

CARE COORDINATION PROVIDER PORTAL

Viewing existing authorization request summary and
request action details



**VIEWING
EXISTING
AUTHORIZATION
REQUEST
SUMMARY AND
REQUEST ACTION
DETAILS**

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

ACTION REQUIRED 2 COMPLETED SUBMITTED DRAFTS 1 Click on a tab to select that tab NEW REQUEST EXPORT TO EXCEL EXPORT TO PDF FILTERS

Case #	Member Name	Member Number	Review Type	Service Type	Case Status	Request Date	Service Date	Ordering Provider	Servicing Provider
206945	Happy, JOY	1028110339	Initial		In Progress	11/14/2022	11/14/2022	MATTHEW HAMILTON	HMH HOSPITALS CO
206923	Rubble, Betty	1030557880	Initial		In Progress	11/14/2022	11/16/2022	MATTHEW HAMILTON	ABLE IMAGING LLC
206319	LANE, PENNY	1252568863	Initial		In Progress	11/11/2022	11/11/2022	MATTHEW HAMILTON	HERAPY ADVANTAGE
205401	Beauty, Sleeping	1408701968	Initial		In Progress	8/29/2022	9/28/2022	AYESHA HAMEED	PRO HEALTH AMBU/ CENTE

1 - 4 of 4 items

VIEWING EXISTING AUTHORIZATION REQUEST SUMMARY

- Authorization request details can be viewed for any request listed in the four Authorization Dashboard tabs (Action Required, Completed, Submitted and Drafts).
- Click to select the Authorization Dashboard tab, then locate the request in the list.
- Click anywhere on the line of that request to open the request details.

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

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

SUMMARY NOTES & ATTACHMENTS LETTERS ACTIONS

INPATIENT REQUEST

Requesting Provider	MATTHEW HAMILTON Family Practice
Servicing Provider	HMH HOSPITALS CORPORATION OCEAN UNIVERSITY MEDICAL BRICK, NJ 087247732
Place of Service	21 Inpatient Hospital
Requested Dates	11/14/2022 to 11/19/2022
Level of Care	Acute

DIAGNOSES

A4189 Other Specified Septicemia/Primary Diagnosis

REQUESTED SERVICES

DETERMINATIONS

Initial In Progress

Recertification is done for medical necessity review only and is neither a guarantee of payment nor a guarantee that billed codes will not be considered incidental or mutually exclusive to other billed services. Coverage is subject to the terms of a beneficiary's benefit plan and eligibility on the date of service.

MEMBER BANNER

Rubble, Betty	Request Date	Procedure Date	Initial
Member#: 1030557880	11/14/2022	11/16/2022	Case History ▾
Date of Birth: 01/29/1969			
Case# 206923 Status: In Progress Type:	Authorization#: Not assigned		
Severity: Standard			

- The member banner is in the top left corner of the window and contains the member's name, member ID #, date of birth, case number, status, severity and an authorization number if a determination has been applied to the request.
- The authorization request's request date, procedure date and case history list is located at the top right of the member banner.

SUMMARY TAB

- The summary tab displays a summarization of all information entered for the authorization request, including the requesting provider, servicing provider, place of service, diagnoses, requested services and a determination if one has been applied to the request.
- This page can be printed if needed (see Printing Summary Page).

Rubble, Betty
Member#: 1030557880
Date of Birth: 01/29/1969
Case#: 206923 Status: In Progress Type: Authorization#: Not assigned
Severity: Standard

Request Date: 11/14/2022
Procedure Date: 11/16/2022
Initial: Case History ▾

SUMMARY NOTES & ATTACHMENTS LETTERS ACTIONS

OUTPATIENT REQUEST

Requesting Provider	MATTHEW HAMILTON Family Practice
Servicing Provider	ABLE IMAGING LLC 999 ROUTE 73 N MARLTON, NJ 080531227
Place of Service	99 Other Unlisted Facility
Requested Dates	11/16/2022 to 11/30/2022

DIAGNOSES

S86329A	Lacerat Musc/Tend Peroneal Grp At Low Leg Lev,Unsp Leg, Init(Primary Diagnosis)
G8911	Acute Pain Due To Trauma

REQUESTED SERVICES

0614	MAGNETIC RESONANCE IMAGING (MRT) - MRI OTHER (Primary Procedure) Total: 1 Visit(s) Begin Date: 11/16/2022 End Date: 11/30/2022
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[Show Requested Procedures](#)

DETERMINATIONS
No Determinations

NOTES & ATTACHMENTS TAB

Rubble, Betty
Member#: 1030557880
Date of Birth: 01/29/1969
Case# 206923 Status: In Progress Type: Authorization#: Not assigned
Severity: Standard

Request Date: 11/14/2022
Procedure Date: 11/16/2022
Initial Case History ▾

SUMMARY **NOTES & ATTACHMENTS** LETTERS + ACTIONS

ADD NOTES AND ATTACHMENTS

Notes

Danielle Guidry 11/14/2022
Request for MRI due to ongoing pain to LLE post muscle tear/laceration

Attachments

Clinical document SERVICE PLAN.pdf

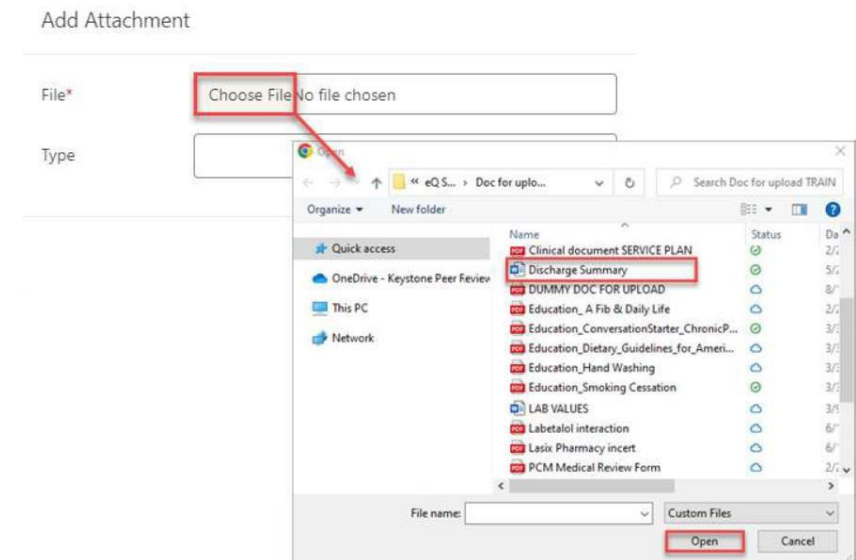
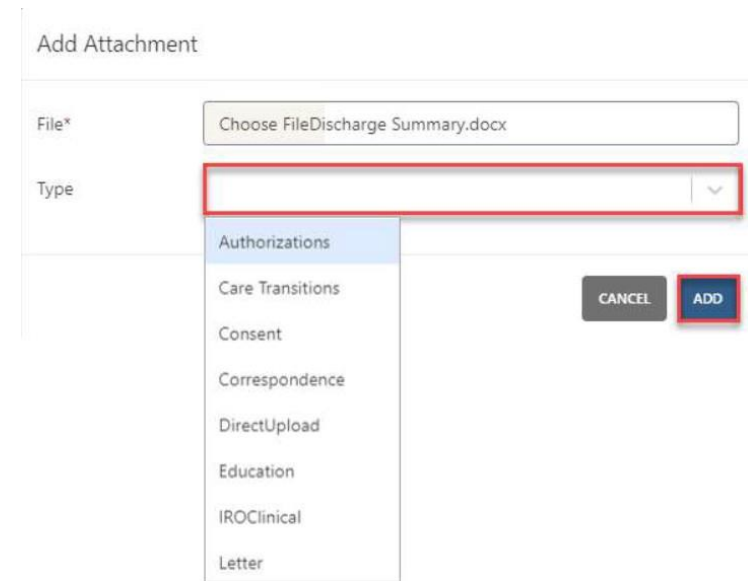
- To view notes and attachments for the request, click on the Notes & Attachments tab.
- Notes are listed with the most recently documented note at the top of the widget.
- Documents added to the request as an attachment are listed under the attachment widget.

ADDING NOTES & ATTACHMENTS

- Users can add additional notes and/or documents as attachments to a request.
- Click on the Add Notes and Attachments icon. In the pop-out window, users can type a note in the text field.
- Click on the Add Attachment icon to begin the attachment process.

The screenshot displays a medical request management interface for a patient named Rubble, Betty. The patient's details include Member#: 1030557880, Date of Birth: 01/29/1969, Request Date: 11/14/2022, Procedure Date: 11/16/2022, and Initial Case History. The interface has tabs for SUMMARY, NOTES & ATTACHMENTS, and LETTERS. A pop-up window titled 'ADD NOTES AND ATTACHMENTS' is open, showing a text field for notes with the placeholder text 'Enter Note text in this field'. The pop-up also has an 'ADD ATTACHMENT' button and 'CANCEL' and 'SAVE & CONTINUE' buttons. A red arrow points from the 'ADD NOTES AND ATTACHMENTS' button in the main interface to the pop-up window.

- For attachments, after clicking the Add Attachment icon, click the Choose File icon on the Add Attachment pop-up window.
- Select the local computer file by clicking the file name and clicking Open.
- Select the attachment type from the dropdown list (attachment type is not a required field and can be omitted or skipped).
- Click the Add icon.



- The selected attachment will be listed in the Notes and Attachments window.
- Click the Save & Continue icon to save the attachment to the authorization request.
- Any new notes or attachments will be listed on the Notes and Attachments tab.

Attachments: Discharge Summary.docx Authorizations X

ADD ATTACHMENT

Notes

CANCEL SAVE & CONTINUE

Rubble, Betty
Member#: 1030557880
Date of Birth: 01/29/1969
Case#: 206923 Status: In Progress Type: Authorization#: Not assigned
Severity: Standard

Request Date: 11/14/2022
Procedure Date: 11/16/2022
Initial Case History

SUMMARY **NOTES & ATTACHMENTS** LETTERS ACTIONS

ADD NOTES AND ATTACHMENTS

Notes

Danielle Guidry 01/23/2023
New Notes are typed here. *New Note*

Danielle Guidry 11/14/2022
Request for MRI due to ongoing pain to LLE post muscle tear/laceration

Attachments

Clinical document SERVICE PLAN.pdf

Discharge Summary.docx Authorizations *New Attachment*

Test, Mister
Member#: 1024247372
Date of Birth: 05/24/1969
Case# 204882 Status: Certified in Total Type: Authorization#: 180979
Severity: Standard

Request Date: 08/25/2022
Procedure Date: 09/07/2022
Initial Case History ▾

SUMMARY NOTES & ATTACHMENTS **LETTERS** ACTIONS

LETTERS TAB

- Letters associated with the authorization request can be found under the Letters tab.
- Letters are generated by the clinical reviewer and are populated automatically from eQSuite to the provider portal.
- Letter types include requests for additional information, approval letters and denial letters.

Test, Mister
Member#: 1024247372
Date of Birth: 05/24/1969
Case# 204882 Status: Certified in Total Type: Authorization#: 180979
Severity: Standard

Request Date: 08/25/2022
Procedure Date: 09/07/2022
Initial Case History ▾

SUMMARY NOTES & ATTACHMENTS **LETTERS** ACTIONS

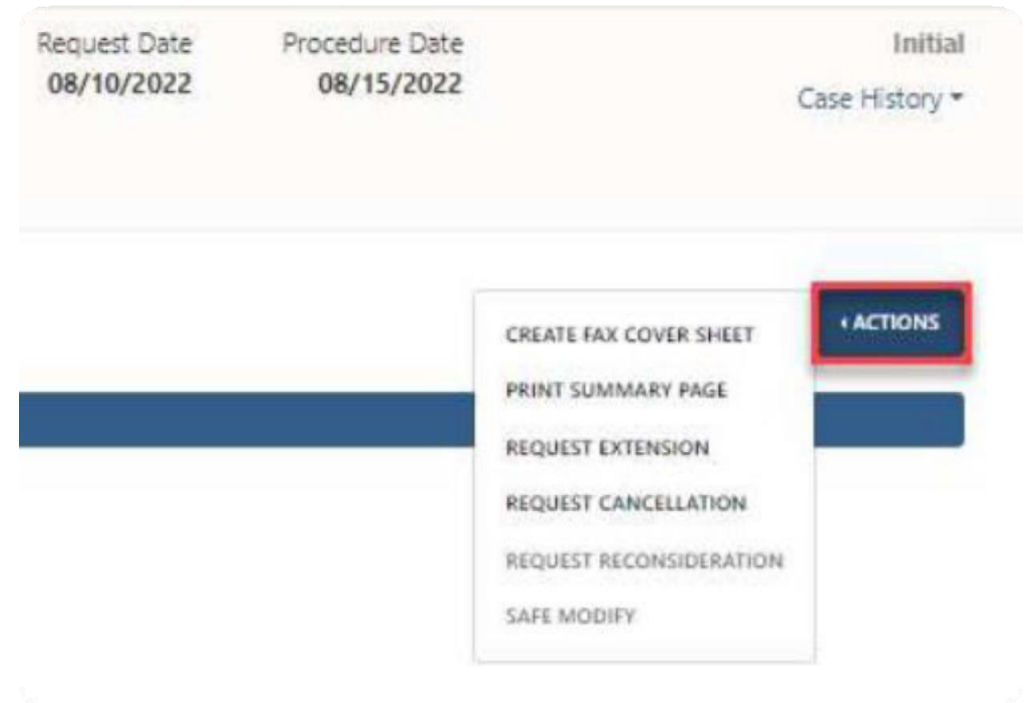
Letters
PA Letter

about:blank - Work 2 - Microsoft Edge
about:blank
1 of 3
Oklahoma Health Care Authority
LINCOLN CENTER
PAU-0002-D
4345 N. LINCOLN BLVD.
OKLAHOMA CITY, OK 73105
**** Do Not Mail
OK Staging**
Member, Parent or Eligible Guardian:
PARKSIDE PSYCHIATRIC HOSPITAL & CLINIC
1239 S TRENTON AVE
TULSA, OK 74120-5420

- To view a letter, click the Letters tab.
- In the list, click on the letter name to open the letter in a PDF window.
- To print the letter to a local desktop printer, click the printer icon at the top right of the PDF window.
- To save a copy of this letter to your local computer files, click the arrow or download icon at the top right of the PDF window.
- To close the PDF viewing window, click the grey X in the right top corner of the window.

ACTIONS ICON

- The Actions icon includes a nested menu. The available listed options are based on the status of the existing authorization request (ex: In Progress, Completed, Certified in Total, Denied).
- To view the menu options for the authorization request, click the Actions icon at the top right of the authorization request details page.
- The nested menu will display.



CREATE A FAX COVER SHEET

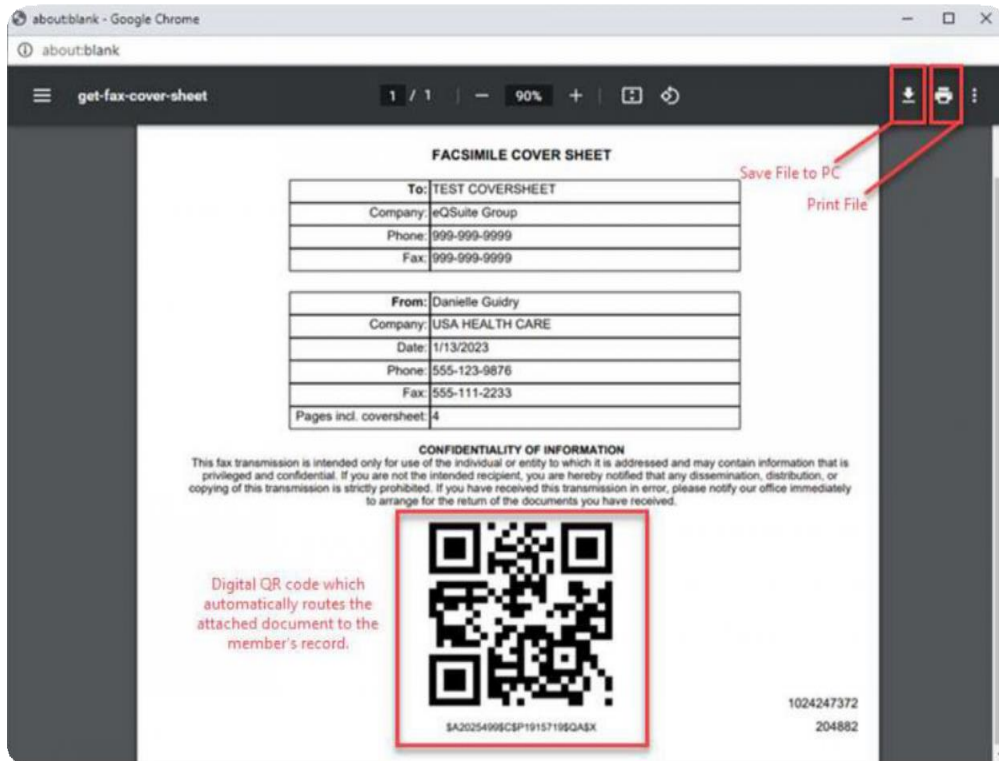
- Users can create a customized fax cover sheet that contains a member-specific QR code.
- This QR code enables the eQSuite system to automatically route and attach the accompanying document to the member's authorization request from which the fax cover sheet was created.
- Click the Actions icon and then select Create Fax Cover Sheet from the menu options.



Create Fax Cover Sheet

To:	<input type="text" value="TEST COVERSHEET"/>
Company:	<input type="text" value="eQSuite Group"/>
Phone:	<input type="text" value="9999999999"/>
Select Fax:	<input type="text" value="Other"/> v
Other Fax:	<input type="text" value="9999999999"/>
From:	<input type="text" value="Danielle Guidry"/>
Company:	<input type="text" value="USA HEALTH CARE"/>
Phone:	<input type="text" value="5551239876"/>
Fax:	<input type="text" value="5551112233"/>
Page Count:	<input type="text" value="4"/>
Use Today's Date?:	<input checked="" type="checkbox"/>

- Enter the necessary to and from information in the Create Fax Cover Sheet window, including phone and fax numbers.
- The fax cover sheet form is preloaded with provider information; enter changes or additions as necessary and then click the Create icon.



- The Facsimile Cover Sheet will open in a PDF window.
- Users can print the PDF to their local printer by clicking the printer icon.
- The form can be saved to the local computer files by clicking the save as arrow icon.
- Click the X at the top right of the window to close.

PRINT SUMMARY PAGE

- The Summary Page contains information about the authorization request and can be printed for the user's records. The summary page can be printed in two ways – from the Actions tab and after submitting a new authorization request.

PRINT FROM THE ACTIONS TAB

Click the Actions icon in the request summary and select Print Summary Page from the menu options.

The screenshot displays a request summary interface. At the top, there are three fields: 'Request Date' with the value '08/10/2022', 'Procedure Date' with the value '08/15/2022', and 'Initial' with a dropdown menu currently showing 'Case History'. Below this, a blue horizontal bar represents the request summary. On the right side of this bar, there is a dark blue button labeled 'ACTIONS'. A dropdown menu is open from this button, listing several options: 'CREATE FAX COVER SHEET', 'PRINT SUMMARY PAGE', 'REQUEST EXTENSION', 'REQUEST CANCELLATION', 'REQUEST RECONSIDERATION', and 'SAFE MODIFY'. The 'PRINT SUMMARY PAGE' option is highlighted with a red rectangular box.

Test, Mister

Member#: 1024247372

Date of Birth: 05/24/1969

Case# 204882 Status: Certified in Total Type:

Authorization#: 180979

Severity: Standard

Request Date

Procedure Date

08/25/2022

09/07/2022

Initial

SUMMARY NOTES & ATTACHMENTS LETTERS

ACTIONS

REQUEST DETAILS

Requesting Provider ROBERT EDELMAN
Urology

Servicing Provider GROUP, PC MOUNT KISCO MEDICAL
90 S. Bradford Rd
Mount Kisco, NY 10549

Place of Service 22 ON CAMPUS-OUTPATIENT HOSP

Requested Dates 09/07/2022 to 11/07/2022

DIAGNOSES

S72445N Nondisp Fx Of Low Epiphy
(Separation) Of L Femr,
7Thn(Primary Diagnosis)

S75891A Inj Oth Blood Vessels At Hip And Thi
Lev, Right Leg, Init

REQUESTED SERVICES

Print

2 sheets of paper

Destination

 HP7981AB (HP Office) ▼

Pages

All ▼

Copies

1

Layout

Portrait ▼

Color

Color ▼

More settings ▼

Print

Cancel

- In the pop-out window, select the printer destination and click the Print icon.
- This will print the summary page to the user's local desktop printer.

PRINT AFTER SUBMITTING A NEW AUTHORIZATION REQUEST

- After entering and submitting a new authorization request, users can print the authorization request summary.
- On the Finalize and Submit tab, click the Print icon at the top right of the page.

The screenshot displays the 'Finalize' tab of an authorization request system. The page is divided into three main sections: 'Request' (Key initial request), 'Clinical' (Enter clinical information), and 'Finalize' (Finalize and submit). The 'Finalize' section is active and contains a 'PRINT' button in the top right corner. Below the 'Finalize' header, there are two sections: 'DEMOGRAPHICS' and 'REQUEST DETAILS'. The 'DEMOGRAPHICS' section lists Member Name (Flintstone, Pebbles), Member Number (1031735560), and Date of Birth (12/27/1963). The 'REQUEST DETAILS' section lists Requesting Provider (MATTHEW HAMILTON, Family Practice), Servicing Provider (MATTHEW HAMILTON, 4045 HEMPSTEAD TPKE, BETHPAGE, NY 11714), Place of Service (81 Independent Laboratory), and Requested Dates (11/14/2022 to 01/31/2023).

Request		Clinical		Finalize	
Key initial request		Enter clinical information		Finalize and submit	
Finalize					
DEMOGRAPHICS					
Member Name	Flintstone, Pebbles				
Member Number	1031735560				
Date of Birth	12/27/1963				
REQUEST DETAILS					
Requesting Provider	MATTHEW HAMILTON Family Practice				
Servicing Provider	MATTHEW HAMILTON 4045 HEMPSTEAD TPKE BETHPAGE, NY 11714				
Place of Service	81 Independent Laboratory				
Requested Dates	11/14/2022 to 01/31/2023				

Test, Mister

Member#: **1024247372**
Date of Birth: **05/24/1969**
Case# 204882 Status: Certified in Total Type:
Authorization#: 180979
Severity: Standard

Request Date
Procedure Date
08/25/2022
09/07/2022
Initial

SUMMARY NOTES & ATTACHMENTS LETTERS

ACTIONS

REQUEST DETAILS

Requesting Provider: ROBERT EDELMAN
Urology
Servicing Provider: GROUP, PC MOUNT KISCO MEDICAL
90 S. Bradford Rd
Mount Kisco, NY 10549
Place of Service: 22 ON CAMPUS-OUTPATIENT HOSP
Requested Dates: 09/07/2022 to 11/07/2022

DIAGNOSES

S72445N Nondisp Fx Of Low Epiphy (Separation) Of L Femr, 7Thn(Primary Diagnosis)
S75891A Inj Oth Blood Vessels At Hip And Thi Lev, Right Leg, Init

REQUESTED SERVICES

Print

2 sheets of paper

Destination

HP7981AB (HP Officej)

Pages

All

Copies

1

Layout

Portrait

Color

Color

More settings

Print

Cancel

- In the pop-out window, select the printer destination and click the Print icon.
- This will print the summary page to the user's local desktop printer.

CREATE A NEW REQUEST USING A PREVIOUS AUTHORIZATION REQUEST

- Users can create new authorization requests for a member by using information on a previous request in the submitted dashboard.
- Click the Actions icon at the top right of the request summary.
- Select Create New Request from the menu options.

The screenshot displays a request summary page with the following details:

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

Below the table, there is a blue horizontal bar. To the right of this bar is a red-bordered button labeled "ACTIONS". A dropdown menu is open from this button, listing the following options:

- CREATE FAX COVER SHEET
- PRINT SUMMARY PAGE
- CREATE NEW REQUEST** (highlighted with a red box)
- REQUEST EXTENSION
- REQUEST CANCELLATION
- REQUEST RECONSIDERATION
- SAFE MODIFY

- All information from the previous request is copied onto the new one in a draft.
- Update or change any information that is different (i.e., dates of service, diagnosis, service codes etc.)

The screenshot displays a web-based form for creating a medical request. The form is divided into three main sections: 'Request' (Key initial request), 'Clinical' (Enter clinical information), and 'Finalize' (Finalize and submit). The 'Request' section is currently active and contains the following fields:

- Patient:** JOY Happy - 1028110339 [Change patient...](#)
- Patient Plan:** HMO
- Start Date:** 11/14/2022
- Are you the:** Ordering Provider Servicing Provider Both
- Ordering Provider:** MATTHEW HAMILTON - 1700319159 - 4045 HEMPSTEAD TPKE BETHPAGE NY 11714 - [Change ordering provider...](#)
- Servicing Provider:** HMM HOSPITALS CORPORATION - OCEAN UNIVERSITY MEDICAL 425 JACK MARTIN BLVD BRICK, NJ 087247732 - [Change servicing provider...](#)
- Place of Service:** 21 Inpatient Hospital
- Request Severity:** Standard
- Level of Care:** Acute

At the bottom of the form, there are two buttons: 'SAVE & CONTINUE' and 'RESET'. A 'DELETE' button is also visible in the top right corner of the form area.

REQUEST EXTENSION

- Extensions can be requested for any completed authorization request that has been certified in total or partially certified for services.
- From the request's Summary page, click the Actions icon and select Request Extension from the menu options.

The screenshot displays a summary page for a request. At the top, there are three fields: 'Request Date' with the value '08/10/2022', 'Procedure Date' with the value '08/15/2022', and 'Initial' with a dropdown menu currently showing 'Case History'. Below these fields is a blue horizontal bar. To the right of this bar is a dark blue button labeled 'ACTIONS'. A red box highlights this button. A white dropdown menu is open below the 'ACTIONS' button, listing several options: 'CREATE FAX COVER SHEET', 'PRINT SUMMARY PAGE', 'REQUEST EXTENSION', 'REQUEST CANCELLATION', 'REQUEST RECONSIDERATION', and 'SAFE MODIFY'. A red box highlights the 'REQUEST EXTENSION' option in the dropdown menu. A blue horizontal bar is also visible behind the dropdown menu.

- Extension requests can also be initiated from the Completed tab.
- Locate the authorization request you wish to request an extension for and click the + icon in the left Extend column.
- Update any relevant information on the Request and Clinical tabs (i.e., discharge date, level of care, request severity, diagnoses, services, etc.)

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

ACTION REQUIRED COMPLETED SUBMITTED DRAFTS

Extend	Case #	Member Name	Member Number	Review Type	Service Type	Authorization #
+	204882	Test, Mister	1024247372	Initial		204882
+	204658	Cooper, Minnie	1291897513	Initial		204658
+	202144	Test, Mister	1024247372	Initial		202144

REQUEST CANCELLATION

- Authorization requests that are in progress without a determination entered can be cancelled.
- Click the Action icon at the top right of the request summary.
- Select Request Cancellation from the menu options.

The screenshot displays a request summary interface. At the top, there are three fields: 'Request Date' with the value '08/10/2022', 'Procedure Date' with the value '08/15/2022', and 'Initial' with a dropdown menu currently showing 'Case History'. Below these fields is a blue horizontal bar. To the right of this bar is a dark blue button labeled 'ACTIONS'. A dropdown menu is open from this button, listing several options: 'CREATE FAX COVER SHEET', 'PRINT SUMMARY PAGE', 'REQUEST EXTENSION', 'REQUEST CANCELLATION', 'REQUEST RECONSIDERATION', and 'SAFE MODIFY'. The 'REQUEST CANCELLATION' option is highlighted with a red rectangular border.

- An attachment or a note is required to submit a cancellation request.
- Click Choose File to add an attachment (document) from your local computer files.
- Type a note in the Notes text field.
- Click Save & Continue to send the cancellation request to the assigned reviewer.
- The reviewer will cancel the request in the back office of the eQSuites system.
- Cancelled requests will be filed under the Completed tab with a case status as Cancelled.

Attachments Choose File No file chosen

Notes Please cancel this request.

CANCEL SAVE & CONTINUE

REQUEST RECONSIDERATION

- Reconsideration/appeals can be requested for authorization requests on the Completed tab that have been partially certified or not certified.
- Click on the line of that request to open the request summary page.
- Click the Action icon at the top right of the request summary.
- Select Request Reconsideration from the menu option.

Extend	Case #	Member Name	Member Number	Review Type	Service Type	Authorization #	Completed Date	Discharge Date	Case Status	Request Date
	205401	Beauty, Sleeping	1408701968	Initial			1/19/2023		Not Certified	8/29/2022

Request Date: 08/29/2022 Procedure Date: 09/28/2022 Initial

Case History ▾

- CREATE FAX COVER SHEET
- PRINT SUMMARY PAGE
- REQUEST EXTENSION
- REQUEST CANCELLATION
- REQUEST RECONSIDERATION**
- SAFE MODIFY

ACTIONS

Select the review type from the dropdown list.

On the Authorization Intake request tab, check the listed information for correctness and click Save & Continue.

Create Reconsideration / Appeal

Review Type Select Review Type...

- Appeal
- External Appeal
- Peer to Peer
- Reconsideration

CANCEL

Request Key initial request


Clinical Enter clinical information

Finalize Finalize and submit

Draft DELETE

Practice USA HEALTH CARE

Patient Sleeping Beauty - 1408701968

Patient Plan [HMO](#) 

Start Date 09/28/2022

Are you the: Ordering Provider Servicing Provider Both

Ordering Provider AVESHA HAMEED - 1801200423 - 2 OHIO DR LAKE SUCCESS NY 11042 -

Servicing Provider MAIN LINE SURGERY CENTER LLC - 10 PRESIDENTIAL BLVD STE 200 BALA CYNWYD,-

Place of Service 24 Ambulatory Surgery Center

Request Severity Standard

Review Type Reconsideration

SAVE & CONTINUE RESET

-
- On the Clinical tab, select the service for reconsideration under the Search for Services dropdown list.
 - Upload any relevant documentation by clicking Add Attachment. Select a file from your local computer and/or enter a free text note in the text field then click Save & Continue.

The screenshot shows a web form with a sidebar on the left containing the following sections: Diagnoses*, Services*, Attachments, and Notes*. The main content area includes a search bar for diagnoses, a table with one row containing a primary diagnosis, a search bar for services, an 'ADD ATTACHMENT' button, a large text area for notes, a 'SAVE & CONTINUE' button, and a 'RESET' button. A red box highlights the 'ADD ATTACHMENT' button and the notes text area.

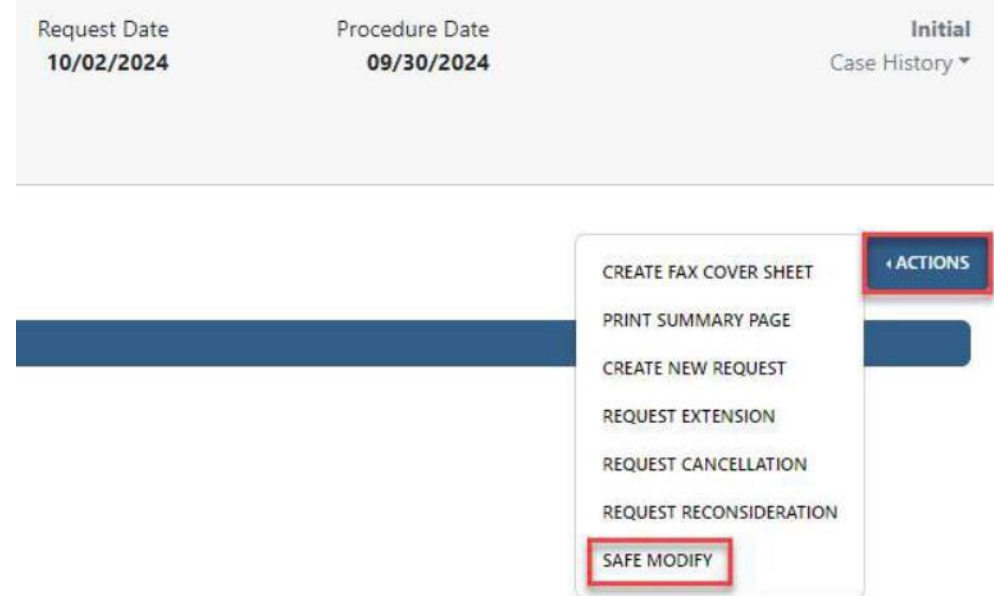
Primary	Diagnosis	Remove
<input checked="" type="radio"/>	C130 - Malignant Neoplasm Of Postcrioid Region	<input type="checkbox"/>

On the Finalize tab, an authorization request summary will be displayed to review the entered information prior to submitting the request. Users can make changes or corrections by navigating back to the previous tabs.

If the information entered is correct, click the Submit icon at the bottom left of the page to send the authorization request to the reviewers.

SAFE MODIFY

- Users can safely modify submitted prior authorizations.
- The authorization must have not had a determination of services made by a reviewer or medical director.
- Click the Action icon at the top right of the authorization page and select Safe Modify from the menu list.



The user can Safe Modify the following fields:

- Request Severity, Place of Service, Ordering Provider, Servicing Provider and Addition/Deletion of a Diagnosis , Service Code, Quantity, Units, Frequency and Duration of Service. (**NOTE:** Users cannot delete the primary diagnosis.)

The screenshot shows a web application interface. At the top, there are two fields: 'Case Number: 0000000000' and 'Type of Service: Outpatient'. Below these, there are two more fields: 'Review type: INIT' and 'Auth Status: Complete'. The main focus is on a 'Request severity' dropdown menu. The current selection is 'Standard'. A red arrow points to the dropdown arrow on the right side of the menu. The dropdown menu is open, showing two additional options: 'Critical Care' and 'Expedited'. Below the dropdown menu, there is a 'Providers' section.

REQUEST SEVERITY

- The user can select a request severity by clicking on the arrow located on the right side of the screen.
- A dropdown menu with additional request severity options will be shown and the user can change the current request severity.

Type	Provider	Network	NPI	Specialty	Address	Provider Id	Options
Servicing Provider	PARKSIDE PSYCHIATRIC HOSPITAL & CLINIC		1346461688	635 : Acute Psych Level II	1620 E. 12TH ST., TULSA, OK	100738360M	⌵
Ordering Provider	A B C RURAL HEALTH CLINIC	OHCA	1992995666	082 : Group	1510 S VIRGINIA AVE., ATOKA, OK	100747790C	⌵

PROVIDERS

The user can change the servicing provider by clicking the first set of blue arrows located under the word Options.

The user can search by first name, last name, specialty, NPI, TIN or provider ID to locate the desired provider.

Search Servicing Provider

Search Servicing Provider

First Name

Last Name

Specialty

NPI

TIN

Provider Id

Results

Type	Provider ↑	Network	NPI	Specialty	Address	Provider Id
Servicing Provider	BERNALILLO ACADEMY	OHCA	1992944557	015 : Children's Spe... More	5400 GIBSON BLVD SE... More	200447980A
Servicing Provider	BERNALILLO ACADEMY		1992944557	015 : Children's Spe... More	5400 GIBSON BLVD SE... More	200447980A
Servicing Provider	BETHANY CHILDREN'S HEALTH CENTER		1740395409	015 : Children's Spe... More	6800 NW 39 EXPRESSWA... More	100677110F

Selected

Type	Provider	Network	NPI	Specialty	Address	Provider Id
Servicing Provider	BERNALILLO ACADEMY		1992944557	015 : Children's Spe... More	5400 GIBSON BLVD SE... More	200447980A

CANCEL

SAVE

Once the desired provider is selected, click the Save icon to save the changes made.

Type	Provider	Network	NPI	Specialty	Address	Provider Id	Options
Servicing Provider	PARKSIDE PSYCHIATRIC HOSPITAL & CLINIC		1346461688	635 : Acute Psych Level II	1620 E. 12TH ST., TULSA, OK	100738360M	⌵
Ordering Provider	A B C RURAL HEALTH CLINIC	OHCA	1992995666	082 : Group	1510 S VIRGINIA AVE., ATOKA, OK	100747790C	⌵

The user can also make changes to the ordering provider. Select the second set of blue arrows located under the word Options.

Search Ordering Provider

First Name	Last Name
<input type="text"/>	<input type="text"/>
Specialty	
Any Specialty	<input type="text"/>
NPI	TIN
<input type="text"/>	<input type="text"/>
Provider Id	
<input type="text"/>	
<input type="button" value="SEARCH"/>	

Results

Type	Provider ↑	Network	NPI	Specialty	Address	Provider Id
Ordering Provider	A B C RURAL HEALTH CLINIC	OHCA	1992995666	082 : Group	1510 S VIRGINIA AVE... More	100747790C
Ordering Provider	A B C RURAL HEALTH CLINIC	OHCA	1992995666	185 : Free Standing ... More	1510 S VIRGINIA AVE... More	100747790C
Ordering Provider	ABC MEDICAL CLINIC	OHCA	1992995666	082 : Group	1549 S VIRGINIA AVE... More	100747790B
Ordering Provider	ABC MEDICAL CLINIC	OHCA	1992995666	184 : Hospital Based... More	1549 S VIRGINIA AVE... More	100747790B

The user can search by first name, last name, specialty, NPI, TIN or provider ID to locate the desired provider.

Selected						
Type	Provider	Network	NPI	Specialty	Address	Provider Id
Ordering Provider	A B C RURAL HEALTH CLINIC	OHCA	1992995666	082 : Group	1510 S VIRGINIA AVE... More	100747790C

CANCEL SAVE

Once the desired provider is selected, click the Save icon to save the changes made.

DIAGNOSIS

Primary	Code	Diagnosis	Options
	F430	Acute Stress Reaction	
✓	F431	Post-Traumatic Stress Disorder (Ptsd)	

- The user can add additional diagnoses to the authorization by clicking the + icon.
- The user can also remove diagnoses from the authorization by clicking the trash can icon located under the word Options.
- The user cannot remove the primary diagnoses when using the Safe Modify function.

Search for the desired diagnosis in the text box and select it from the dropdown list.



The screenshot shows a software interface with a search bar containing the text 'allergic'. Below the search bar is a dropdown list of diagnosis options. The list includes:

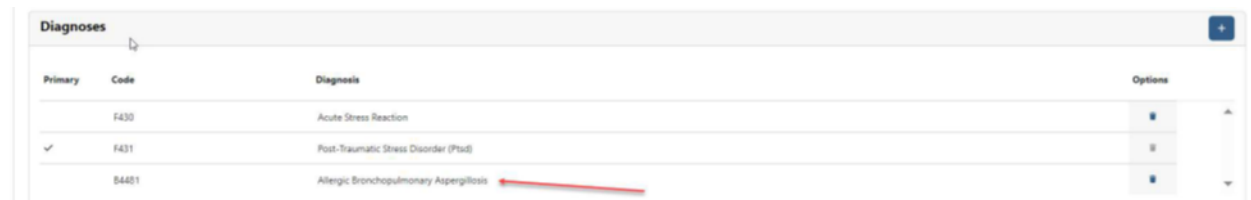
- B4481 - Allergic Bronchopulmonary Aspergillosis
- D690 - Allergic Purpura
- H0111 - Allergic Dermatitis Of Eyelid
- H01111 - Allergic Dermatitis Of Right Upper Eyelid
- H01112 - Allergic Dermatitis Of Right Lower Eyelid
- H01113 - Allergic Dermatitis Of Right Eye, Unspecified Eyelid
- H01114 - Allergic Dermatitis Of Left Upper Eyelid

On the left side of the interface, there is a table with the following data:

Primary	Code	Diagnosis
	F430	Acute Stress Reaction
✓	F431	Post-Traumatic Stress Disorder (Ptcd)

Below the table, there is a section labeled 'Services'.

The selected diagnosis will be added to the diagnoses list.



The screenshot shows the same software interface as the previous one, but now the 'allergic' diagnosis has been added to the list. The list now includes:

- F430 - Acute Stress Reaction
- ✓ F431 - Post-Traumatic Stress Disorder (Ptcd)
- B4481 - Allergic Bronchopulmonary Aspergillosis

The 'allergic' diagnosis is highlighted with a red line. The 'Options' column for each row contains a small blue square icon.

SERVICES

- The user can make changes to the services.
- Click the white box next to the service to select it.
- Then click the pencil icon to edit the service.
- The user can then make changes to the service code, quantity, units, duration and frequency of the selected service.
- Click the Apply Changes icon to confirm the changes made.

Code	Description	Begin Date	End Date	Units
0114	ROOM & BOARD - PRIVATE (ONE BED) - PSYCHIATRIC	10/25/2024	10/30/2024	5 Units

Service/Service code: ROOM & BOARD - PRIVATE (ONE BED) - PSYCHIATRIC

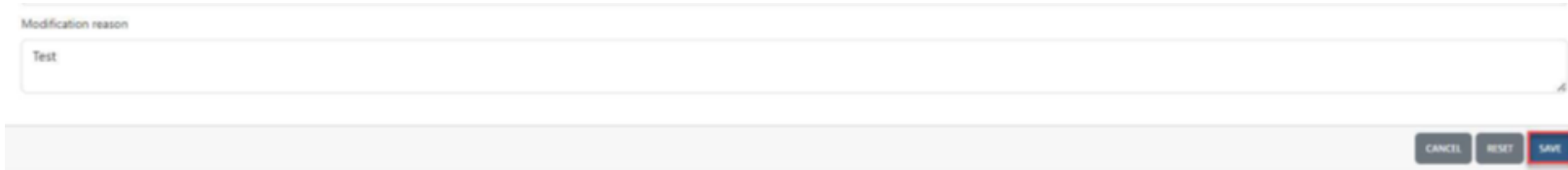
Units: 5

Total: [dropdown]

Begin date: 10/25/2024

End date: 10/30/2024

CANCEL APPLY CHANGES

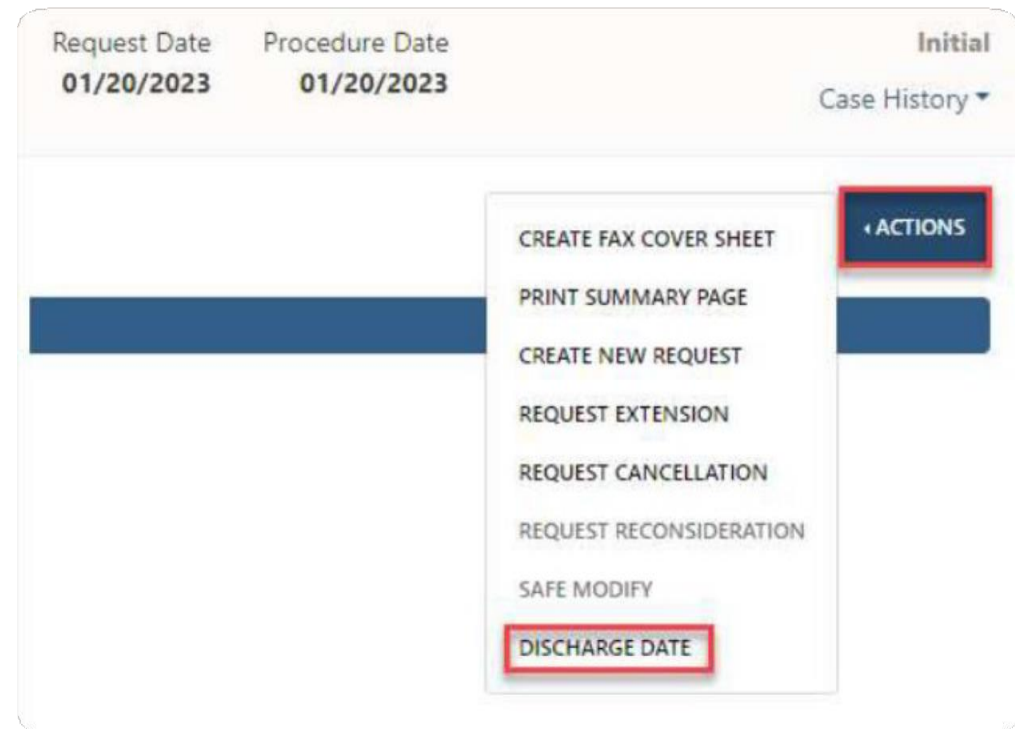
A screenshot of a web form. At the top, there is a label "Modification reason" above a text input field containing the word "Text". Below the input field is a horizontal bar with three buttons: "CANCEL", "RESET", and "SAVE". The "SAVE" button is highlighted with a red border.

MODIFICATION REASON

- The user must enter a modification reason in the text field before saving.
- Click the Save icon to confirm the changes.
- The user can select Cancel to cancel the changes made.
- The user can select Reset to reset the prior authorization to its original values.

DISCHARGE DATE

- Users can enter a known discharge date on completed (authorized) requests.
- Click the Action icon at the top right of the authorization summary page.
- Select Discharge Date from the menu options.



- In the pop-up window, enter the date of discharge in the Discharge Date field by either typing the date or using the calendar icon and clicking on the date to select it.
- Users are unable to enter a discharge date outside of the date range submitted on the authorization request.
- Select the discharge disposition from the dropdown list.
- Click Save and Continue.
- The entered discharge date will appear on the Authorization Dashboard Completed tab under the Discharge Date column.

Discharge Date*

mm/dd/yyyy

Discharge Disposition*

Select Discharge Disposition...

SAVE & CONTINUE CANCEL

Extend	Case #	Member Name	Member Number	Review Type	Service Type	Authorization #	Completed Date	Discharge Date	Case Status	Request Date	Service Date	Ordering Provider
	208337	Flintstone, Pebbles	1031735560	Initial		208337	1/24/2023	1/24/2023	Certified in Total	1/20/2023	1/20/2023	MATTHEW HAMILTON
	205401	Beauty, Sleeping	1408701968	Initial			1/19/2023		Not Certified	8/29/2022	12/28/2022	AYESHA HAMEED



ACTION REQUIRED 0 **COMPLETED** SUBMITTED DRAFTS 3

Extend	Case #	Member Name	Member Number	Review Type	Service Type	Authorization #
+	204882	Test, Mister	1024247372	Initial		204882
+	204658	Cooper, Minnie	1291897513	Initial		204658
+	202144	Test, Mister	1024247372	Initial		202144

Update any relevant information on the Request and Clinical tabs (i.e., discharge date, level of care, request severity, diagnoses, services, etc.)

REQUEST EXTENSION

- Extensions can be requested for any completed authorization request that has been certified in total or partially certified for services.
- From the request's Summary page, click the Actions icon and select Request Extension from the menu options.





OKLAHOMA
Health Care Authority

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