Provider Secure Web Portal Authorization Redesign – July, 2019

Quality Healthcare is at the Heart of What We Do

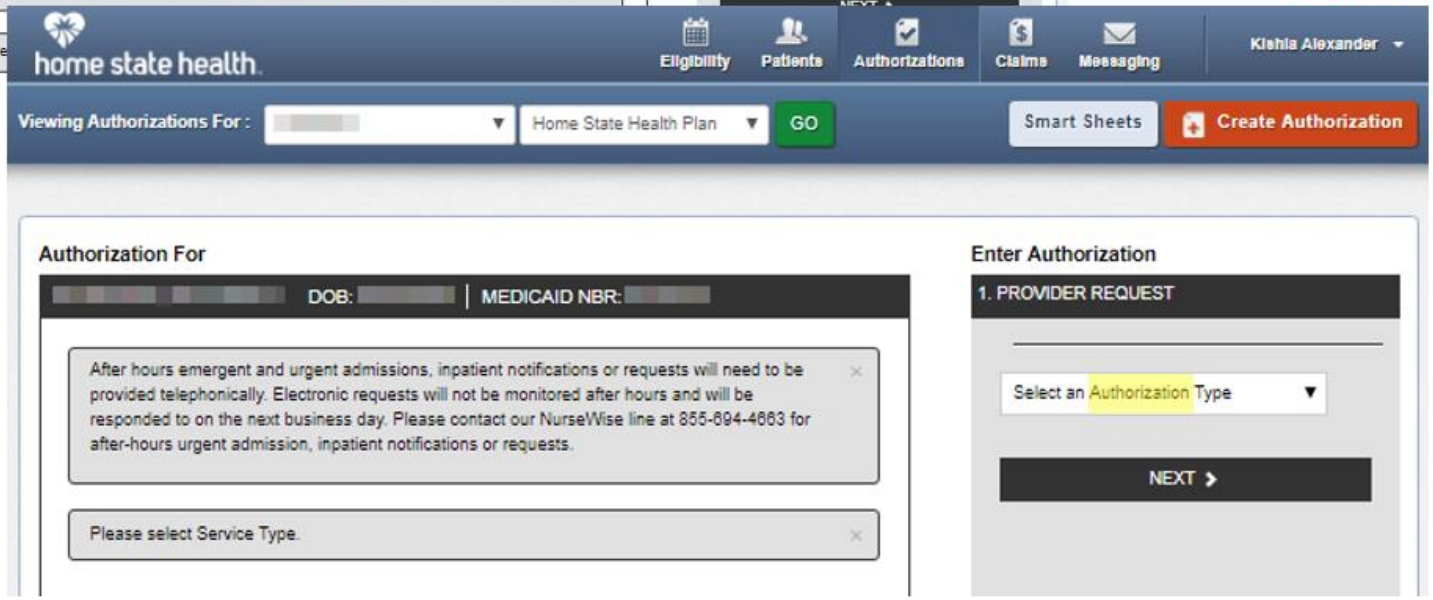
6/6/2019

Web Authorization Redesign – Provider Request

home state health

Before

After

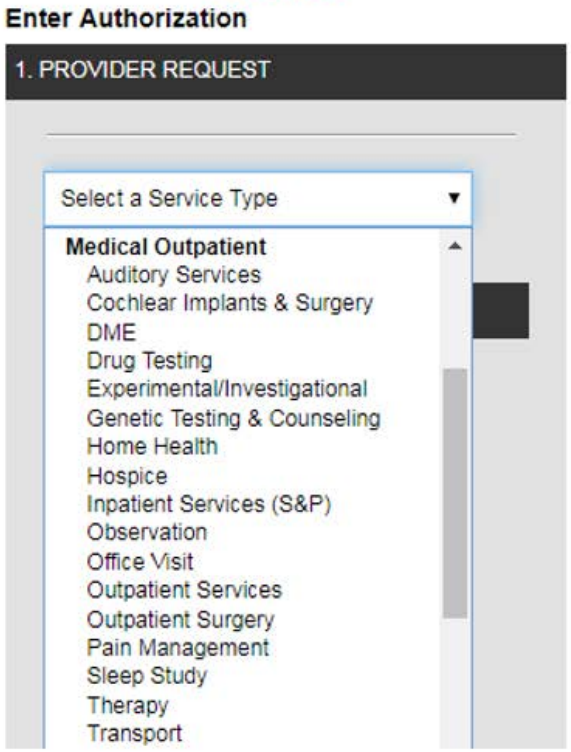


Web Authorization Redesign

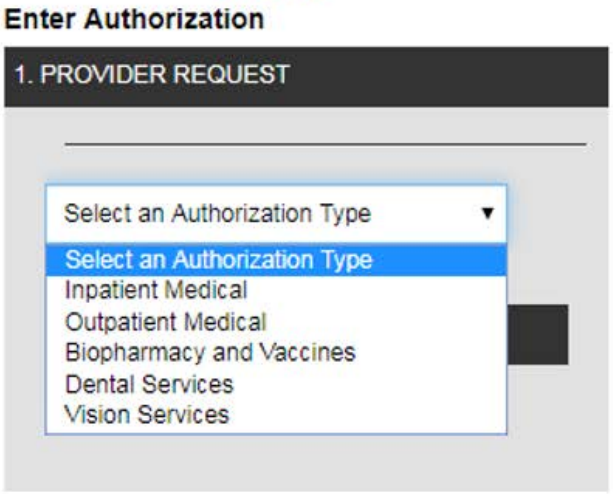
The 1st drop-down, is no longer Service Type-driven. With the web auth redesign, the options are Authorization Type-driven.

To begin a web authorization request, users will select Inpatient Medical or Outpatient Medical.

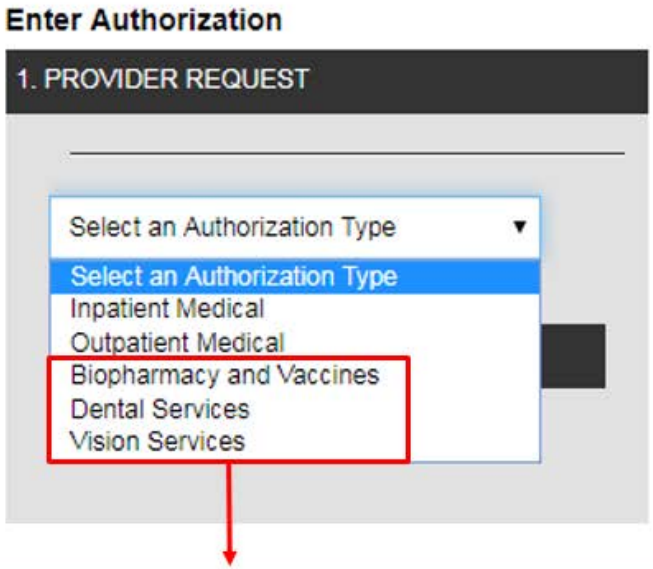
Before



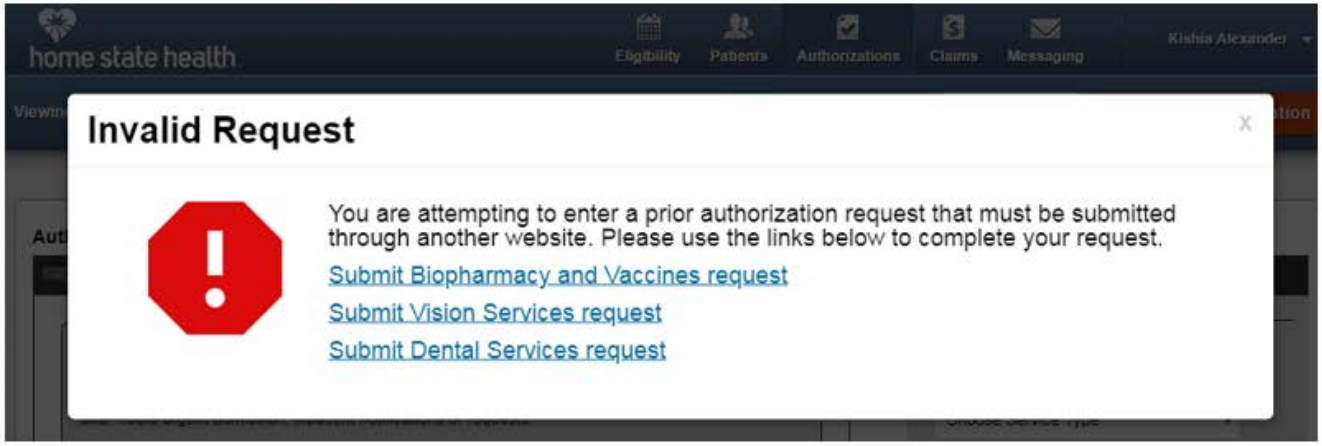
After



Invalid Request Notice

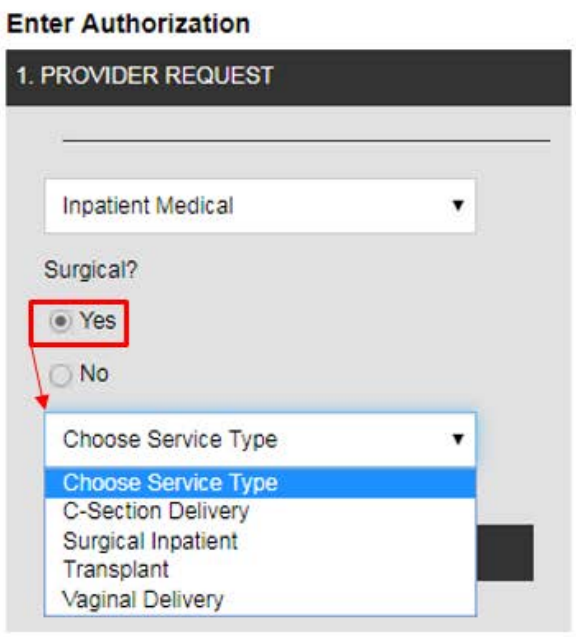


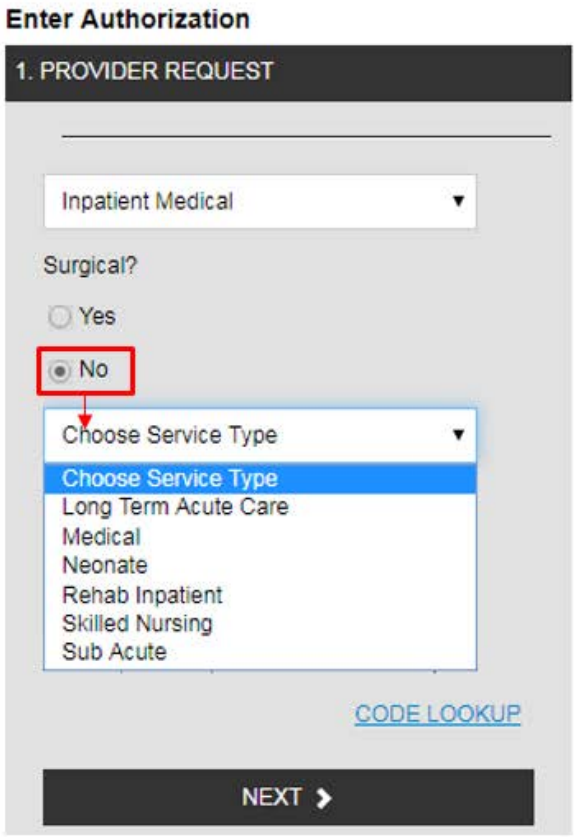
If a user selects Biopharmacy and Vaccines, Dental Services, or Vision Services a pop-up displays advising these services cannot be requested via the portal, and provides the link to the appropriate websites.



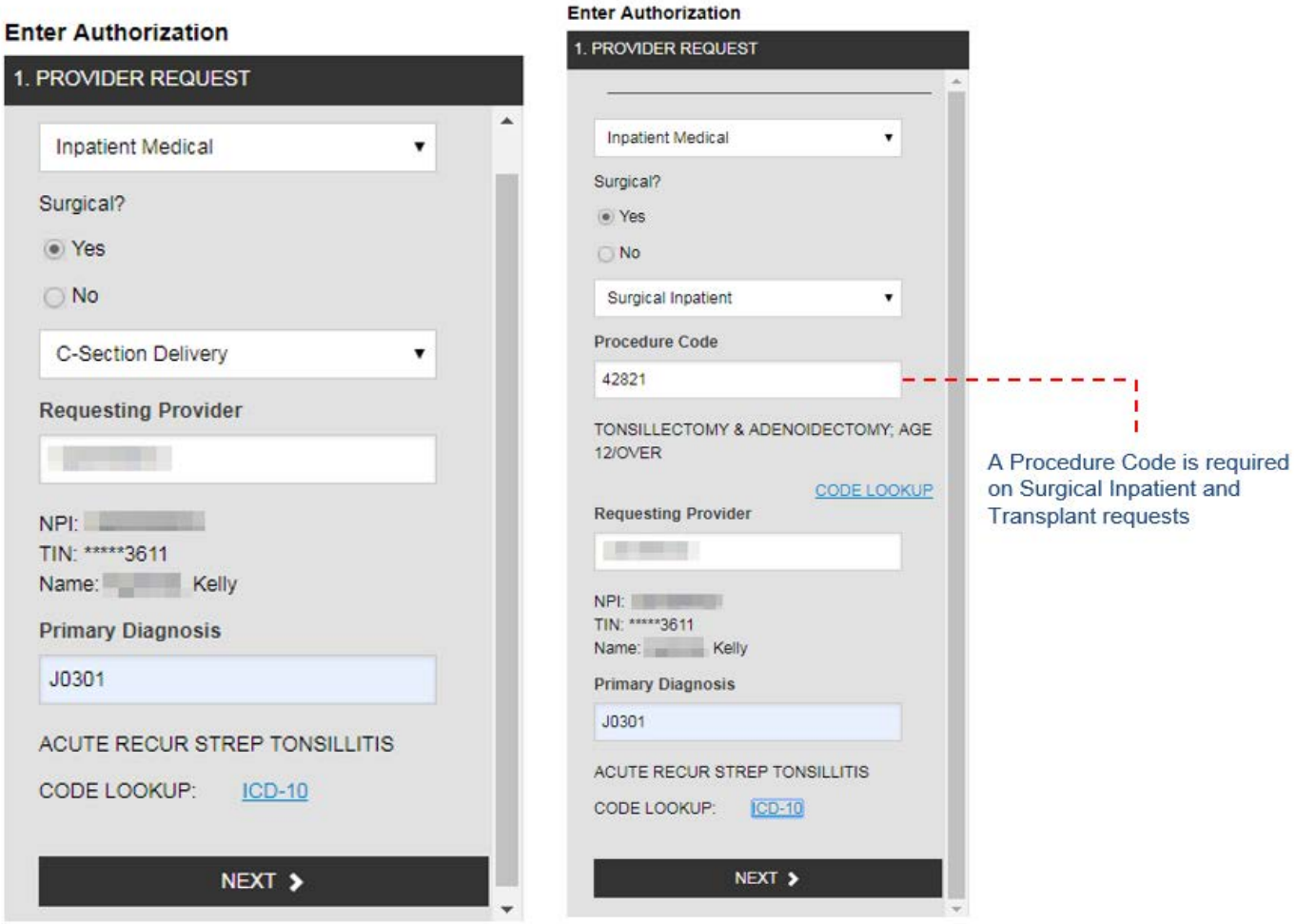
Provider Request – Inpatient Medical

When a user selects Inpatient Medical, they must indicate if the request is surgical or non-surgical, which drives the options in the Service Type drop-down.

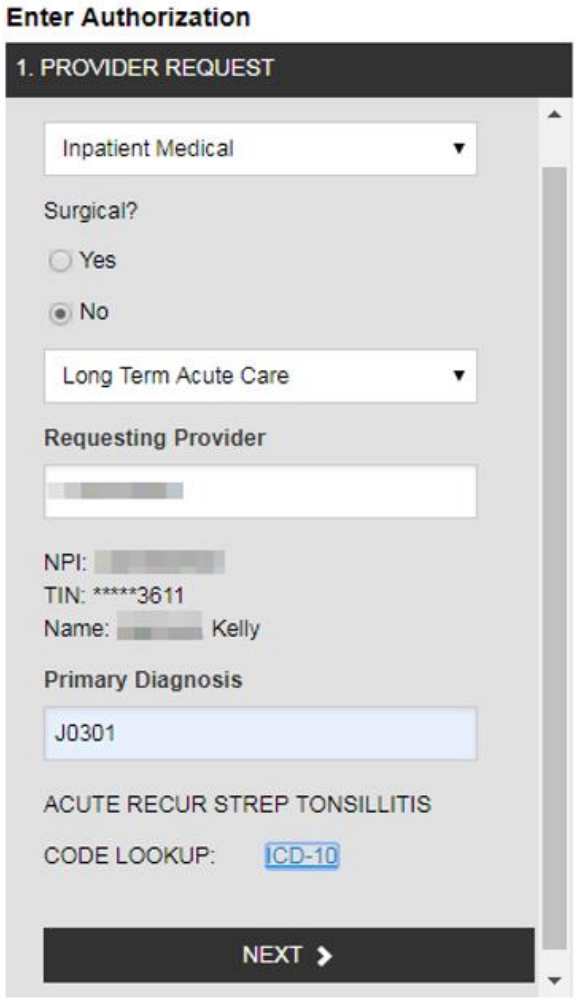




Inpatient Medical – Surgical Examples



Inpatient Medical – Non-Surgical Example



Provider Request – Outpatient Medical

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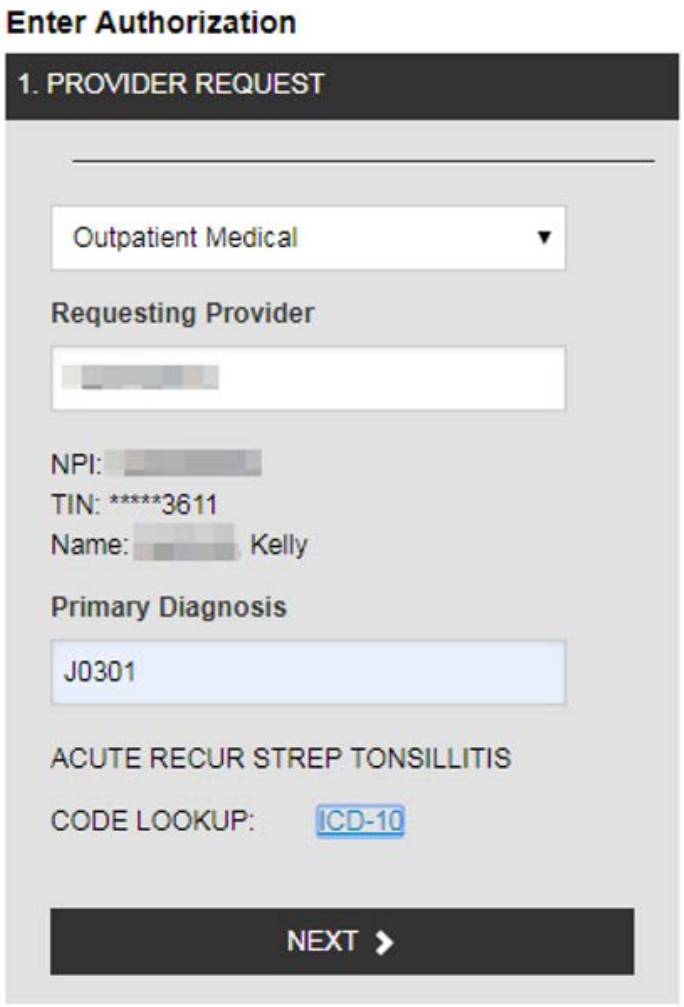
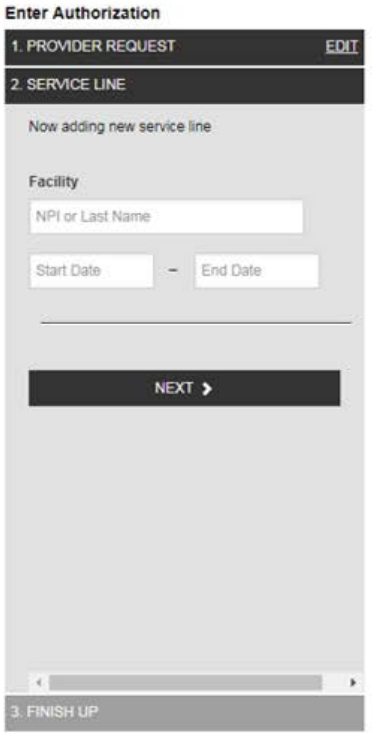


Service Line – Outpatient Medical

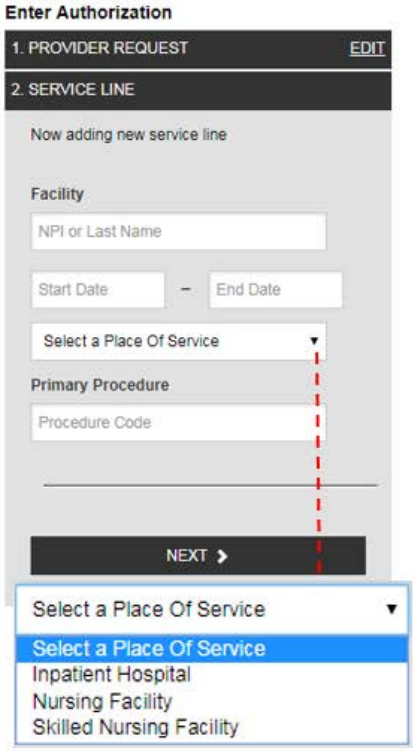
non-surgical

The Service Line displays required fields, based on the Service Type selected in the 1. Provider Request.

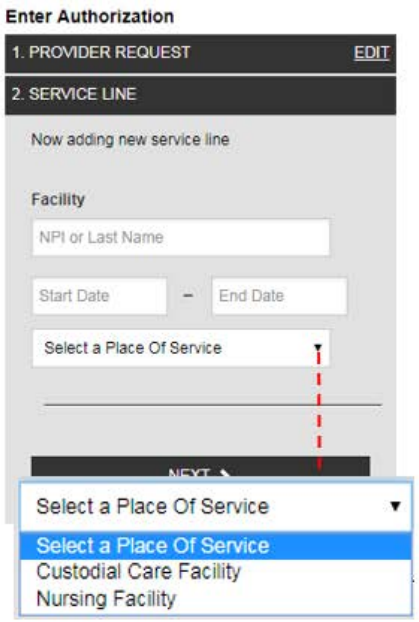
Outpatient Medical → Medical



Outpatient Medical → LTC

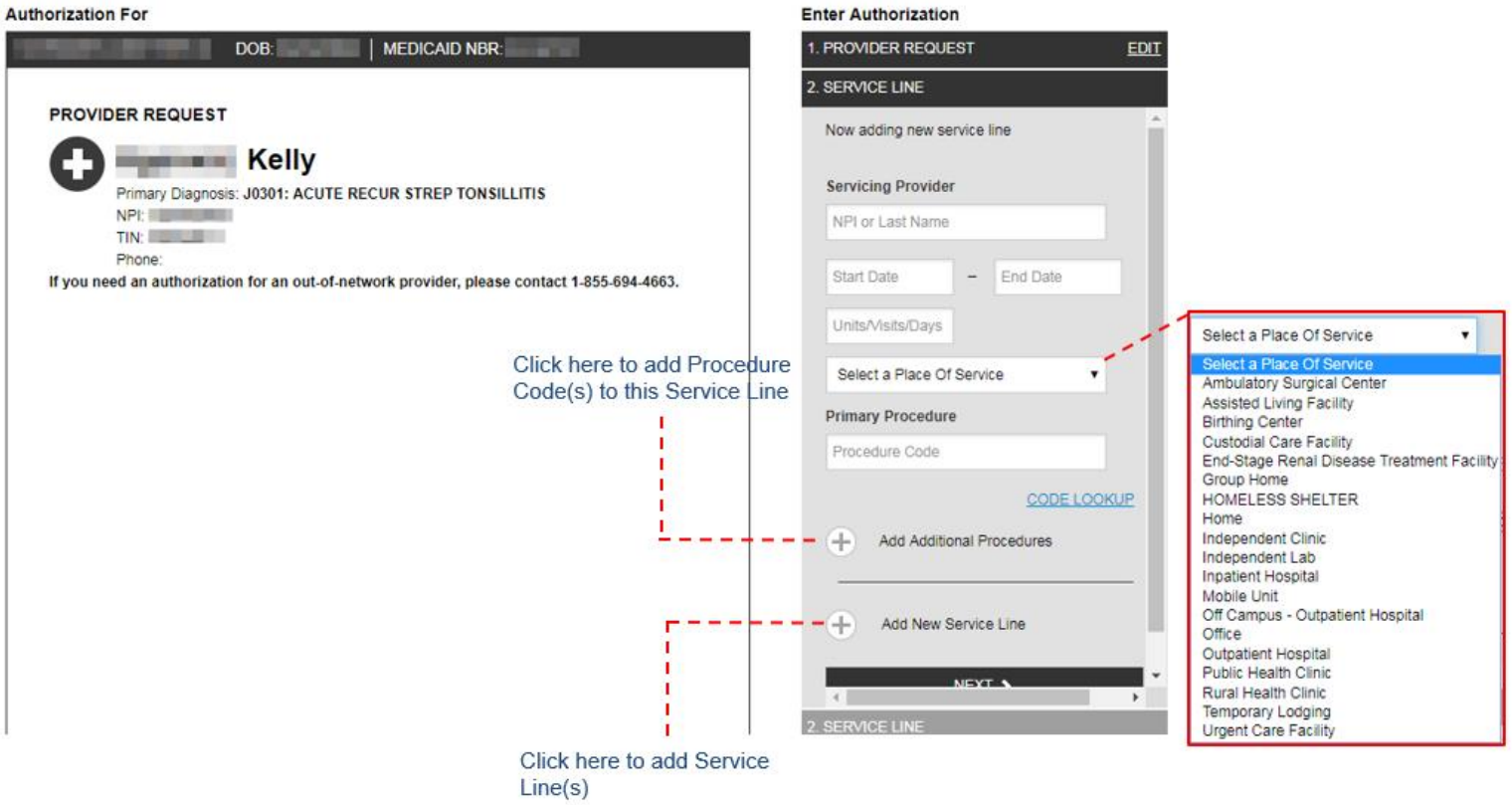


Outpatient Medical → Acute



Service Line – Outpatient Medical

On the Service Line, users can add additional Procedure Codes and a new Service Line.

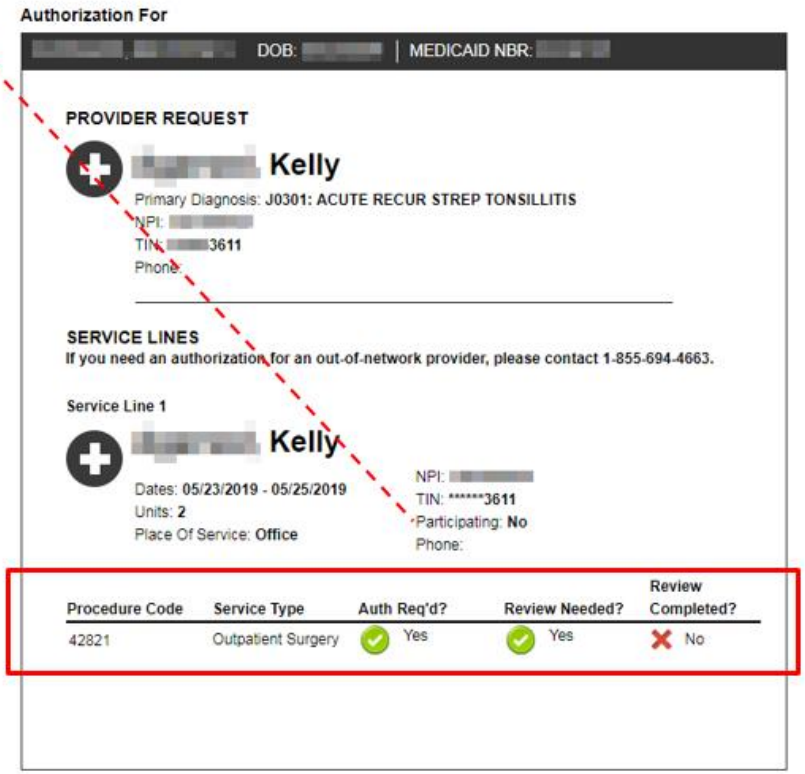


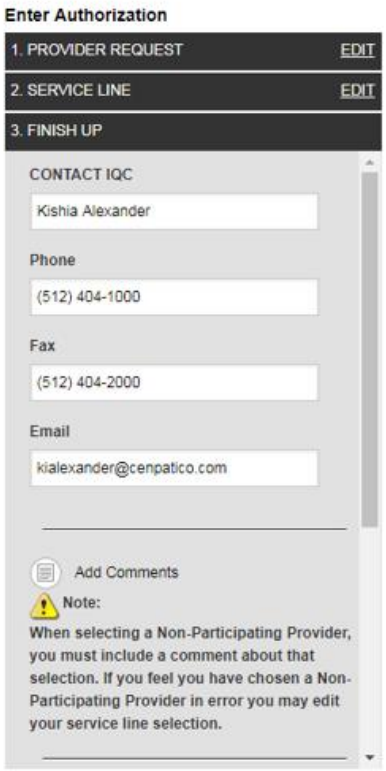
Service Line

home state health

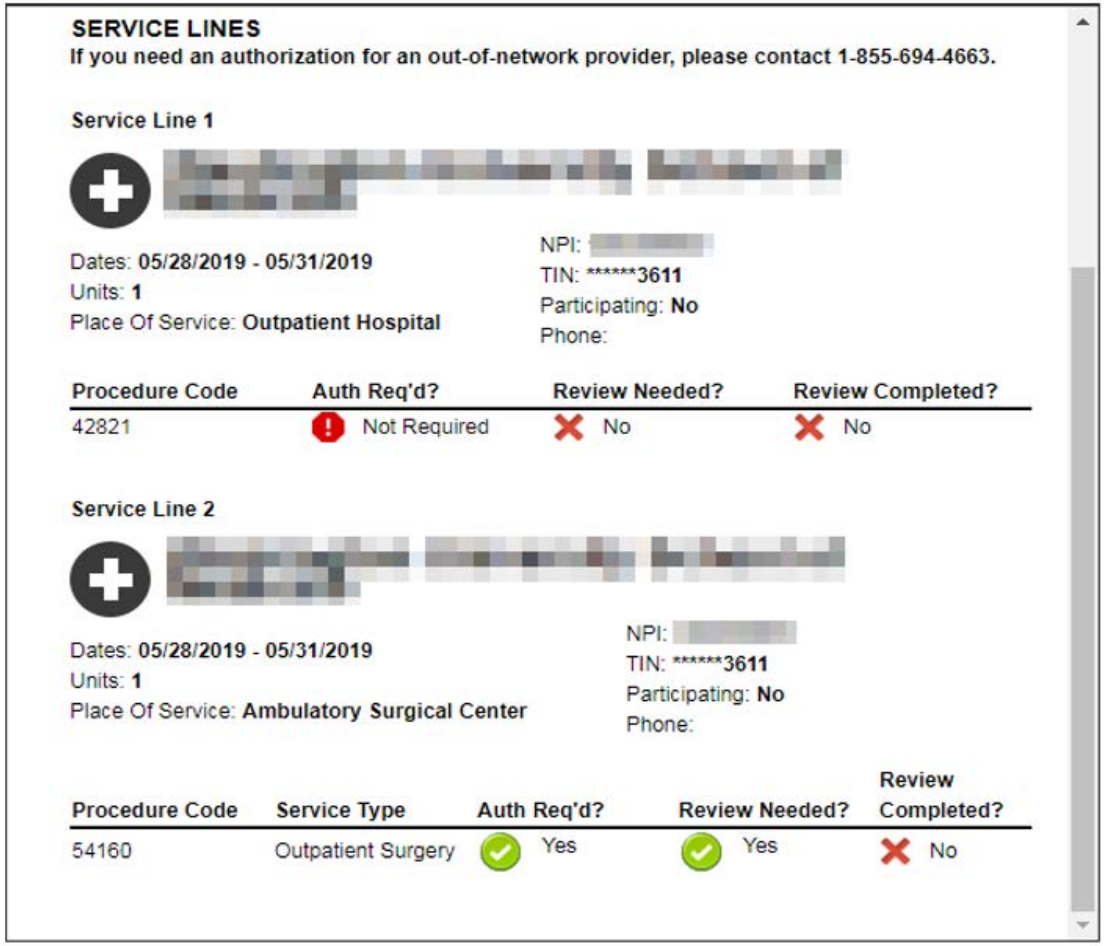
Completed Service Line(s) will still display in the left pane, but will also include:

- Provider's network participation
- Auth Req'd
- Review Needed
- Review Completed





Multiple Service Lines Example



SERVICE LINES

If you need an authorization for an out-of-network provider, please contact 1-855-694-4663.

Service Line 1

Dates: **05/28/2019 - 05/31/2019**
Units: **1**
Place Of Service: **Outpatient Hospital**

NPI:
TIN: ******3611**
Participating: **No**
Phone:

Procedure Code	Auth Req'd?	Review Needed?	Review Completed?
42821	Not Required	No	No

Service Line 2

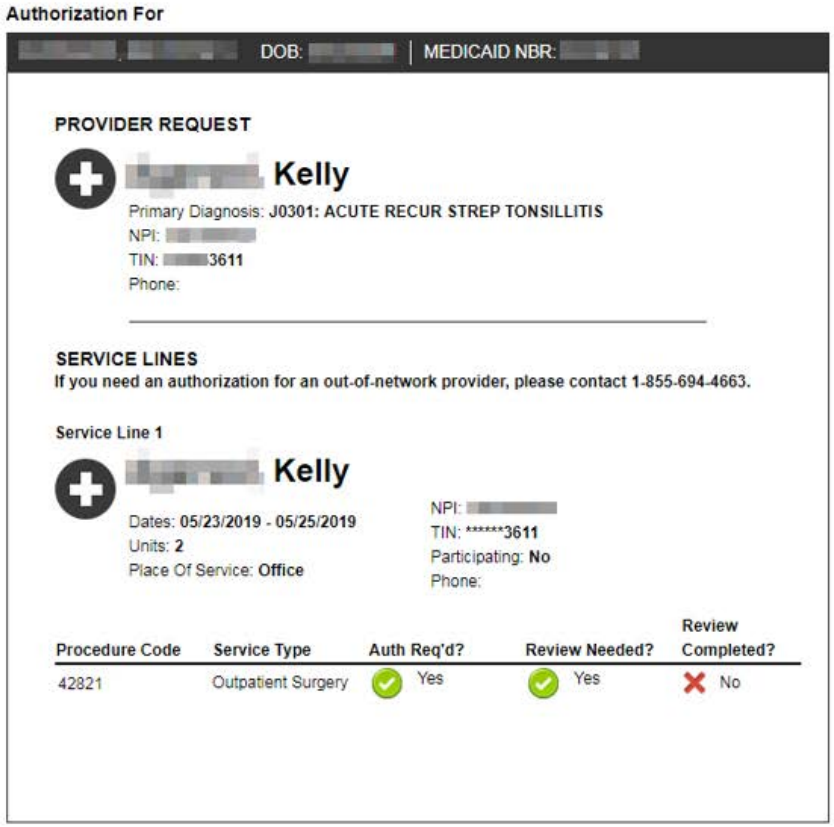
Dates: **05/28/2019 - 05/31/2019**
Units: **1**
Place Of Service: **Ambulatory Surgical Center**

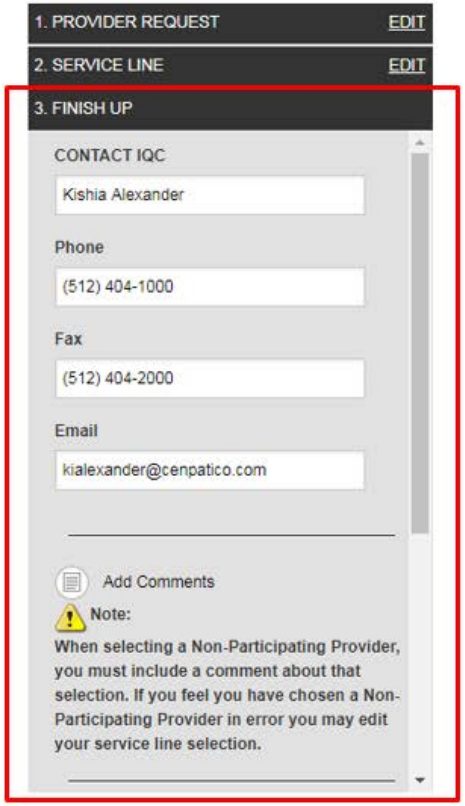
NPI:
TIN: ******3611**
Participating: **No**
Phone:

Procedure Code	Service Type	Auth Req'd?	Review Needed?	Review Completed?
54160	Outpatient Surgery	Yes	Yes	No

Finish Up

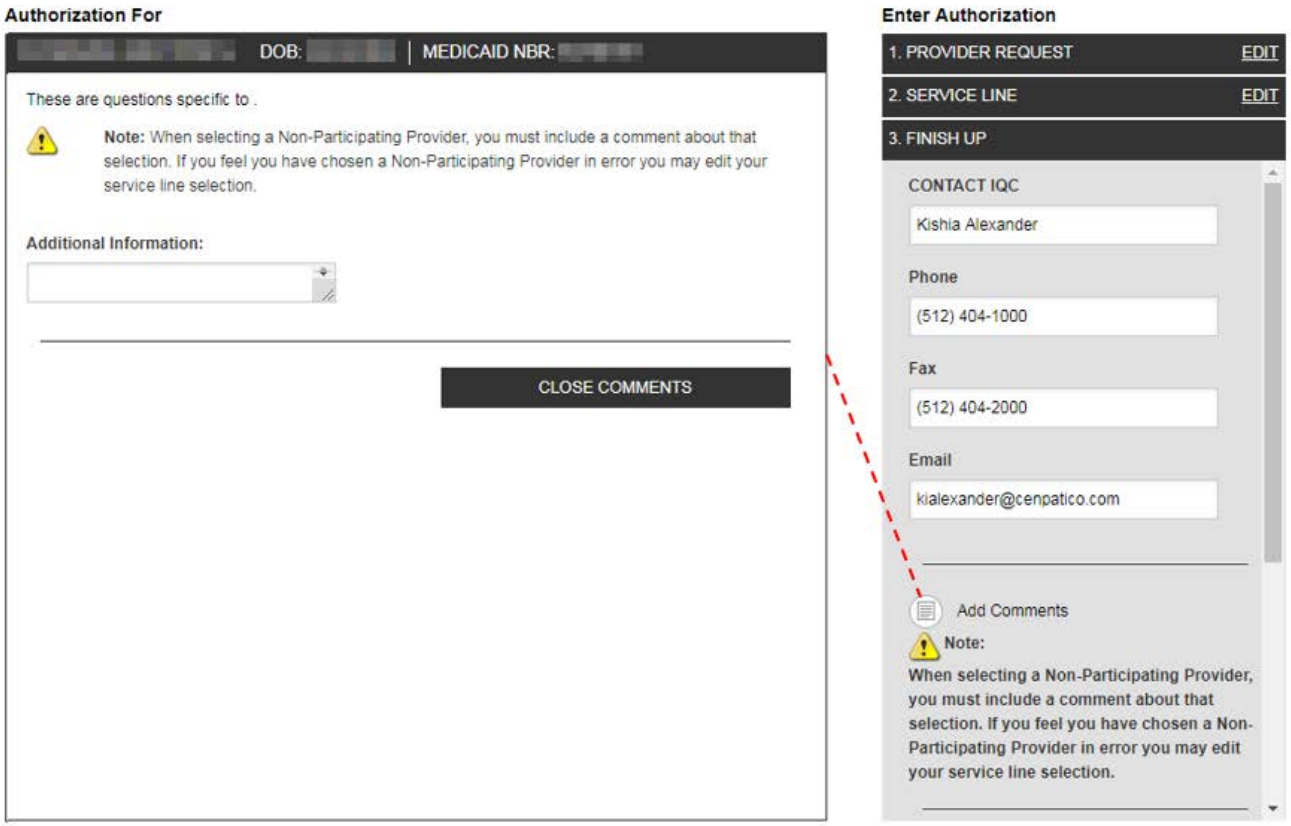
The Contact information will still auto-populate the user's information.





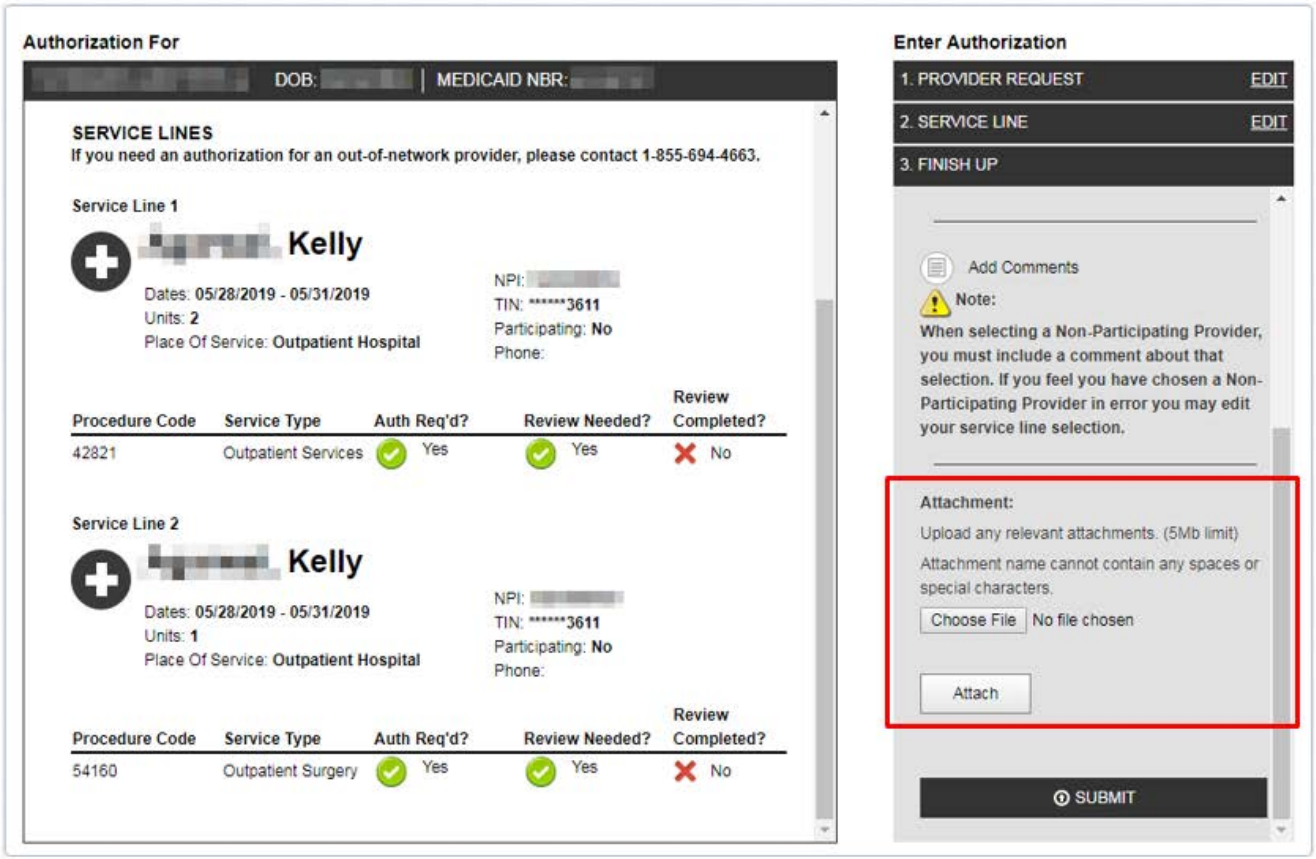
Finish Up – Non-Participating Provider

If a non-participating provider is selected on a Service Line, users must provide a comment explaining the Non-PAR selection.



Finish Up – Attachments

The Attachment functionality has not changed. Users can still attach up to five (5) documents with their web auth submissions.



Web Auth Confirmation

The web auth confirmation will display all of the Service Lines entered on the web auth request. The Authorization # will display on successful Service Line submissions.

This Service Line will load to TruCare for processing

These Service Lines will **NOT** load to TruCare