
Quality Healthcare is at the Heart of What We Do

6/6/2019
Web Authorization Redesign – Provider Request

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.
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.
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

A Procedure Code is required on Surgical Inpatient and Transplant requests.
Inpatient Medical – Non-Surgical Example

Enter Authorization

1. PROVIDER REQUEST

Inpatient Medical

Surgical?
- Yes
- No

Long Term Acute Care

Requesting Provider

NPI: [redacted]
TIN: *****3611
Name: [redacted] Kelly

Primary Diagnosis

J0301

ACUTE RECUR STREP TONSILLITIS

CODE LOOKUP: ICD-10
Provider Request – Outpatient Medical

Enter Authorization

1. PROVIDER REQUEST

Outpatient Medical

Requesting Provider

NPI: [redacted]
TIN: *****3611
Name: [redacted] Kelly

Primary Diagnosis

J0301

ACUTE RECUR STREP TONSILLITIS

CODE LOOKUP: [ICD-10]
The Service Line displays required fields, based on the Service Type selected in the 1. Provider Request.
Service Line – Outpatient Medical

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

[Image: Screenshot of a medical billing software interface showing a section for adding Service Line(s) and selecting a Place Of Service with options such as Ambulatory Surgical Center, Homeless Shelter, Hospital.]
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**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>42821</td>
<td>![ ] (Not Required)</td>
<td>X (No)</td>
<td>X (No)</td>
</tr>
</tbody>
</table>

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

NPI: [Redacted]
TIN: [Redacted]
Participating: No
Phone: [Redacted]

**Service Line 2**

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>54160</td>
<td>Outpatient Surgery</td>
<td>![ ] (Yes)</td>
<td>![ ] (Yes)</td>
<td>![ ] (No)</td>
</tr>
</tbody>
</table>

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

NPI: [Redacted]
TIN: [Redacted]
Participating: No
Phone: [Redacted]
Finish Up

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

CONFIDENTIAL AND PROPRIETARY INFORMATION
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.

- Submitted Service Lines:
  - Authorization #: OP0141970157
  - Procedure Code: 42821
  - Service Type: Outpatient Surgery
  - Status: Pending

- Non-Submitted Service Lines (Not Required):
  - Procedure Code: P5056
    - Description: This is not a covered service
  - Procedure Code: 72149
    - Description: Vendor The service requested is administered by a vendor
  - Procedure Code: 1682
    - Description: NO AUTHORIZATION IS REQUIRED

This Service Line will load to TruCare for processing.

These Service Lines will NOT load to TruCare.