



Provider Secure Web Portal Authorization Redesign

Home State Health

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Home State Health values the relationships we have with our provider partners and works to ensure that doing business with us is easy and straightforward. A key component of meeting provider needs is our secure Provider Portal, which enables providers to conduct business with Home State Health from the convenience of their desktops seamlessly and in real time.

Home State Health is pleased to announce, effective of 07/01/19, the redesign of medical and behavioral health web authorization requests in our Secure Provider Portal, adding features that will simplify the provider experience.

The web authorization redesign offers several new capabilities:

- Streamlined request process
- Advises users if a service requires/does not require authorization or is not covered
- Notifies user if a service requires Medical Review
- Identifies non-submitted Service Lines and provides reason for non-submittal
- Provides the assigned Authorization ID on submitted web authorization Service Lines

We believe these updates to our Provider Portal will create a more user-friendly experience and enhance your ease of doing business with Home State Health. We have developed a slide presentation that includes visuals illustrating the enhancements. This will be posted to our website at www.homestatehealth.com, provider resources, news and announcements, no later than 6/20/19.

If you are currently not a user on our secure web portal, please submit a request at www.homestatehealth.com, login, and create an account. Please contact Provider Services at 855-694-HOME (4663) with any questions you may have.

➤ **Keep Up with Our Latest News and Announcements!** All of Home State's News and Announcements are located on our website at www.HomeStateHealth.com. Here you can also find our annual provider manual, provider training opportunities, quarterly provider newsletters, and so much more!