

CARE COORDINATION PROVIDER PORTAL

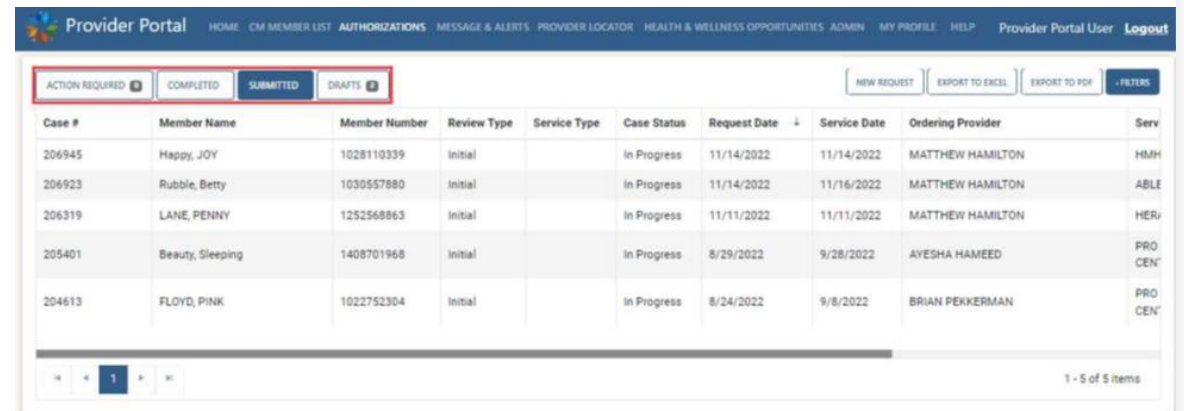
Authorizations Dashboard



AUTHORIZATIONS DASHBOARD

AUTHORIZATIONS DASHBOARD

- The Authorization Dashboard is divided into four working tabs – Action Required, Completed, Submitted and Draft tabs.
- Users can review existing prior authorization request information, export lists of authorization requests, enter new authorizations requests, check the status of pending authorizations, enter requests for extensions or reconsiderations, respond to requests for additional information and enter discharge dates.
- The tab highlighted in blue is the current working dashboard shown on a user's screen.
- The default open tab when logging into the provider portal is the Action Required tab.



Case #	Member Name	Member Number	Review Type	Service Type	Case Status	Request Date	Service Date	Ordering Provider	Serv
206945	Happy, JOY	1028110339	Initial		In Progress	11/14/2022	11/14/2022	MATTHEW HAMILTON	HMH
206923	Rubble, Betty	1030557880	Initial		In Progress	11/14/2022	11/16/2022	MATTHEW HAMILTON	ABLE
206319	LANE, PENNY	1252568863	Initial		In Progress	11/11/2022	11/11/2022	MATTHEW HAMILTON	HERV
205401	Beauty, Sleeping	1408701968	Initial		In Progress	8/29/2022	9/28/2022	AYESHA HAMEED	PRO CEN'
204613	FLOYD, PINK	1022752304	Initial		In Progress	8/24/2022	9/8/2022	BRIAN PEKKERMAN	PRO CEN'



ACTION REQUIRED 1

COMPLETED

SUBMITTED

DRAFTS 2

NEW REQUEST

EXPORT TO EXCEL

EXPORT TO PDF

FILTERS

Case #	Member Name	Member Number	Review Type	Service Type	Case Status	Due Date ↓	Request Date	Service Date	Ordering Provider
206945	Happy, JOY	1028110339	Initial		In Progress		11/14/2022	11/14/2022	MATTHEW HAMILTON

1 - 1 of 1 items

ACTIONS REQUIRED TAB

- The Action Required tab is the default tab seen upon system login.
- This tab lists authorization requests in which clinical reviewers have requested additional information (i.e., clinical documentation, test results) before a determination can be made.
- The number next to Action Required indicates the number of authorization requests that have been sent to the provider for additional information.

Click on the row of the listed authorization request to open the request summary and view notes related to the additional information needed.

Provider Portal

HOME CM MEMBER LIST AUTHORIZATIONS MESSAGE & ALERTS PROVIDER LOCATOR HEALTH & WELLNESS OPPORTUNITIES ADMIN MY PROFILE HELP Provider Portal Use

ACTION REQUIRED 1 COMPLETED SUBMITTED DRAFTS 2

NEW REQUEST EXPORT TO EXCEL EXPORT TO PDF FILTERS

Case #	Member Name	Member Number	Review Type	Service Type	Case Status	Due Date ↓	Request Date	Service Date	Ordering Provider
206945	Happy, JOY	1028110339	Initial		In Progress		11/14/2022	11/14/2022	MATTHEW HAMILTON

1 - 1 of 1 items

Happy, JOY Request Date: 11/14/2022 Procedure Date: 11/14/2022 Initial Case History ▾

Member#: 1028110339
Date of Birth: 07/26/1965
Case#: 206945 Status: In Progress Type: Authorization#: Not assigned
Severity: Standard

SUMMARY **NOTES & ATTACHMENTS** LETTERS ACTIONS

ADD NOTES AND ATTACHMENTS

Notes

Danielle Guidry 12/13/2022
Please submit the most recent clinicals for this member.

Danielle Guidry 11/14/2022
Emergent Inpatient admission to Acute Care due to sepsis post I&D procedure.

Attachments

Clinical document SERVICE PLAN.pdf

RESPONDING TO ACTION REQUIRED AUTHORIZATION REQUESTS

Happy, JOY
Member#: 1028110339
Date of Birth: 07/26/1965
Case#: 205945 Status: In Progress Type: Inpatient Authorization#: Not assigned
Severity: Standard

Request Date: 11/14/2022 Procedure Date: 11/14/2022 Initial Case History

SUMMARY NOTES & ATTACHMENTS LETTERS ACTIONS

ADD NOTES AND ATTACHMENTS

Attachments Choose File No file chosen Click icon to upload an attachment/document

Notes

Danielle Guidry 12/13/2022
Please submit the most recent clinicals for this mem

Danielle Guidry 11/14/2022
Emergent Inpatient admission to Acute Care due to

Attachments

Clinical document SERVICE PLAN.pdf

Notes

Type Notes to the Clinical Reviewer in this text field.

CANCEL SAVE & CONTINUE

- Providers can respond to Action Required requests by adding notes or requested attachments to that authorization request.
- Under the Notes and Attachments tab, click on the Add Notes and Attachments icon.
- To submit an attachment, click the Choose File icon and upload the attachment from local computer files.
- Notes can be added to the Notes text field.
- Click Save & Continue to return the authorization request back to the clinical reviewer.

Case #	Member Name	Member Number	Review Type	Service Type	Case Status	Due Date ↓	Request Date	Service Date	Ordering Provider

The request is then sent back to the clinical reviewer with the attachments and/or notes entered and will no longer be listed on the Action Required tab.

ACTION REQUIRED	COMPLETED	SUBMITTED	DRAFTS								NEW REQUEST	EXPORT TO EXCEL	EXPORT TO PDF	FILTERS
Extend	Case #	Member Name	Member Number	Review Type	Service Type	Authorization #	Completed Date	Discharge Date	Case Status	Request Date				
+	204613	FLOYD, PINK	1022752304	Initial		204613	12/6/2022		Certified in Total	8/24/2022				
+	204882	Test, Mister	1024247372	Initial		204882	8/26/2022		Certified in Total	8/25/2022				
+	204658	Cooper, Minnie	1291897513	Initial			8/26/2022		Not Certified	8/24/2022				
+	202144	Test, Mister	1024247372	Initial		202144	8/25/2022		Partially Certified	8/10/2022				
+	198379	Jetson, Judy	1022870684	Initial		198379	8/6/2022		Certified in Total	7/25/2022				
+	192257	MONTANA, HANNAH	1153690800	Extension		192257	6/27/2022		Certified in Total	6/24/2022				
+	191469	MEADOWS, GRASSY	1546145022	Initial		191469	6/21/2022		Certified in Total	6/20/2022				
+	190596	Bond, James	1027088399	Initial		190596	6/17/2022		Certified in Total	6/15/2022				



COMPLETED TAB

- The Completed tab lists all authorization requests with a final determination entered by the clinical reviewer.
- The determination is listed in the Case Status column.
- If a request is certified in total or partially certified, an authorization number will also be visible in the authorization # column.
- Access the request summary by clicking on the row of the request.
- From the Completed tab, providers can request extensions by clicking the + icon to the left of the row in the Extend column.

SUBMITTED TAB

- The Submitted tab lists authorization requests that have been submitted by the provider, but a clinical review and determination has not been made.
- The status of these requests will display as In Progress.
- Access or open a request by clicking on the row.

Case #	Member Name	Member Number	Review Type	Service Type	Case Status	Request Date ↓	Service Date	Ordering Provider
206945	Happy, JOY	1028110339	Initial		In Progress	11/14/2022	11/14/2022	MATTHEW HAMILTON
206923	Rubble, Betty	1030557880	Initial		In Progress	11/14/2022	11/16/2022	MATTHEW HAMILTON
206319	LANE, PENNY	1252568863	Initial		In Progress	11/11/2022	11/11/2022	MATTHEW HAMILTON
205401	Beauty, Sleeping	1408701968	Initial		In Progress	8/29/2022	9/28/2022	AYESHA HAMEED

Delete	Member Name	Member Number	Review Type	Service Type	Request Date ↓	Service Date	Ordering Provider	Servicing Provider
	Test, Mister	1024247372	Extension		11/14/2022	9/7/2022	ROBERT EDELMAN	GROUP, PC MOUNT KISCO MEDICAL
	Flintstone, Pebbles	1031735560	Initial		11/14/2022	11/14/2022	MATTHEW HAMILTON	MATTHEW HAMILTON

DRAFTS TAB

- The Drafts tab lists requests that have been initiated by the provider but have not been completed or submitted for clinical review.
- Drafts will only be seen by the user who initiated the authorization request.

DELETING A DRAFT

- Draft authorization requests can be deleted.
- Click the trash can icon to the left of the request row.
- Confirm the deletion by clicking OK in the confirmation pop-up window.
- The request will then be removed from the draft list.

The screenshot displays a web application interface with a table of draft authorization requests. At the top, there are tabs for 'ACTIONREQUIRED', 'COMPLETED', 'SUBMITTED', and 'DRAFTS'. The table has columns for 'Delete', 'Member Name', 'Member Number', and 'Review'. The first row is highlighted, and a red box around the trash can icon in the 'Delete' column is connected by a red arrow to a confirmation dialog box. The dialog box contains the text 'cctest.eqhs.com says' and 'Are you sure you wish to delete this item?'. The 'OK' button in the dialog is also highlighted with a red box.

Delete	Member Name	Member Number	Review
	Test, Mister	1024247372	Exten
	Flintstone, Pebbles	1031735560	Initial

Confirmation Dialog:

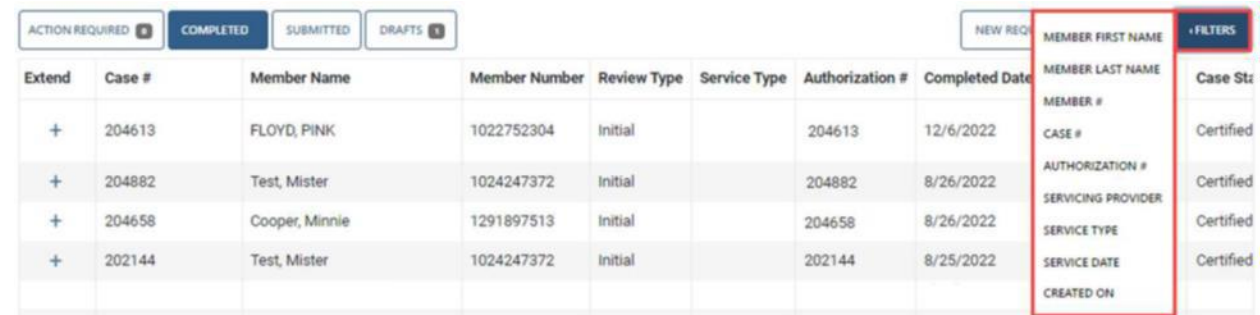
cctest.eqhs.com says
Are you sure you wish to delete this item?

Buttons: OK, Cancel

AUTHORIZATION DASHBOARD FILTERS

- Each Authorization Dashboard tab has a Filter icon located at the top right of the screen.
- Users can filter the dashboard by selecting a filter or filters. Click the Filter icon to view the pop-out filter menu options. Filter options include:

- Member First Name
- Member Last Name
- Member Number
- Case # (NOTE: This is a unique number to identify the authorization request in the eQSuite System)
- Authorization #
- Servicing Provider
- Service Type (NOTE: This column will be blank)
- Service Date
- Created On



The screenshot displays the Authorization Dashboard interface. At the top, there are four tabs: ACTION REQUIRED (with a notification icon), COMPLETED (highlighted in blue), SUBMITTED, and DRAFTS (with a notification icon). Below the tabs is a table with the following columns: Extend, Case #, Member Name, Member Number, Review Type, Service Type, Authorization #, and Completed Date. The table contains four rows of data. To the right of the table, a filter menu is open, showing options for MEMBER FIRST NAME, MEMBER LAST NAME, MEMBER #, CASE #, AUTHORIZATION #, SERVICING PROVIDER, SERVICE TYPE, SERVICE DATE, and CREATED ON. A 'FILTERS' button is visible at the top right of the filter menu.

Extend	Case #	Member Name	Member Number	Review Type	Service Type	Authorization #	Completed Date
+	204613	FLOYD, PINK	1022752304	Initial		204613	12/6/2022
+	204882	Test, Mister	1024247372	Initial		204882	8/26/2022
+	204658	Cooper, Minnie	1291897513	Initial		204658	8/26/2022
+	202144	Test, Mister	1024247372	Initial		202144	8/25/2022

- **NOTE:** The Filters tab does not include the option to filter by review type. The user can click the column header labeled Review Type to filter the authorizations by review type.

FILTER BY MEMBER FIRST AND/OR LAST NAME

- Filtering the displayed dashboard by a member's first and/or last name will display only requests related to that member.
- Click the Filter icon at the top right of the screen and select Member First Name and/or Member Last Name from the menu list.
- Type the member's name in the filter text box that displays at the top left of the screen and click the checkmark to apply the filter.
- The dashboard will then filter by the requested member name.
- **NOTE:** When filtering by a member's first and/or last name, the first and last name will be under the same column titled Name. The first and last name are separated by a comma. The search results will yield any first or last name that matches the name entered in the search.

Member First Name: [input] ✓ ✕

ACTION REQUIRED [icon] COMPLETED [icon] SUBMITTED [icon] DRAFTS [icon]

NEW REQUEST [icon] MEMBER FIRST NAME [icon] FILTERS [icon]

Extend	Case #	Member Name	Member Number	Review Type	Service Type	Authorization #	Completed Date	MEMBER LAST NAME	Case Sta
+	204613	FLOYD, PINK	1022752304	Initial		204613	12/6/2022	MEMBER #	Certified
+	204882	Test, Mister	1024247372	Initial		204882	8/26/2022	CASE #	Certified
+	204658	Cooper, Minnie	1291897513	Initial		204658	8/26/2022	AUTHORIZATION #	Certified
+	202144	Test, Mister	1024247372	Initial		202144	8/25/2022	SERVICING PROVIDER	Certified
								SERVICE TYPE	Certified
								SERVICE DATE CREATED ON	

Member First Name: Mister ✕

ACTION REQUIRED [icon] COMPLETED [icon] SUBMITTED [icon] DRAFTS [icon]

NEW REQUEST [icon] EXPORT TO EXCEL [icon] EXPORT TO PDF [icon] FILTERS [icon]

Extend	Case #	Member Name	Member Number	Review Type	Service Type	Authorization #	Completed Date	Discharge Date	CaseS
+	204882	Test, Mister	1024247372	Initial		204882	8/26/2022		Certifi
+	202144	Test, Mister	1024247372	Initial		202144	8/25/2022		Certifi
+	140351	Test, Mister	1024247372	Initial		140351	10/4/2021		Certifi

FILTER BY MEMBER NUMBER

Extend	Case #	Member Name	Member Number	Review Type	Service Type	Authorization #	Completed Date	Case Status
+	204613	FLOYD, PINK	1022752304	Initial		204613	12/6/2022	Certified
+	204882	Test, Mister	1024247372	Initial		204882	8/26/2022	Certified
+	204658	Cooper, Minnie	1291897513	Initial		204658	8/26/2022	Certified
+	202144	Test, Mister	1024247372	Initial		202144	8/25/2022	Certified

- Filter the displayed dashboard by a member number by clicking the Filter icon and selecting the Member # filter option from the pop-out menu list.
- Enter the member number in the filter text field at the top left of the screen and click the checkmark to apply the filter.

Extend	Case #	Member Name	Member Number	Review Type	Service Type	Authorization #	Completed Date	Discharge Date	Case Status
+	204613	FLOYD, PINK	1022752304	Initial		204613	12/6/2022		Certified
+	91179	FLOYD, PINK	1022752304	Initial		91179	2/3/2021		Certified
+	81097	FLOYD, PINK	1022752304	Initial		81097	12/16/2020		Certified

FILTER BY CASE NUMBER

- Case numbers are applied to each request by the eQSuite system and are unique to that authorization request.
- Filter the displayed dashboard by a specific case number.
- Click the Filter icon and select the Case # filter option from the pop-out menu list.
- Enter the case number in the filter text field at the top left of the screen and click the checkmark to apply the filter.
- **NOTE:** The case number will be the OHCA authorization number. All requests will have a case number. The eQSuite authorization number will only be applied to a request if approved. All denied requests will only have a case number.

Case Number: 204882 x

ACTION REQUIRED + COMPLETED 1 SUBMITTED 2 DRAFTS 3

NEW REQUEST EXPORT TO EXCEL EXPORT TO PDF FILTERS

Extend	Case #	Member Name	Member Number	Review Type	Service Type	Authorization #	Completed Date	Discharge Date	Case #
+	204882	Test, Mister	1024247372	Initial		204882	8/26/2022		Certif

1 - 1 of 1 items

204882 ✓ x

ACTION REQUIRED + COMPLETED SUBMITTED DRAFTS

NEW REQUEST MEMBER FIRST NAME MEMBER LAST NAME MEMBER # CASE # AUTHORIZATION # SERVICING PROVIDER SERVICE TYPE SERVICE DATE CREATED ON

Extend	Case #	Member Name	Member Number	Review Type	Service Type	Authorization #	Completed Date	Case #	Case Sts
+	204613	FLOYD, PINK	1022752304	Initial		204613	12/6/2022		Certified
+	204882	Test, Mister	1024247372	Initial		204882	8/26/2022		Certified
+	204658	Cooper, Minnie	1291897513	Initial		204658	8/26/2022		Certified
+	202144	Test, Mister	1024247372	Initial		202144	8/25/2022		Certified

FILTER BY SERVICING PROVIDER

ACTION REQUIRED				COMPLETED				SUBMITTED		DRAFTS							
Extend	Case #	Member Name	Member Number	Review Type	Service Type	Authorization #	Completed Date	MEMBER FIRST NAME	MEMBER LAST NAME	MEMBER #	CASE #	AUTHORIZATION #	SERVICING PROVIDER	SERVICE TYPE	SERVICE DATE	CREATED ON	Case Str
+	204613	FLOYD, PINK	1022752304	Initial		204613	12/6/2022										Certified
+	204882	Test, Mister	1024247372	Initial		204882	8/26/2022										Certified
+	204658	Cooper, Minnie	1291897513	Initial		204658	8/26/2022										Certified
+	202144	Test, Mister	1024247372	Initial		202144	8/25/2022										Certified

- Filter the displayed dashboard by the Servicing Provider listed on the authorization request.
- Click the Filter icon and select Servicing Provider from the pop-out menu options.
- In the Servicing Provider Search window, enter the servicing provider's information in the search fields – one or more search fields can be used.
- Click the Search icon.
- Search results will populate at the bottom of the window. Select the correct provider from the search results list to apply the filter.

Servicing Provider Search

Name

New York University

Provider ID

NPI

TIN

City

ZIP

Specialty

Select specialty...



CANCEL

SEARCH

Results

Facility Name	Address	City	Zip	Specialty
New York University	355 W 52nd St New York, NY 10019	New York	10019	
New York University	9785 QUEENS BLVD REGO PARK, NY 113743319	REGO PARK	113743319	
New York University	530 1ST AVE NEW YORK, NY 10016	NEW YORK	10016	
New York University	360 BARD AVE STATEN ISLAND, NY 10301	STATEN ISLAND	10301	

Facility: New York University x

ACTION REQUIRED 0 COMPLETED 1 SUBMITTED 0 DRAFTS 0

NEW REQUEST EXPORT TO EXCEL EXPORT TO PDF FILTERS

Extend	Case #	Member Name	Member Number	Review Type	Service Type	Authorization #	Completed Date	Discharge Date	Case #
+	189037	POLKA, DOT	1257657104	Initial		189037	6/9/2022		Certifi

1 - 1 of 1 items

FILTER BY SERVICE DATE

- The displayed dashboard can be filtered by the requested service date (the service date is the first day of the requested service).
- Click the Filter icon and select the Service Date menu option from the pop-out menu.
- Click the calendar icon located in the filter field to enter the service date or type the date in the filter field.
- Click the checkmark to apply the filter.

The screenshot shows a dashboard with a table of cases. At the top, there is a date filter field with a calendar icon and a checkmark. Below the table, there is a filter menu with several options. The 'SERVICE DATE' option is highlighted with a red box.

Extend	Case #	Member Name	Member Number	Review Type	Service Type	Authorization #	Completed Date	Case St
+	204613	FLOYD, PINK	1022752304	Initial		204613	12/6/2022	Certified
+	204882	Test, Mister	1024247372	Initial		204882	8/26/2022	Certified
+	204658	Cooper, Minnie	1291897513	Initial		204658	8/26/2022	Certified
+	202144	Test, Mister	1024247372	Initial		202144	8/25/2022	Certified

The screenshot shows the same dashboard after the filter is applied. The filter field now displays 'Service Date: 2022-06-24'. The table shows only two cases that match the filter.

Extend	Case #	Member Name	Member Number	Review Type	Service Type	Authorization #	Completed Date	Discharge Date	Case
+	192257	MONTANA, HANNAH	1153690800	Extension		192257	6/27/2022		Certif
+	191469	MEADOWS, GRASSY	1546145022	Initial		191469	6/21/2022		Certif

FILTER BY CREATED ON (DATE RANGE)

Created On: Last 6 months x

ACTION REQUIRED 3 COMPLETED 18 SUBMITTED 2 DRAFTS 1

NEW REQUEST EXPORT TO EXCEL EXPORT TO PDF FILTER

Extend	Case #	Member Name	Member Number	Review Type	Service Type	Authorization #	Completed Date	Discharge Date	Case
+	204613	FLOYD, PINK	1022752304	Initial		204613	12/6/2022		Certi
+	204882	Test, Mister	1024247372	Initial		204882	8/26/2022		Certi
+	204658	Cooper, Minnie	1291897513	Initial		204658	8/26/2022		Certi
+	198379	Jetson, Judy	1022870684	Initial		198379	8/6/2022		Certi
+	192257	MONTANA, HANNAH	1153690800	Extension		192257	6/27/2022		Certi
+	191469	MEADOWS, GRASSY	1546145022	Initial		191469	6/21/2022		Certi
+	190596	Bond, James	1027088399	Initial		190596	6/17/2022		Certi
	191194	MEADOWS, GRASSY	1546145022	Initial					Cano

Created On: [dropdown] ✓ x

Last 6 months Last 12 months Last 18 months Last 24 months

COMPLETED SUBMITTED DRAFTS 1


NEW REQ MEMBER FIRST NAME MEMBER LAST NAME MEMBER # CASE # AUTHORIZATION # SERVICING PROVIDER SERVICE TYPE SERVICE DATE CREATED ON

Member Name	Member Number	Review Type	Service Type	Authorization #	Completed Date	Case St
FLOYD, PINK	1022752304	Initial		181271	12/6/2022	Certified
+	204882	Test, Mister		204882	8/26/2022	Certified
+	204658	Cooper, Minnie		204658	8/26/2022	Certified
+	202144	Test, Mister		202144	8/25/2022	Certified

- Filter the dashboard by the date range in which the authorization request was created.
- Click the Filter icon and select Created On from the pop-out menu options.
- Click the dropdown arrow on the filter field and select one of the date range options.
- Click the checkmark to apply the filter.

CLEARING FILTERS

- To clear any set filters, click the X on the right side of the set filter.
- The dashboard will refresh to its default state to include all authorization requests.

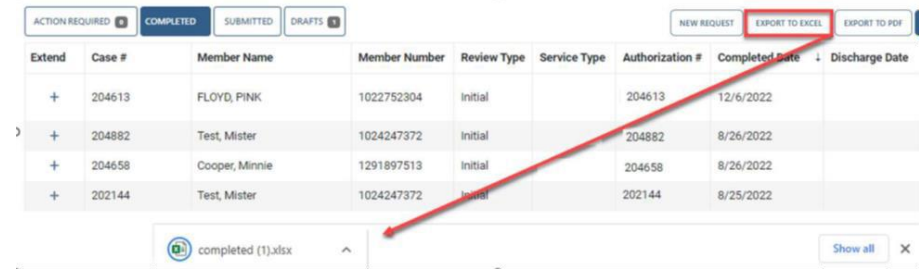


The screenshot shows a dashboard interface with a filter bar at the top. The filter bar includes a dropdown menu set to "Created On: Last 6 months" with a red 'X' icon to its right. Below the filter bar are four buttons: "ACTION REQUIRED" (0), "COMPLETED" (10), "SUBMITTED" (4), and "DRAFTS" (1). The "COMPLETED" button is highlighted in blue. Below the buttons is a table with four columns: "Extend", "Case #", "Member Name", and "Memb". The table contains eight rows of data, each with a plus sign in the "Extend" column.

Extend	Case #	Member Name	Memb
+	204613	FLOYD, PINK	10227
+	204882	Test, Mister	10242
+	204658	Cooper, Minnie	12918
+	198379	Jetson, Judy	10228
+	192257	MONTANA, HANNAH	11536
+	191469	MEADOWS, GRASSY	15461
+	190596	Bond, James	10270
	191194	MEADOWS, GRASSY	15461

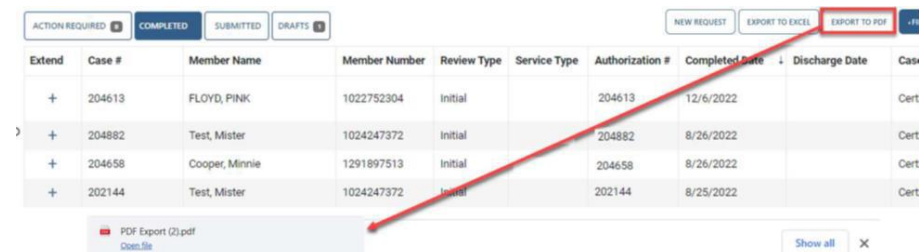
EXPORT TO EXCEL OR PDF

- Users have the option to export the dashboard from any of the four authorizations tabs (Action Required, Completed, Submitted and/or Drafts) to PDF or Excel.
- Click the Export to Excel or Export to PDF icon at the top right of the screen.
- The exported document will download to the bottom or top of the screen to be opened and/or saved to the user's computer.
- The information exported from the dashboard will reflect any filters set on the dashboard.



Extend	Case #	Member Name	Member Number	Review Type	Service Type	Authorization #	Completed Date	Discharge Date
+	204613	FLOYD, PINK	1022752304	Initial		204613	12/6/2022	
+	204882	Test, Mister	1024247372	Initial		204882	8/26/2022	
+	204658	Cooper, Minnie	1291897513	Initial		204658	8/26/2022	
+	202144	Test, Mister	1024247372	Initial		202144	8/25/2022	

completed (1).xlsx



Extend	Case #	Member Name	Member Number	Review Type	Service Type	Authorization #	Completed Date	Discharge Date	Case
+	204613	FLOYD, PINK	1022752304	Initial		204613	12/6/2022		Cert:
+	204882	Test, Mister	1024247372	Initial		204882	8/26/2022		Cert:
+	204658	Cooper, Minnie	1291897513	Initial		204658	8/26/2022		Cert:
+	202144	Test, Mister	1024247372	Initial		202144	8/25/2022		Cert:

PDF Export (2).pdf



OKLAHOMA
Health Care Authority

GET IN TOUCH

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105

oklahoma.gov/ohca
mysoonerhealth.org

Agency: 405-522-7300
Helpline: 800-987-7767

