Time** **Expected Discharge Date and Time**

*** Type of Service** *** Place of Service** **Admission Type**

*** Diagnosis Description** **Diagnosis Code**

+ -
 Primary Diagnosis

*** Procedure Description** **Procedure Code** **Modifier**

*** Service Start Date** *** Service End Date** **Units Type** **Units**

+ -
 Primary Procedure

[Cancel](#)

4. Select the **Authorization Type** and **Auth Priority**.

<p>* Authorization Type</p> <p>InPatient-Acute Rehab ▼</p>	<p>* Auth Priority</p> <p>Concurrent Standard ▼</p>
---	--

Auth Priority options depend on the **Authorization Type** selected.

- Enter the **Requesting Provider**, **Servicing Provider** and **Facility Provider** information.

The fields that appear in this section depend on the authorization type you select.

If **Requesting Provider** field displays, it should be prepopulated with your provider details.

If the requesting provider and servicing provider are the same, select the **Requesting & Servicing Providers are same** check box to populate the **Servicing Provider** field.

Requesting Provider		<input type="checkbox"/> Requesting & Servicing Providers are same
Provider Name ▼	Begin typing name or code to select Q	
Servicing Provider		
Provider Name ▼	Begin typing name or code to select Q	
Facility Provider		
Provider Name ▼	Begin typing name or code to select Q	

- In the **Servicing Provider** and **Facility Provider** drop-down lists, select the criteria to search by: **Provider Name, Provider Code, NPI or Tax ID.**

Servicing Provider	
<p>Provider Name</p> <p>Provider Code</p> <p>NPI</p> <p>Tax ID</p> <p>Provider Name ▼</p>	<p>Begin typing name or code to select Q</p> <p>Begin typing name or code to select Q</p>

- The search field next to the drop-down list is a smart search field, meaning you can start typing your search criteria (at least three characters) and press the down arrow on your keyboard to view a table of search results with the provider info. Select the provider from this table to populate the **Servicing Provider** and **Facility Provider** fields.

Click 'Down Arrow' after entering first 3 characters to enable search.

Provider Code	Par	Provider Name	Provider Type	Provider NPI	Eligibility Start Date	Eligibility End Date	LOB	Benefit Plan	Address Start Date	Address End Date	Address	Address Status
PROV00...	PAR	RI Physical Me...	Facility	AHNPI...	01/01/2012	12/31/2999	Program E...	N/A	01/01/2012	12/31/2999	1021 Front St, ...	Active
PROV00...	PAR	RI Physical Me...	Facility	AHNPI...	01/01/2012	12/31/2999	Health Ins...	N/A	01/01/2012	12/31/2999	1021 Front St, ...	Active
PROV00...	PAR	RI Physical Me...	Facility	AHNPI...	01/01/2012	12/31/2999	Medicaid	N/A	01/01/2012	12/31/2999	1021 Front St, ...	Active
PROV00...	PAR	RI Physical Me...	Facility	AHNPI...	01/01/2012	12/31/2999	Medicare	N/A	01/01/2012	12/31/2999	1021 Front St, ...	Active
PROV00...	PAR	RI Physical Me...	Facility	AHNPI...	01/01/2012	12/31/2999	MLTC	N/A	01/01/2012	12/31/2999	1021 Front St, ...	Active
PROV00...	PAR	RI Physical Me...	Facility	AHNPI...	01/01/2012	12/31/2999	Commercial	N/A	01/01/2012	12/31/2999	1021 Front St, ...	Active
PROV00...	PAR	RI Physical Me...	Facility	AHNPI...	01/01/2012	12/31/2999	ER Program	N/A	01/01/2012	12/31/2999	1021 Front St, ...	Active
PROV00...	PAR	NC Physical Me...	Facility	AHNPI...	01/01/2012	12/31/2999	Program E...	N/A	01/01/2012	12/31/2999	1021 Front St, ...	Active
PROV00...	PAR	NC Physical Me...	Facility	AHNPI...	01/01/2012	12/31/2999	Health Ins...	N/A	01/01/2012	12/31/2999	1021 Front St, ...	Active
PROV00...	PAR	NC Physical Me...	Facility	AHNPI...	01/01/2012	12/31/2999	Medicaid	N/A	01/01/2012	12/31/2999	1021 Front St, ...	Active

Please note that the above list include top 10 providers with active addresses. Please use advanced search for active and inactive providers.

8. Select the provider from the grid.
9. The provider details populate the text field.

Facility Provider

Provider Code ▼

Texas Star Neuro Rehab Institute

Click **i** to view full details about the provider, including provider details, provider contract type and provider index details.

PROVIDER INFORMATION

[CLOSE X](#)

PROVIDER DETAILS

Provider ID PROV_8997	Provider Name Texas Star Neuro Rehab Institute	Provider Type Rehab Facility
Speciality Comprehensive Outpatient Rehabilitation Facility,H...	Ethnicity Not Available	Provider NPI Not Available
Provider TIN Not Available	Language Spoken Chinese,English,French,German,Korean,Portuguese,Sp...	Clinic ID Not Available
Clinic Name Not Available	Address SMALLSYS INC 795 E DRAGRAM TUCSON AZ USA, Dallas, Dallas TX, 85705	City Dallas
State / Province TX	ZIP / Postal Code 85705	Provider Phone Not Available
Cell Phone Not Available	Fax Not Available	Email Not Available
Gender N/A	Provider Degree Not Available	DOB Not Available
County Not Available	Borough Not Available	Alternate Phone Not Available
Premium Provider Not Available	Address Type Mailing	Accepting Patients No
Provider Rank Not Available	Handicap Accessibility Not Available	Appointment Availability Morning- Not Available Afternoon- Not Available Evening- Not Available Apt Only- Not Available

PROVIDER CONTRACT TYPE

10. Select the **Expected Admission Date** from the calendar or type in the date in MM/DD/YYYY format.

You can use the keyboard shortcut **t-n** to populate the field with today's date.

11. Select the **Admission Date and Time** and **Expected Discharge Date and Time** using the calendar and time picker.

The fields that appear in this section depend on the authorization type you select. This example shows an inpatient authorization.



<p>Expected Admission Date</p> <input style="width: 100%;" type="text" value="MM/DD/YYYY"/>	<p>* Admission Date and Time</p> <input style="width: 100%;" type="text" value="MM/DD/YYYY"/>	<p>Expected Discharge Date and Time</p> <input style="width: 100%;" type="text" value="MM/DD/YYYY"/>
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12. Select the **Type of Service**, **Place of Service** and **Admission Type**.



<p>* Type of Service</p> <input type="text" value="Rehab-Other"/>	<p>* Place of Service</p> <input type="text" value="61 - Comprehensive Inpatient Rehabilitation Facility"/>	<p>Admission Type</p> <input type="text" value="Observation"/>
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- Enter a **Diagnosis Description**. This is a smart search field, meaning you can start typing your search criteria (at least three characters) and press the down arrow on your keyboard to view a table of search results with the diagnosis description and code. Select the diagnosis from the search results grid to populate the **Diagnosis Description** and **Diagnosis Code** fields.

<p>* Diagnosis Description</p> <input type="text" value="Begin typing Code or Description"/>	<p>Diagnosis Code</p> <input type="text"/>	<p>+ - <input type="radio"/> Primary Diagnosis</p>
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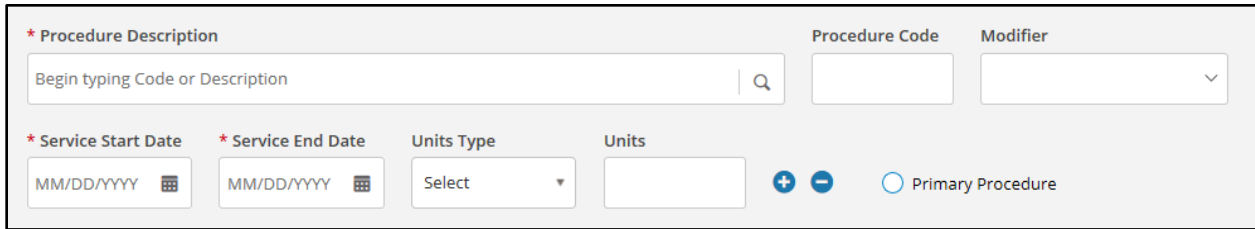
You can enter more than one diagnosis by clicking . If you enter more than one diagnosis, click **Primary Diagnosis** to select the primary diagnosis. If you only enter one diagnosis, that diagnosis is automatically selected as the primary diagnosis. Click  to remove a diagnosis.

- Enter the **Procedure Description**. This is a smart search field, meaning you can start typing your search criteria (at least three characters) and press the down arrow on your keyboard to view a table of search results with the procedure description, category, code and active status. Select the procedure from the search results grid to populate the **Procedure Description** and **Procedure Code** fields.

You can enter more than one procedure by clicking . If you enter more than one procedure, click **Primary Procedure** to select the primary procedure. If you only enter one procedure, that procedure is automatically selected as the primary procedure. Click  to remove a procedure.

- Enter the **Modifier**, if applicable.
- Select the **Service Start Date** and **Service End Date** from the calendars.
- Select the **Units Type**.
- Enter the number of **Units**.

If you select **Days** as the **Units Type**, the **Units** field populates with the number of units automatically.

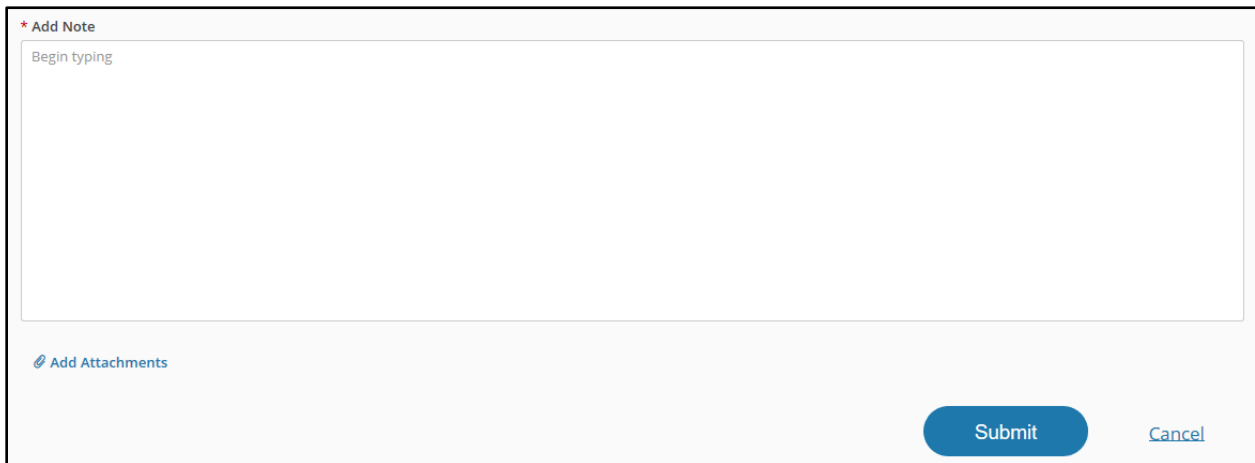


The screenshot shows a form for entering procedure details. It includes a search field for the procedure description, fields for procedure code and modifier, date pickers for service start and end dates, a units type dropdown, and a units input field. There are also plus and minus buttons for units and a radio button for 'Primary Procedure'.

19. Click **Next**.

Step 3: Additional Details

1. The **Add Note** field appears. You can either type in this field or copy and paste text and/or images.



The screenshot shows a large text area for adding a note. Below the text area is a link for 'Add Attachments'. At the bottom right, there are 'Submit' and 'Cancel' buttons.

2. Click **Add Attachments** to add attachments.
3. Click **Submit**.
4. Rules run to determine if you should walk through criteria or if the authorization requires additional review.

Step 4: Results

A message appears with the system-generated authorization number and lets you know the status of the authorization. The full details of the authorization display below the message. The following screen shows an example of an authorization in pending status.

1 Member Search 2 Authorization Basics 3 Additional Details 4 Results

Warning: Your request #0325WC415 is pending review. [Click to print](#)

Kat B • FEMALE • 31 Years & 5 Months. DOB 10/31/1988
 Primary Language English
 Address 4321 Main Street Primary Phone 555-467-8941

Auth ID #0325WC415

Authorization Details

Auth Class	InPatient	Auth Type	InPatient-Acute Rehab	Auth Status	Open
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Authorization Basic Details

Auth Created On	3/25/2020 3:53:02 PM	Admission Date and Time	3/25/2020 2:00:00 AM	Place of Service	Comprehensive Inpatient Rehabilitation Facility
Notification Date and Time	3/25/2020 3:53:02 PM	Discharge Date	3/26/2020 12:00:00 AM	Treatment Type	Rehab-Other

Provider Details

Servicing Provider

Provider Name	John RI W	Provider Type	Servicing	Provider NPI	AHNPI05293
Tax ID	AHTIN05293				

Referred By Provider

Provider Name	John RI W	Provider Type	Referred By	Provider NPI	AHNPI05293
Tax ID	AHTIN05293				

Facility Provider

Provider Name	Texas Star Neuro Rehab Institute	Provider Type	Facility
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Diagnosis and Service Codes

Diagnosis Codes ICD Version ICD-10

Diagnosis Code	M24.87	Primary Diagnosis
Diagnosis Description	OTHER SPECIFIC JOINT DERANGEMENTS OF ANKLE AND FOO	

Procedure Codes

Procedure Code	0944	Primary Procedure
Procedure Description	Other Therapeutic Serv: Drug rehab	
Unit Type	Days	Requested 2
From Date	03/25/2020	To Date 03/26/2020

Authorization Guidelines

Decision 1

Code	0944	Description	Other Therapeutic Serv: Drug rehab	Unit	Days
Decision Status	Pending	Notification Date Time	3/25/2020 3:53:02 PM		

Discharge Codes ICD Version ICD-10

The **Click to print** link produces a printer-friendly/downloadable version of the authorization.

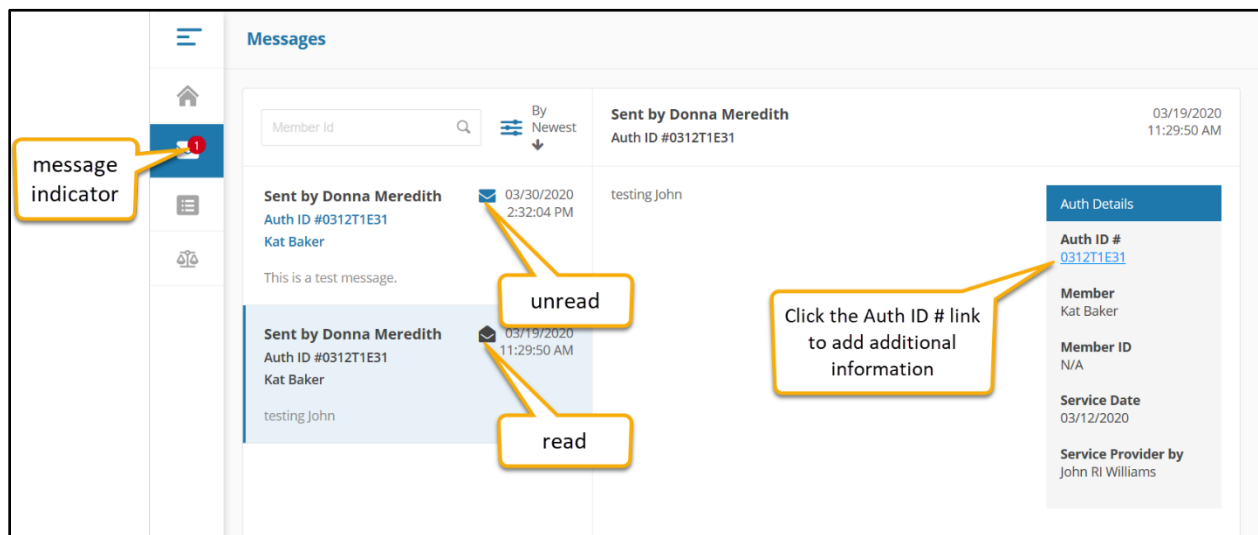
Messages

The **Messages** page displays any messages sent from reviewers to providers related to authorizations. Reviewers usually send messages to request additional information from the provider. These messages are currently created in GuidingCare within the authorization and are read-only in the provider portal.

If you have any unread messages in the provider portal, a red indicator of the unread message count displays on the **Messages** tab in the menu.

Click a message on the left to open the full text in a reading pane on the right, along with some details about the authorization. The Auth ID link opens Additional Information about the authorization. Refer to [Add Additional Information](#).

A closed envelope icon indicates an unread message and an open envelope icon indicates a read message.



Authorization List

The **Authorization List** contains grids with information about the authorizations submitted by your organization. Depending on the information you enter in the portal, you may be taken directly to the **Authorization List** or you can use the menu to navigate to the **Authorization List**.

The **Authorization List** is split into tabs for each authorization template. Depending on the tab you select, the grid may display different columns. The following example is for inpatient authorizations.


Authorization List									
Inpatient		Outpatient		Member ID					Download Results
Auth ID #	Created Date	Member Name	Plan Type	Admission Date	Type	Status	Facility	Service Provider	
0325WC415	Mar 25, 2020	Kat B	Health Insurance	Mar 25, 2020	Inpatient-acute Rehab	Pending	Texas Star Neuro Rehab Institute	John RI W	
0320F4110	Mar 20, 2020	Henry G	Program Enrollment	Mar 20, 2020	Inpatient-acute Rehab	Pending	test	John RI W	
0312T1E31	Mar 12, 2020	Kat B	Health Insurance	Mar 12, 2020	Inpatient-acute Rehab	Pending	RI Physical Medicine and Rehabilitation Center	John RI W	
0207FDBF1	Feb 07, 2020	Hilton G	Medicaid	Feb 07, 2020	Inpatient-all Fields Example	Pending	RI Serene Hospice and Palliative Care Center	John RI W	
0206T824F	Feb 06, 2020	Henry G	Medicaid	Feb 06, 2020	Inpatient-acute Rehab	Denied	John RI W	John RI W	
1107TD417	Nov 07, 2017	Henry G	Program Enrollment	Nov 07, 2017	Inpatient-acute Hospitalization	Pending	John RI W	N/A	
1024T7E35	Oct 24, 2017	Henry G	Program Enrollment	Oct 24, 2017	Inpatient-acute Hospitalization	Pending	John RI W	N/A	
1024TD904	Oct 24, 2017	Henry G	Program Enrollment	Oct 24, 2017	Inpatient-acute Hospitalization	Pending	John RI W	N/A	
1023M5374	Oct 23, 2017	Henry G	Program Enrollment	Oct 23, 2017	Inpatient-acute	Pending	John RI W	N/A	

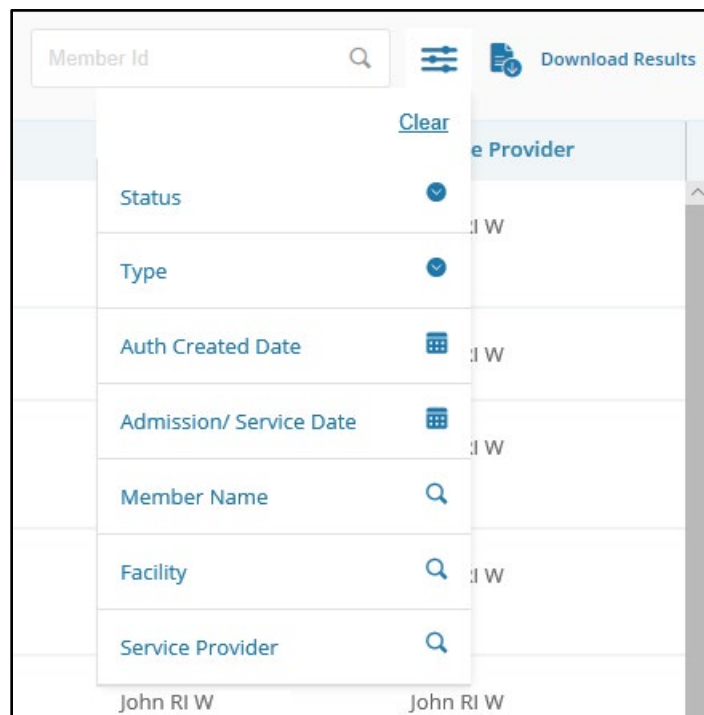
The **Authorization List** grids consist of the following columns:

Column	Description
Auth ID	The unique, system-generated ID number assigned to the authorization.
Created Date	The date on which the authorization was created.
Member Name	The first and last name of the member.
Plan Type	The member’s plan type associated with the authorization.
Admission Date (Inpatient)	The date of admission.
Procedure Date (Outpatient)	The date of the procedure.
Type	The type of authorization.
Status	The overall authorization status: <ul style="list-style-type: none"> ▪ Pending – The authorization has been submitted and is pending a decision. ▪ Denied – The authorization has been denied. You can start an appeal. ▪ Approved – The authorization has been approved for payment. ▪ Partially Approved – The authorization is only partially approved.
Facility	The name of the facility provider.
Service Provider	The name of the service provider.





Authorization List Grid Navigation

There are a number of ways you can navigate the grid **Authorization List**:

- You can sort any of the columns in ascending or descending order by clicking on the column headers. An up arrow (▲) next to the column header indicates ascending order while a down arrow (▼) indicates descending order.
- You can use the **Member Id** field to filter the list by member.
- You can click  for more filter options:



- The bar at the bottom of the grid provides additional navigational tools:

Tool	Description
	Go to the first page
	Go to the previous page
 1 2	Jump to a page number
	Go to the next page

Tool	Description
	Go to the last page
	Change the number of rows displaying per page to 5, 10 or 20
1 - 10 of 17 items	The number of authorizations displaying out of the total number of authorizations
	Refresh

Download Results

Click **Download Results** to export the grid to an Excel spreadsheet.





The screenshot shows the 'Authorization List' interface. At the top, there are tabs for 'Inpatient' and 'Outpatient'. A search bar for 'Member Id' is on the right. The 'Download Results' button is highlighted with a yellow box. Below the search bar is a table with columns: Auth ID #, Created Date, Member Name, Plan Type, Admission Date, Type, Status, Facility, and Service Provider.

Expand an Authorization

You can click to expand an authorization in the grid to view additional information and options. The options that display depend on the status of the authorization.

The screenshot shows the 'Authorization List' interface with one authorization expanded. The expanded row shows: Auth ID # 1107TD417, Created Date Nov 07, 2017, Member Name Henry G, Plan Type Program Enrollment, Admission Date Nov 07, 2017, Type Inpatient-acute Hospitalization, Status Pending, Facility John RI W, and Service Provider N/A. Below the row, the 'Auth Details' section is visible, showing: Primary Diagnosis N/A, Notification Date 11/07/2017, Decision Date N/A, and Medicaid No : AHMEDICAID028, Medicare No : . There are also buttons for 'View & Print Auth', 'View Notes', 'View Docs', and 'View Letter'. At the bottom, there are buttons for '+ Discharge Information' and '+ Additional Information'. The pagination at the bottom shows '1 - 10 of 17 items'.

The following options are available on each authorization regardless of status:

Option	Description
 View & Print Auth	View a summary of the authorization in a printer-friendly/downloadable format.
 View Notes	View any notes associated with the authorization.
 View Docs	View any documents associated with the authorization.
 View Letter	View any letters associated with the authorization.

Add Discharge Information

This option is available when an inpatient authorization is in any status except **N/A**.

To add discharge information for an authorization:

1. Click **+Discharge Information**.





Auth Details

Primary Diagnosis N/A

Notification Date 11/07/2017

Decision Date N/A

Medicaid No : AHMEDICAID028 , Medicare No :

 [View & Print Auth](#)
 [View Notes](#)
 [View Docs](#)
 [View Letter](#)

+ Discharge Information
+ Additional Information

2. The **Discharge Information** page appears.
3. Select the **Discharge Date** from the calendar.
4. Select the location to **Discharge To** from the drop-down list.
5. Enter note text in the **Add Note** text box.
6. To add attachments, click **Add Attachments**.
7. Click **Submit** to save the discharge information to the authorization.

Discharge Information

Henry G Authorization ID : 1107TD417

*** Discharge Date**

*** Discharge To**

***Add Note (Please select at least one file / enter notes)**

[Add Attachments](#)

[Cancel](#)

To cancel adding discharge information, click **Cancel**.

Add Additional Information

You can add additional information to authorizations with statuses of **Approved**, **Pending** and **Appeal Overturned** from the **Authorization List** or **Messages**.

To add additional information to an authorization:

1. Click **+Additional Information**.

Auth Details

Primary Diagnosis N/A

Notification Date 11/07/2017

Decision Date N/A

Medicaid No : AHMEDICAID028 , Medicare No :

View & Print Auth
 View Notes
 View Docs
 View Letter

2. The **Additional Information** page appears.
3. Enter additional information text in the **Enter Note** box.
4. Click **Add Attachments** to add attachments.

- Click **Submit** to save the additional information.

Additional Information

Hilton G Authorization ID #0207FDBF1

*** Enter Note**

Begin typing

[Add Attachments](#)

Submit
 [Cancel](#)

To cancel adding additional information, click **Cancel**.

Request an Extension

You can request an extension to authorizations with statuses **Approved** or **Appeal Overturned**.

To request an extension to an authorization:

- Click **+Extension**.

	06076E53D	Jun 07, 2017	Cherie B	Program Enrollment	Jun 09, 2017	Inpatient-acute Hospitalization	Approved	WI General Hospital	John RI W
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Auth Details

Primary Diagnosis N/A

Notification Date 06/07/2017

Decision Date 06/07/2017

Medicaid No : AHMEDICAID381

[View & Print Auth](#) [View Notes](#) [View Docs](#) [View Letter](#)

+ Discharge Information
+ Extension

- The **Request Extension** window displays.
- Select the requested end date from the **Extend Start Date** calendar.

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4. Select the requested end date from the **Extend End Date** calendar.
5. When the **Unit Type** is **Days**, once you select the **Extend End Date**, the **Total Extended Units** field auto-populates.

If the **Unit Type** is anything other than **Days**, you will need to calculate and manually enter the **Total Extended Units** value.

6. Enter note text in the **Enter Note** text box.
7. Click **Add Attachments** to add attachments.
8. Click **Submit** to save the extension request.

Request Extension

Cherie B **Authorization ID #06076E53D**

Service Code	Service Description	Unit Type	Start Date	End Date	Previous Units	Extend Start Date	Extend End Date	Total Extended Units
27130	ARTHRP ACETBLR/PROX FEM PROSTC AGRFT/ALGRFT	Days	06/13/2017	06/15/2017	3	<input type="text"/>	<input type="text"/>	
27135	Revision Hip Arthroplasty	Days	06/13/2017	06/15/2017	3	<input type="text"/>	<input type="text"/>	

*** Enter Note**

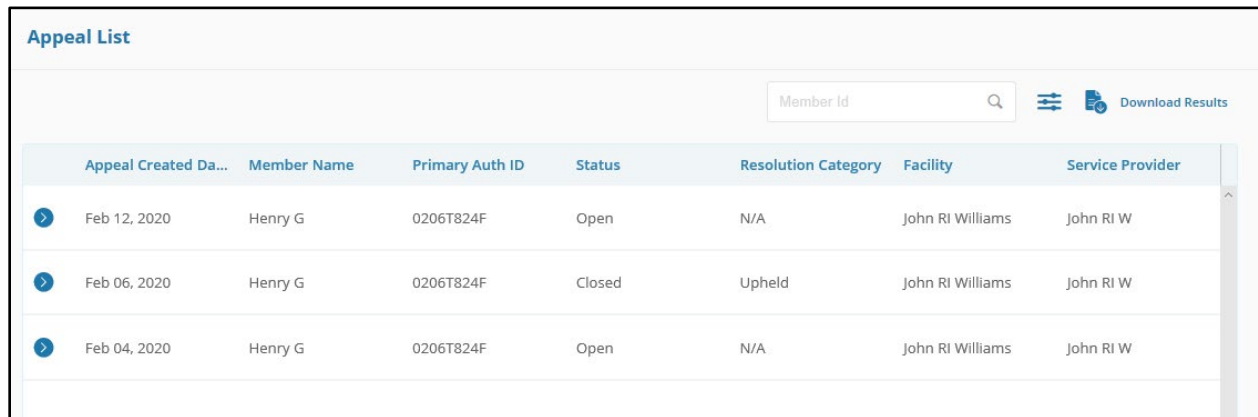
[Add Attachments](#)

Submit
Cancel

To cancel requesting an extension, click **Cancel**.

Appeals

The **Appeals** tab opens the **Appeal List**, which contains information about the appeals your organization has submitted.



Appeal Created Da...	Member Name	Primary Auth ID	Status	Resolution Category	Facility	Service Provider
Feb 12, 2020	Henry G	0206T824F	Open	N/A	John RI Williams	John RI W
Feb 06, 2020	Henry G	0206T824F	Closed	Upheld	John RI Williams	John RI W
Feb 04, 2020	Henry G	0206T824F	Open	N/A	John RI Williams	John RI W

The **Appeal List** grid contains the following columns:

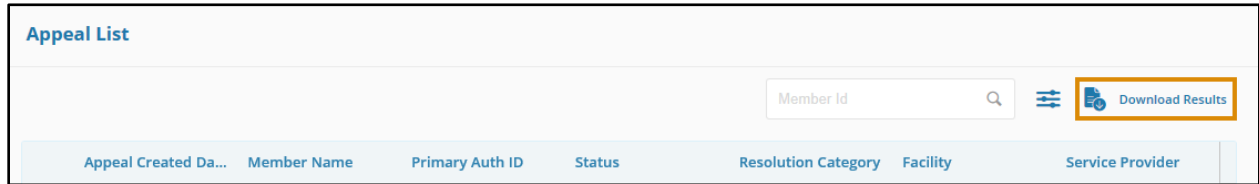
Column	Description
Appeal Created Date	The date the appeal was created.
Member Name	The name of the member for which the appeal was requested.
Primary Auth ID	The system-generated ID number assigned to the authorization for which the appeal was requested.
Status	The status of the appeal: <ul style="list-style-type: none"> Open – The appeal has been submitted and is under review. Closed – The appeal has been reviewed and is complete.
Resolution Category	<ul style="list-style-type: none"> Blank – No decision made yet Upheld – The original decision of the authorization stands. Overtaken – The original decision of the authorization has been reversed.
Facility	The name of the facility provider associated with the authorization for which the appeal was requested.
Service Provider	The name of the service provider associated with the authorization for which the appeal was requested.

Appeal List Grid Navigation


The **Appeal List** grid is sortable and searchable, similar to the **Authorization List** grid. For more information, refer to [Authorization List Grid Navigation](#).

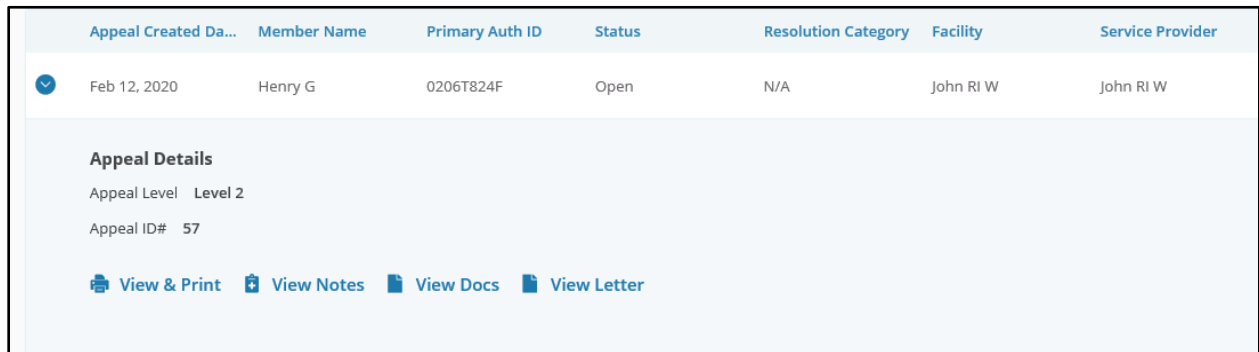
Download Results

Click **Download Results** to export the grid to an Excel spreadsheet.







Expand an Appeal

You can click  to expand an appeal in the grid to view additional information and options. When you expand an appeal, you can view the Appeal Details (Appeal Level and Appeal ID#), information about why the authorization was denied (if applicable) as well as additional options.



The following options are available on each appeal:

Option	Description
 View & Print	View a summary of the appeal in a printer-friendly/downloadable format.
 View Notes	View any notes associated with the appeal.
 View Docs	View any documents associated with the appeal.
 View Letter	View any letters associated with the appeal.