



Atrezzo Connect DMAS Provider Portal End User Guide

Version 5

October 2018

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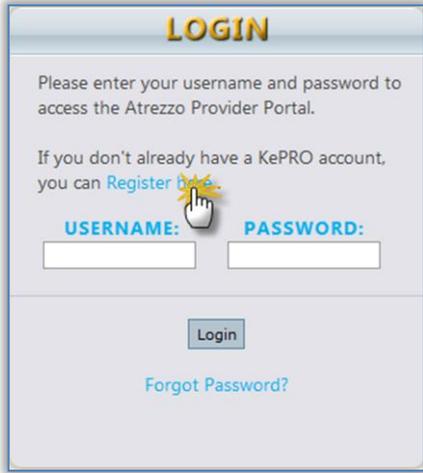
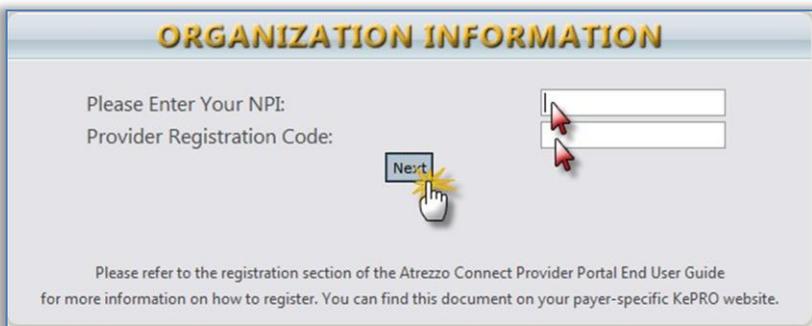
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Section 1: Register an Account, Login, & Basic Navigation

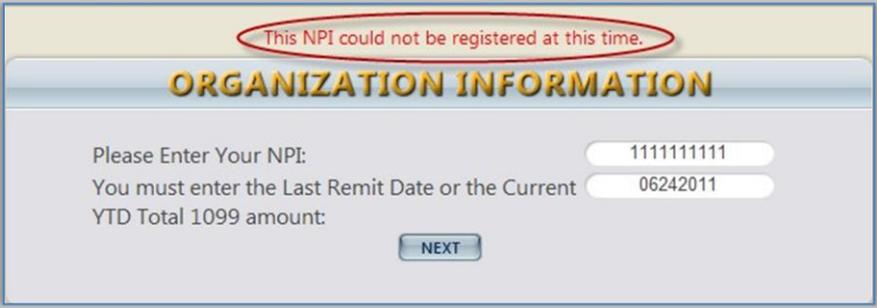
A screenshot of the Atrezzo Provider Portal login page. The page has a light beige background with a dark blue header and footer. The header contains the KePRO | Atrezzo logo on the left, a "WELCOME PLEASE LOGIN" message with the date and time "8/28/2013 11:33:36 AM" in the center, and a "Login" link on the right. The main content area features a central "LOGIN" box with a light blue border. Inside this box, there is a prompt to enter a username and password, a link to register for new users, and two input fields labeled "USERNAME:" and "PASSWORD:". Below the input fields is a "Login" button and a "Forgot Password?" link. The footer contains a series of small links: "Privacy Policy | Terms of Use | How to Use this Site | Powered by KePRO | Copyright © 2011 KePortal | All Rights Reserved | Version 1.7.3.7549 (Atrezzo_Hotfix)".

Register an Account & Login (New Users)

<p>Step 1</p>	<p>Click the Atrezzo button located on the website.</p>	
<p>Step 2</p>	<p>The user is brought to the Login page.</p>	
<p>Step 3</p>	<p>Click the Register Here link to begin the account set up process.</p>	
<p>Step 4</p>	<p>Enter your organization's NPI and 1099 numbers.</p> <p><i>(1099 = YTD amount on most recent remittance advice or last remit date. If using the date, use the format MM/DD/YYYY)</i></p> <p>Click Next.</p>	

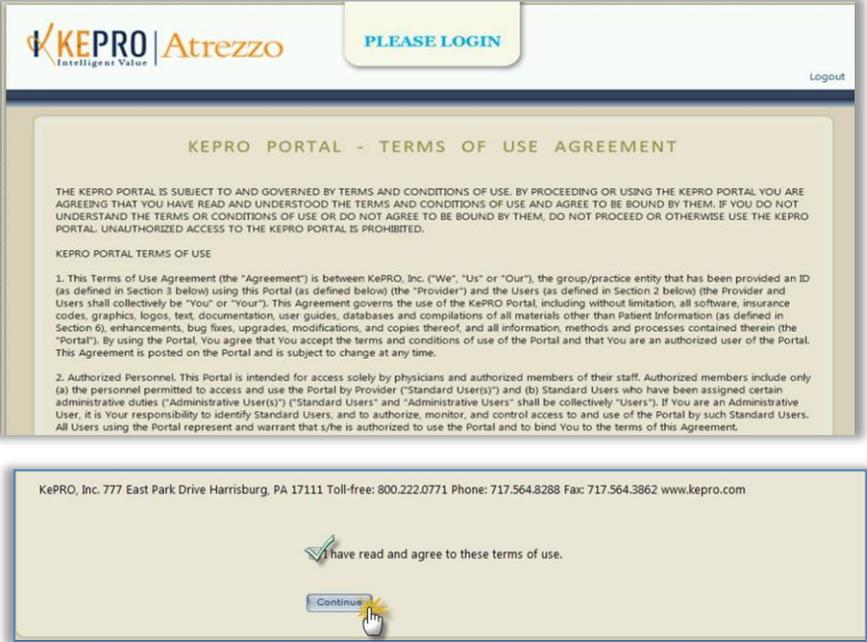
Continued on next page

Register an Account & Login (New Users), Continued

<p>Step 4.1</p>	<p>If you enter the NPI or 1099 number incorrectly, an error message displays.</p> <p>Re-enter the NPI or 1099 number(s) and click Next.</p> <p>Note: If you need to exit, click your browser's back button.</p>	
<p>Step 5</p>	<p>If your organization has multiple locations, select the appropriate one or ones. (Select all that are applicable.)</p>	
<p>Step 6</p>	<p>Enter a user name, select and confirm a password (minimum of 8 alpha/numeric characters).</p> <p>Enter a secret question and secret answer.</p> <p>Complete the Contact Information.</p> <p>Note: Fields that have an asterisk (*) by them are required fields.</p> <p>Click Next.</p>	

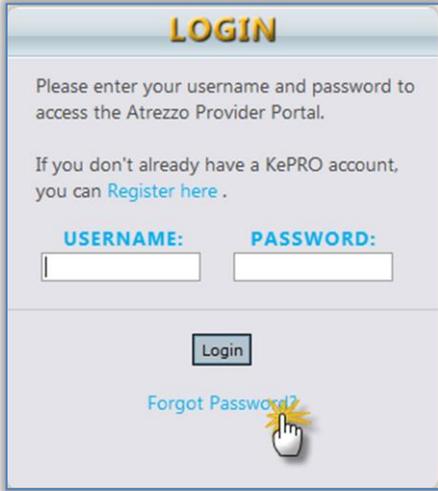
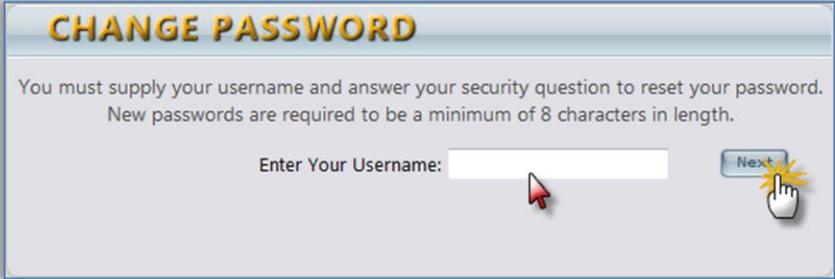
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Register an Account & Login (New Users), Continued

<p>Step 7</p>	<p>When prompted during the registration process, enter in a secret question and answer and click Update Security Question.</p>	
<p>Step 8</p>	<p>Review the Terms of Use Agreement.</p> <p>Click the checkbox that states <i>"I have read and agree to these terms of use."</i></p> <p>Click Continue.</p>	
<p>Step 9</p>	<p>If you complete steps 1 through 6 successfully, the Homepage appears.</p>	

END ACCOUNT REGISTRATION AND LOGIN PROCESS FOR NEW USERS

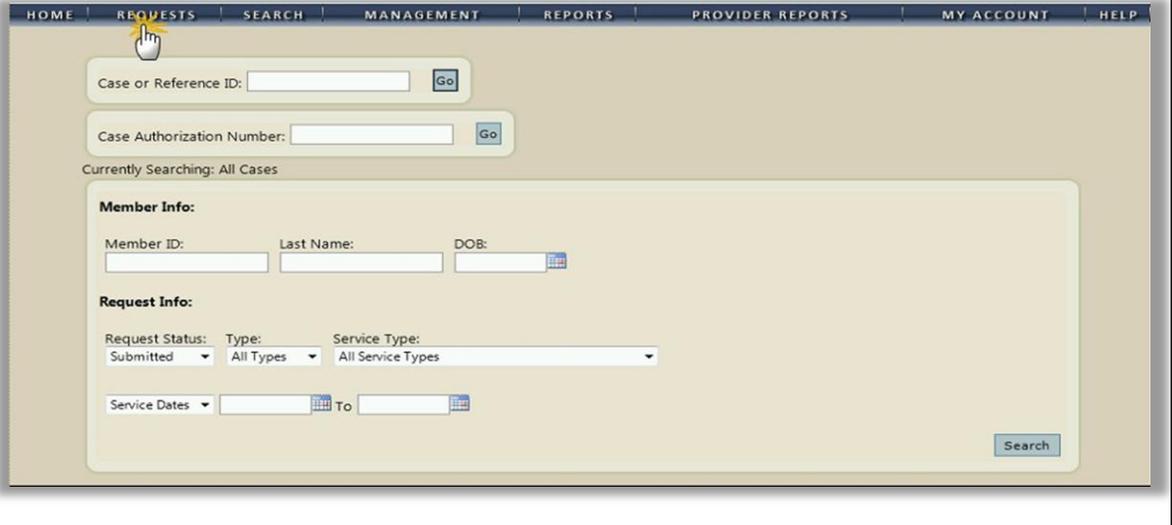
Resetting a Password

<p>Step 1</p>	<p>Click the Forgot Password link on the Login page.</p>	
<p>Step 2</p>	<p>Enter your Username.*</p> <p><i>*Please contact Customer Service if you cannot remember your Username.</i></p> <p>Click Next.</p>	
<p>Step 3</p>	<p>Enter the answer to the secret question you set during the initial registration.</p> <p>Enter in (and confirm) a new password.*</p> <p><i>*New passwords are required to be a minimum of 8 characters in length.</i></p> <p>Click Finish.</p> <p>You will be brought back to the Login page to enter your username and new password.</p>	

Homepage Tabs

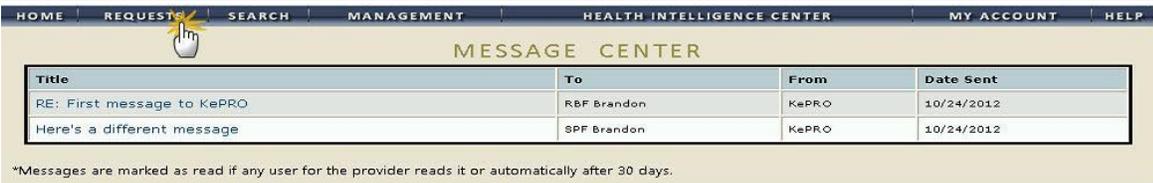
<p>Home Tab (Home Page)</p>	
<p>Requests Tab & Dropdown Selection</p>	
<p>Search Tab & Dropdown Selection</p>	
<p>Management Tab & Dropdown Selection</p>	
<p>My Account Tab</p>	
<p>Help Tab & Dropdown Selection</p>	

Requests Tab

<p>Request Tab</p>	 <p>The screenshot shows the top navigation bar with tabs: HOME, REQUESTS, SEARCH, MANAGEMENT, MY ACCOUNT, and HELP. The REQUESTS tab is highlighted in blue and contains three sub-links: View Requests, Create New Request, and Message Center. A hand cursor icon is pointing to the REQUESTS tab. Below the navigation bar, the page title is 'MESSAGES' and it says 'You have 0 unread messages - Go to Message Center'.</p>
<p>Click View Requests to go to the View Requests search screen (see Search Tab section for more information)</p>	 <p>The screenshot shows the 'View Requests' search screen. The navigation bar includes tabs: HOME, REQUESTS, SEARCH, MANAGEMENT, REPORTS, PROVIDER REPORTS, MY ACCOUNT, and HELP. The REQUESTS tab is highlighted. Below the navigation bar, there are two search input fields: 'Case or Reference ID:' and 'Case Authorization Number:', each with a 'Go' button. Below these is the text 'Currently Searching: All Cases'. There are two sections: 'Member Info:' with fields for Member ID, Last Name, and DOB; and 'Request Info:' with dropdown menus for Request Status (Submitted), Type (All Types), and Service Type (All Service Types). There are also date pickers for 'Service Dates' and 'To'. A 'Search' button is located at the bottom right.</p>
<p>Click Create New Request to begin the process of creating a request (See Section 2: Prior Authorization Requests and Questionnaires for full details)</p>	 <p>The screenshot shows the 'Member Search' screen. The navigation bar includes tabs: HOME, REQUESTS, SEARCH, MANAGEMENT, MY ACCOUNT, and HELP. The REQUESTS tab is highlighted and contains sub-links: View Requests, Create New Request, and Message Center. A hand cursor icon is pointing to the 'Create New Request' link. Below the navigation bar, the page title is 'MEMBER SEARCH' and it says 'Search for a member using the criteria below.'. There is a search form with three input fields: 'Member ID:', 'Member Last Name:', and 'Member Birthdate:'. There is an 'or' label between the first and second fields. A 'Search' button is located at the bottom of the form. Red mouse cursor icons are pointing to the end of each input field.</p>

Messaging (Requests Tab)

Click Message Center to go to the Message Center



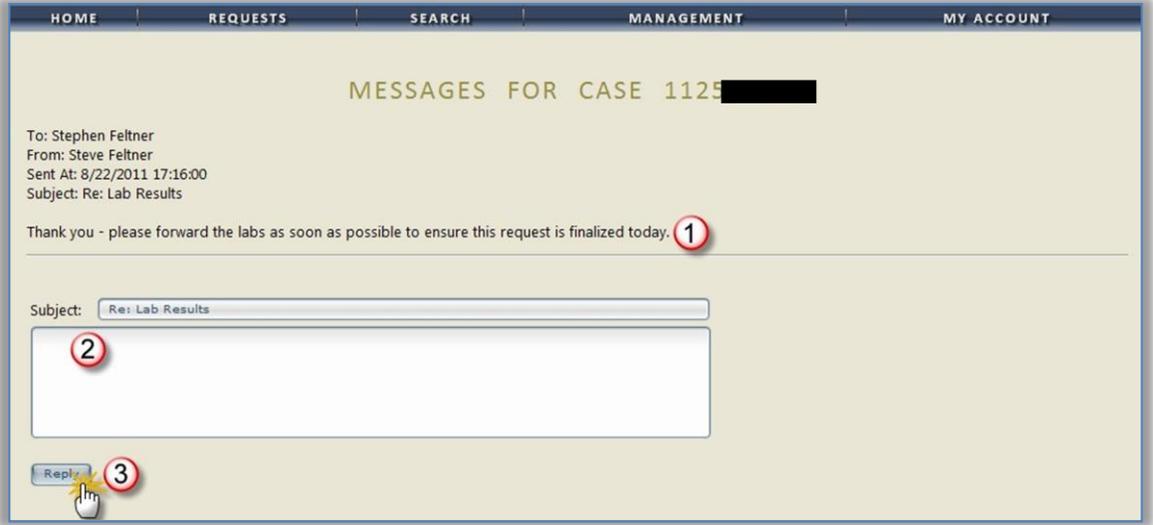
Title	To	From	Date Sent
RE: First message to KePRO	RBF Brandon	KePRO	10/24/2012
Here's a different message	SPF Brandon	KePRO	10/24/2012

*Messages are marked as read if any user for the provider reads it or automatically after 30 days.

Notes: The Message Center may also be accessed from the Home Page. Once you access a message, it no longer displays in the Message Center.

Click on the message you want to read. The message displays.

To REPLY to the message, type the reply in the space provided (2) and click the Reply button (3).



To: Stephen Feltner
 From: Steve Feltner
 Sent At: 8/22/2011 17:16:00
 Subject: Re: Lab Results

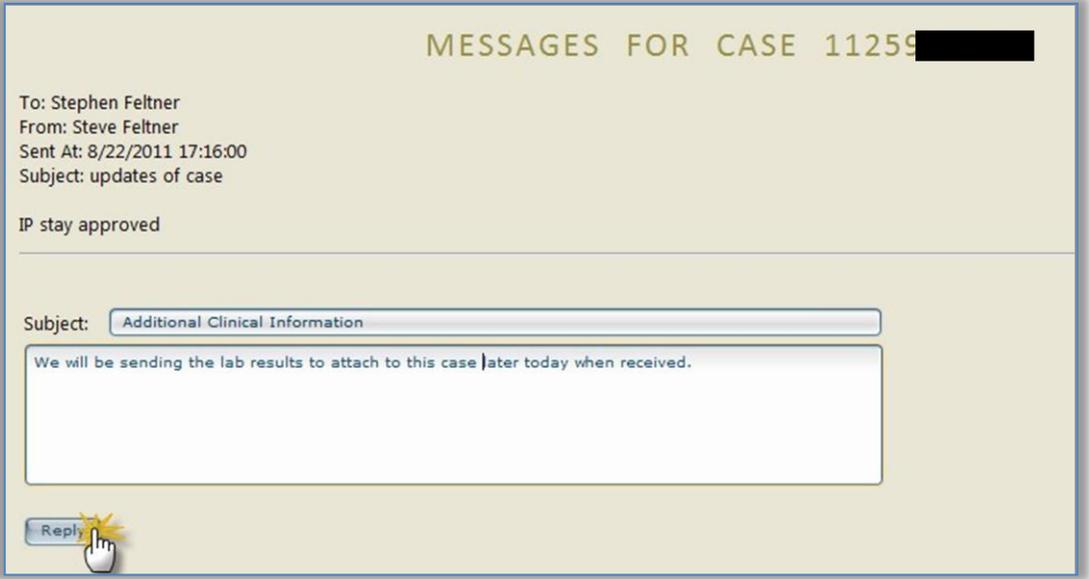
Thank you - please forward the labs as soon as possible to ensure this request is finalized today. 1

Subject:

2

Reply 3

Type in the subject and message body in the space provided and click Reply to send the message to KEPRO.



To: Stephen Feltner
 From: Steve Feltner
 Sent At: 8/22/2011 17:16:00
 Subject: updates of case

IP stay approved

Subject:

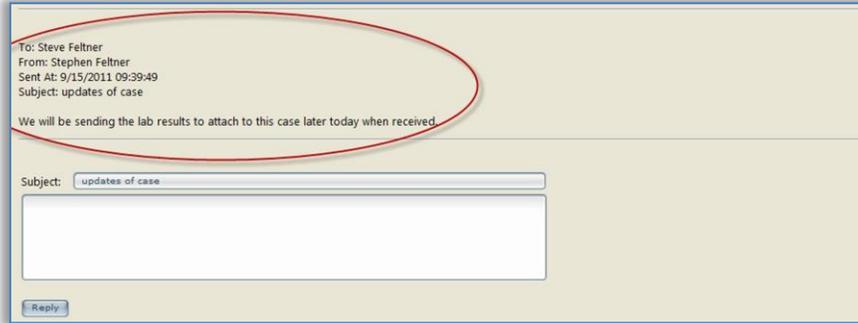
We will be sending the lab results to attach to this case later today when received.

Reply

Continued on next page

Messaging (Requests Tab), Continued

The message has been sent and is now a part of the request record.



To SEND a message to KEPRO about a submitted case, find the case by clicking either Requests or Search. Locate the case from the search results screen.

Case ID (Reference ID)	Member Info	Status	Request Info	Service Type	Service Date(s)	Providers
130920678 (N/A) [Procedures] [Diagnosis]	04-18 DOB: 12	Submitted Approved: 0 Denied: 2 Pending: 0 Void: 0	Outpatient Letters: 0 Messages: 0	089 - Private Duty Nursing	5/14/2013 - 5/13/2014	[Servicing] [Select] [Extend] [Copy]
130921396 (N/A) [Procedures] [Diagnosis]	5R DOB: 03	Submitted Approved: 2 Denied: 0 Pending: 0 Void: 0	Outpatient Letters: 0 Messages: 0	089 - Private Duty Nursing	4/11/2013 - 4/10/2014	[Servicing] [Select] [Extend] [Copy]
130981639 (N/A) [Procedures] [Diagnosis]	37 DOB: 12	Submitted Approved: 2 Denied: 0 Pending: 0 Void: 0	Outpatient Letters: 0 Messages: 0	089 - Private Duty Nursing	4/10/2013 - 5/24/2013	[Servicing] [Select] [Extend] [Copy]

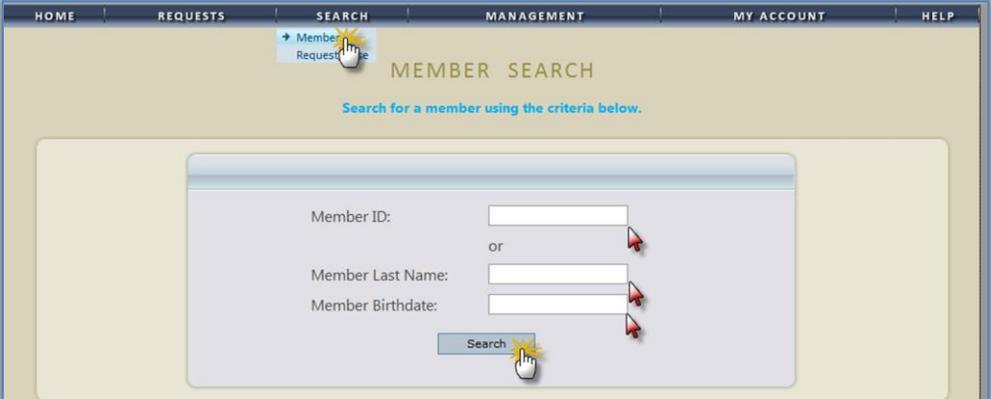
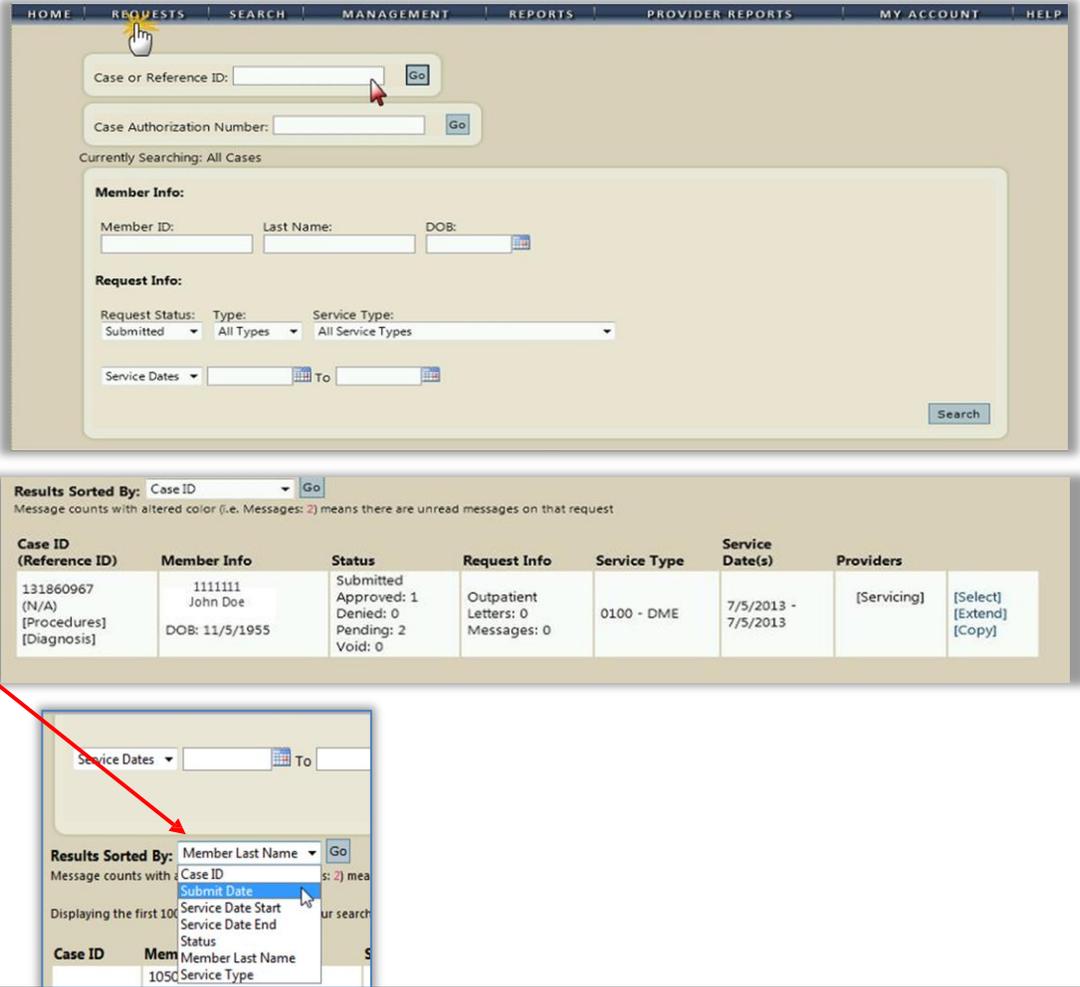
Click Select to bring up the Request Overview

Service Date(s)	Servicing Provider	
12/28/2011 - 10/8/2012	[Info]	[Select] [Extend]
10/27/2011 - 12/27/2011	[Info]	[Select] [Extend]
8/6/2012 - 12/25/2012	[Info]	[Select] [Extend]
10/1/2012 - 12/31/2012	[Info]	[Select] [Extend]

Scroll down to the Messages and Attachments section of the overview and click the Send New Message link.



Search Tab

<p>Search Tab</p>																					
<p>Click Member to search using Member ID or Last Name/DOB.</p>																					
<p>Click Request / Case to search using Case ID, Member Info, or Request Info.</p> <p>Select desired sorting from the dropdown menu.</p>	 <p>Case or Reference ID: <input type="text"/> <input type="button" value="Go"/></p> <p>Case Authorization Number: <input type="text"/> <input type="button" value="Go"/></p> <p>Currently Searching: All Cases</p> <p>Member Info:</p> <p>Member ID: <input type="text"/> Last Name: <input type="text"/> DOB: <input type="text"/></p> <p>Request Info:</p> <p>Request Status: Submitted Type: All Types Service Type: All Service Types</p> <p>Service Dates: <input type="text"/> To <input type="text"/></p> <p><input type="button" value="Search"/></p> <p>Results Sorted By: Case ID <input type="button" value="Go"/></p> <p>Message counts with altered color (i.e. Messages: 2) means there are unread messages on that request</p> <table border="1"> <thead> <tr> <th>Case ID (Reference ID)</th> <th>Member Info</th> <th>Status</th> <th>Request Info</th> <th>Service Type</th> <th>Service Date(s)</th> <th>Providers</th> </tr> </thead> <tbody> <tr> <td>131860967 (N/A) [Procedures] [Diagnosis]</td> <td>1111111 John Doe DOB: 11/5/1955</td> <td>Submitted Approved: 1 Denied: 0 Pending: 2 Void: 0</td> <td>Outpatient Letters: 0 Messages: 0</td> <td>0100 - DME</td> <td>7/5/2013 - 7/5/2013</td> <td>[Servicing] [Select] [Extend] [Copy]</td> </tr> </tbody> </table> <p>Results Sorted By: Member Last Name <input type="button" value="Go"/></p> <p>Message counts with altered color (i.e. Messages: 2) means there are unread messages on that request</p> <p>Displaying the first 100 results of your search</p> <table border="1"> <thead> <tr> <th>Case ID</th> <th>Member Last Name</th> <th>Service Type</th> </tr> </thead> <tbody> <tr> <td>1050</td> <td></td> <td></td> </tr> </tbody> </table>	Case ID (Reference ID)	Member Info	Status	Request Info	Service Type	Service Date(s)	Providers	131860967 (N/A) [Procedures] [Diagnosis]	1111111 John Doe DOB: 11/5/1955	Submitted Approved: 1 Denied: 0 Pending: 2 Void: 0	Outpatient Letters: 0 Messages: 0	0100 - DME	7/5/2013 - 7/5/2013	[Servicing] [Select] [Extend] [Copy]	Case ID	Member Last Name	Service Type	1050		
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Case ID	Member Last Name	Service Type																			
1050																					

Continued on next page

Search Tab, Continued

<p>The system displays the requests matching your search criteria.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Case ID (Reference ID)</th> <th style="text-align: left;">Member Info</th> <th style="text-align: left;">Status</th> <th style="text-align: left;">Request Info</th> <th style="text-align: left;">Service Type</th> <th style="text-align: left;">Service Date(s)</th> <th colspan="2" style="text-align: left;">Providers</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top; padding: 2px;">130920678 (N/A) [Procedures] [Diagnosis]</td> <td style="vertical-align: top; padding: 2px;">0- 18 DOB: 12</td> <td style="vertical-align: top; padding: 2px;">Submitted Approved: 0 Denied: 2 Pending: 0 Void: 0</td> <td style="vertical-align: top; padding: 2px;">Outpatient Letters: 0 Messages: 0</td> <td style="vertical-align: top; padding: 2px;">089 - Private Duty Nursing</td> <td style="vertical-align: top; padding: 2px;">5/14/2013 - 5/13/2014</td> <td style="vertical-align: top; padding: 2px;">[Servicing]</td> <td style="vertical-align: top; padding: 2px;">[Select] [Extend] [Copy]</td> </tr> <tr> <td style="vertical-align: top; padding: 2px;">130921396 (N/A) [Procedures] [Diagnosis]</td> <td style="vertical-align: top; padding: 2px;">5R DOB: 03</td> <td style="vertical-align: top; padding: 2px;">Submitted Approved: 2 Denied: 0 Pending: 0 Void: 0</td> <td style="vertical-align: top; padding: 2px;">Outpatient Letters: 0 Messages: 0</td> <td style="vertical-align: top; padding: 2px;">089 - Private Duty Nursing</td> <td style="vertical-align: top; padding: 2px;">4/11/2013 - 4/10/2014</td> <td style="vertical-align: top; padding: 2px;">[Servicing]</td> <td style="vertical-align: top; padding: 2px;">[Select] [Extend] [Copy]</td> </tr> <tr> <td style="vertical-align: top; padding: 2px;">130981639 (N/A) [Procedures] [Diagnosis]</td> <td style="vertical-align: top; padding: 2px;">37 DOB: 12</td> <td style="vertical-align: top; padding: 2px;">Submitted Approved: 2 Denied: 0 Pending: 0 Void: 0</td> <td style="vertical-align: top; padding: 2px;">Outpatient Letters: 0 Messages: 0</td> <td style="vertical-align: top; padding: 2px;">089 - Private Duty Nursing</td> <td style="vertical-align: top; padding: 2px;">4/10/2013 - 5/24/2013</td> <td style="vertical-align: top; padding: 2px;">[Servicing]</td> <td style="vertical-align: top; padding: 2px;">[Select] [Extend] [Copy]</td> </tr> </tbody> </table>								Case ID (Reference ID)	Member Info	Status	Request Info	Service Type	Service Date(s)	Providers		130920678 (N/A) [Procedures] [Diagnosis]	0- 18 DOB: 12	Submitted Approved: 0 Denied: 2 Pending: 0 Void: 0	Outpatient Letters: 0 Messages: 0	089 - Private Duty Nursing	5/14/2013 - 5/13/2014	[Servicing]	[Select] [Extend] [Copy]	130921396 (N/A) [Procedures] [Diagnosis]	5R DOB: 03	Submitted Approved: 2 Denied: 0 Pending: 0 Void: 0	Outpatient Letters: 0 Messages: 0	089 - Private Duty Nursing	4/11/2013 - 4/10/2014	[Servicing]	[Select] [Extend] [Copy]	130981639 (N/A) [Procedures] [Diagnosis]	37 DOB: 12	Submitted Approved: 2 Denied: 0 Pending: 0 Void: 0	Outpatient Letters: 0 Messages: 0	089 - Private Duty Nursing	4/10/2013 - 5/24/2013	[Servicing]	[Select] [Extend] [Copy]
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Management Tab

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<p>Verify and select the correct address (es) for the new provider, and then click the Select button. Your system administrator can provide the provider registration code.</p>																																														
<p>The new provider (s) is now a part of the provider group for this account.</p> <p>Click Register New NPI to add another provider..</p>	<table border="1"> <thead> <tr> <th>Name</th> <th>NPI</th> <th>Provider Type</th> <th>Address</th> <th></th> </tr> </thead> <tbody> <tr> <td>DESTINY HOME CARE</td> <td>1033434717</td> <td>047 - Respite Care</td> <td>2775-B HARTLAND RD DESTINY HOME CARE FALLS CHURCH VA 22043-3529</td> <td>Users Preferences</td> </tr> <tr> <td>DESTINY HOME CARE</td> <td>1033434717</td> <td>035 - Personal Care</td> <td>2775-B HARTLAND RD DESTINY HOME CARE FALLS CHURCH VA 22043-3529</td> <td>Users Preferences</td> </tr> <tr> <td>DESTINY HOME CARE</td> <td>1033434717</td> <td>063 - Private Duty</td> <td>2775-B HARTLAND RD DESTINY HOME CARE FALLS CHURCH VA 22043-3529</td> <td>Users Preferences</td> </tr> <tr> <td>DESTINY HOME CARE</td> <td>1033434717</td> <td>073 - Case Management Waiver</td> <td>2775-B HARTLAND RD HELEN MURPHY FALLS CHURCH VA 22043-3529</td> <td>Users Preferences</td> </tr> <tr> <td>VALLEY HOME CARE</td> <td>1083600142</td> <td>062 - Durable Medical Equipment/Supplies</td> <td>825 AMHERST ST, STE 100 VALLEY HOME CARE WINCHESTER VA 22601-3981</td> <td>Users Preferences</td> </tr> <tr> <td>VALLEY HOME CARE</td> <td>1437393859</td> <td>062 - Durable Medical Equipment/Supplies</td> <td>480 E SOUTH COMMERCE AVE FRONT ROYAL VA 22630-0000</td> <td>Users Preferences</td> </tr> <tr> <td>FAUQUIER HEALTH HOME MEDICAL STORE</td> <td>1750390654</td> <td>062 - Durable Medical Equipment/Supplies</td> <td>129 WEST LEE HIGHWAY 2107 WARRINGTON VA 20186-2107</td> <td>Users Preferences</td> </tr> <tr> <td>VALLEY HOME CARE</td> <td>1770570004</td> <td>062 - Durable Medical Equipment/Supplies</td> <td>762 SOUTH MAIN ST VALLEY HOMECARE- WOODSTOCK WOODSTOCK VA 22664-1108</td> <td>Users Preferences</td> </tr> </tbody> </table>	Name	NPI	Provider Type	Address		DESTINY HOME CARE	1033434717	047 - Respite Care	2775-B HARTLAND RD DESTINY HOME CARE FALLS CHURCH VA 22043-3529	Users Preferences	DESTINY HOME CARE	1033434717	035 - Personal Care	2775-B HARTLAND RD DESTINY HOME CARE FALLS CHURCH VA 22043-3529	Users Preferences	DESTINY HOME CARE	1033434717	063 - Private Duty	2775-B HARTLAND RD DESTINY HOME CARE FALLS CHURCH VA 22043-3529	Users Preferences	DESTINY HOME CARE	1033434717	073 - Case Management Waiver	2775-B HARTLAND RD HELEN MURPHY FALLS CHURCH VA 22043-3529	Users Preferences	VALLEY HOME CARE	1083600142	062 - Durable Medical Equipment/Supplies	825 AMHERST ST, STE 100 VALLEY HOME CARE WINCHESTER VA 22601-3981	Users Preferences	VALLEY HOME CARE	1437393859	062 - Durable Medical Equipment/Supplies	480 E SOUTH COMMERCE AVE FRONT ROYAL VA 22630-0000	Users Preferences	FAUQUIER HEALTH HOME MEDICAL STORE	1750390654	062 - Durable Medical Equipment/Supplies	129 WEST LEE HIGHWAY 2107 WARRINGTON VA 20186-2107	Users Preferences	VALLEY HOME CARE	1770570004	062 - Durable Medical Equipment/Supplies	762 SOUTH MAIN ST VALLEY HOMECARE- WOODSTOCK WOODSTOCK VA 22664-1108	Users Preferences
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DESTINY HOME CARE	1033434717	063 - Private Duty	2775-B HARTLAND RD DESTINY HOME CARE FALLS CHURCH VA 22043-3529	Users Preferences																																										
DESTINY HOME CARE	1033434717	073 - Case Management Waiver	2775-B HARTLAND RD HELEN MURPHY FALLS CHURCH VA 22043-3529	Users Preferences																																										
VALLEY HOME CARE	1083600142	062 - Durable Medical Equipment/Supplies	825 AMHERST ST, STE 100 VALLEY HOME CARE WINCHESTER VA 22601-3981	Users Preferences																																										
VALLEY HOME CARE	1437393859	062 - Durable Medical Equipment/Supplies	480 E SOUTH COMMERCE AVE FRONT ROYAL VA 22630-0000	Users Preferences																																										
FAUQUIER HEALTH HOME MEDICAL STORE	1750390654	062 - Durable Medical Equipment/Supplies	129 WEST LEE HIGHWAY 2107 WARRINGTON VA 20186-2107	Users Preferences																																										
VALLEY HOME CARE	1770570004	062 - Durable Medical Equipment/Supplies	762 SOUTH MAIN ST VALLEY HOMECARE- WOODSTOCK WOODSTOCK VA 22664-1108	Users Preferences																																										

Continued on next page

Management Tab, Continued

Click Manage Users to manage users and providers for users.

The screenshot shows the 'MANAGEMENT' tab selected in the navigation bar. Below the navigation bar, there are links for 'Manage Providers And Preferences', 'Manage Users', and 'Register New Provider'. A mouse cursor is hovering over the 'Manage Users' link. Below this, the text 'Select a User Account to Manage:' is followed by a table of user accounts.

User Name	Full Name	Fax	Email		
sfeltner5	Stephen Feltner	717-111-1111		Manage User	Manage Providers
28242-JKECK				Manage User	Manage Providers
28242-MSAUNDERS				Manage User	Manage Providers
28242-RTONEY				Manage User	Manage Providers
28242-YMARTIN				Manage User	Manage Providers
jjones	Jeffrey Jones	804-111-2222	jjones@med.com	Manage User	Manage Providers

Click Manage User to update specific user information.

This screenshot is identical to the previous one, but the mouse cursor is now hovering over the 'Manage User' link in the table for the user 'sfeltner5'.

ACCOUNT INFORMATION

ACCOUNT INFORMATION

New Password:

Confirm New Password:

CONTACT INFORMATION

First Name: *

Last Name: *

Email Address: *

Confirm Email:

Address 1:

Address 2:

City:

State:

Zip:

Phone Number:

Official communication of service authorization will be sent to the fax number entered here unless otherwise specified.

Fax Number: *

* denotes required field

Continued on next page

Management Tab, Continued

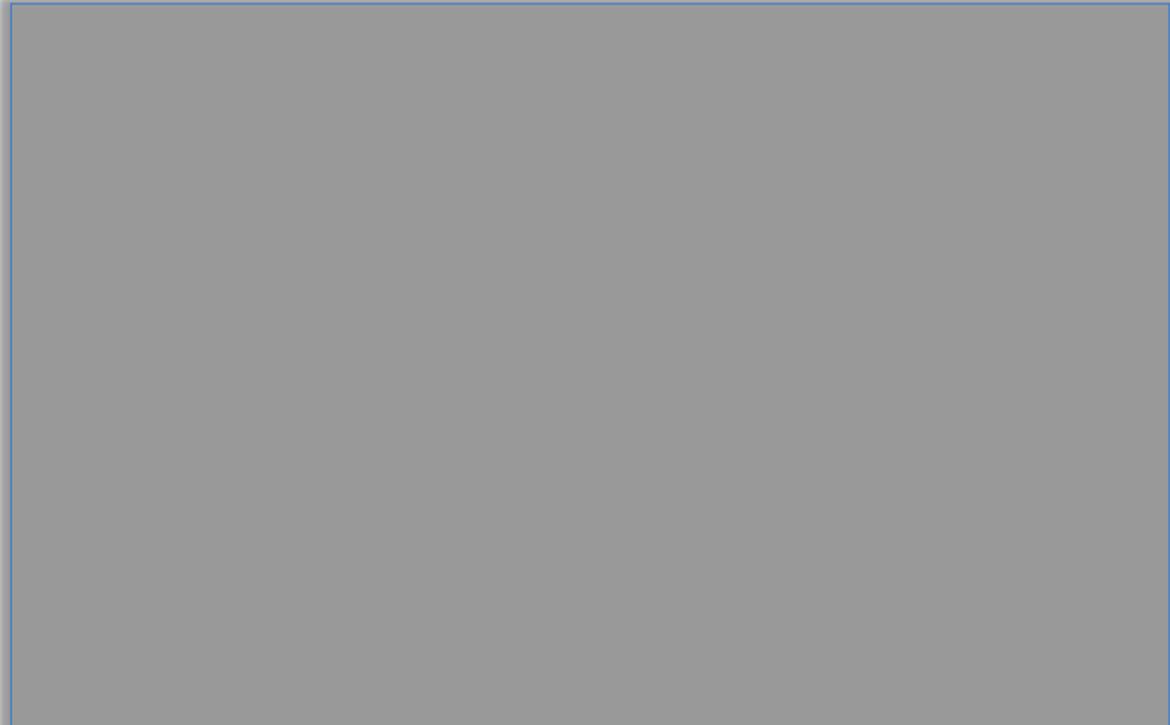
Click Manage Providers to manage the access that a user has to a provider or group of providers.

(1) – if this checkbox is checked, the user will have Group Admin access to all providers

(2) – Change access permissions here (or remove a provider)

(3) – Click Save Changes when done updating user permissions.

User Name	Full Name	Fax	Email	Manage User	Manage Providers
sfeltner5	Stephen Feltner	717-111-1111		Manage User	Manage Providers
28242-JKECK				Manage User	Manage Providers
28242-MSAUNDERS				Manage User	Manage Providers
28242-RTONEY				Manage User	Manage Providers
28242-YMARTIN				Manage User	Manage Providers
jjones	Jeffrey Jones	804-111-2222	jjones@med.com	Manage User	Manage Providers



User Definitions	
Group Admin	Can create users, other admins, other submitting providers, enter cases, perform searches
Admin	Can create users, other admins, enter cases, perform searches
User	Can enter cases and perform searches

Continued on next page

Management Tab, Continued

Click Manage Providers and Preferences to add new users and set preferences

Select a Provider to manage its preferences:

Name	NPI	Provider Type	Address	Users	Preferences
DESTINY HOME CARE	1033434717	047 - Respite Care	2775-B HARTLAND RD DESTINY HOME CARE FALLS CHURCH VA 22043-3529	Users	Preferences
DESTINY HOME CARE	1033434717	055 - Personal Care	2775-B HARTLAND RD DESTINY HOME CARE FALLS CHURCH VA 22043-3529	Users	Preferences

Click Users.

MANAGE PROVIDER GROUP

Select a Provider to manage its preferences:

NPI	Provider Type	Address	Users	Preferences
1033434717	047 - Respite Care	2775-B HARTLAND RD DESTINY HOME CARE FALLS CHURCH VA 22043-3529	Users	Preferences

Click Add New User to add a new user for this provider account

USERS FOR DESTINY HOME CARE

Please make sure to save all changes before navigating away from the page.

Available Users from your Provider Group:

- 28242-MSAUNDERS
- 28242-RTONEY
- 28242-YMARTIN

Users that are associated with this provider:

- Stephen Feltner Group Admin Admin User [remove]
- 28242-JKECK Group Admin Admin User [remove]
- Jeffrey Jones Group Admin Admin User [remove]

Add New User

Continued on next page

Management Tab, Continued

Enter the account information for the new user.

The new user is added to the user group.

Permission access can be set for the user (Group Admin, Admin, User).

Click Save All Changes when finished.

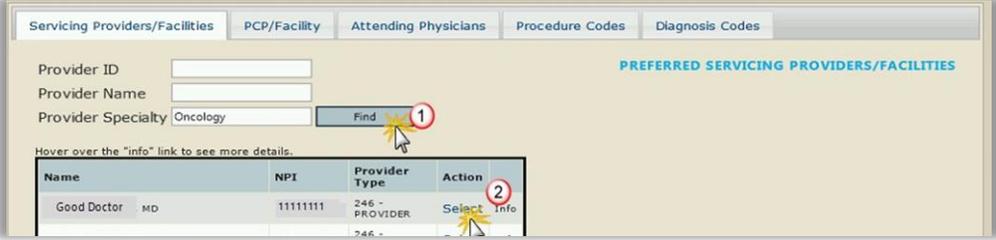
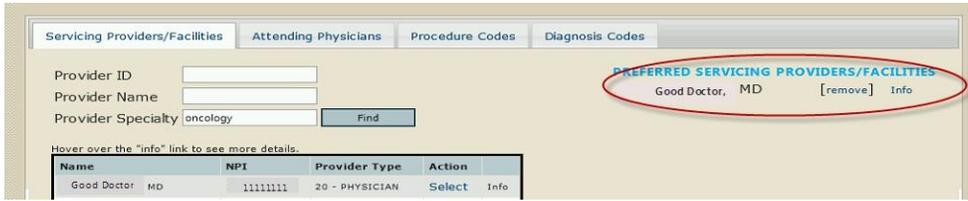
This message window appears when you delete a provider from the group.

Setting User Preferences (Management Tab)

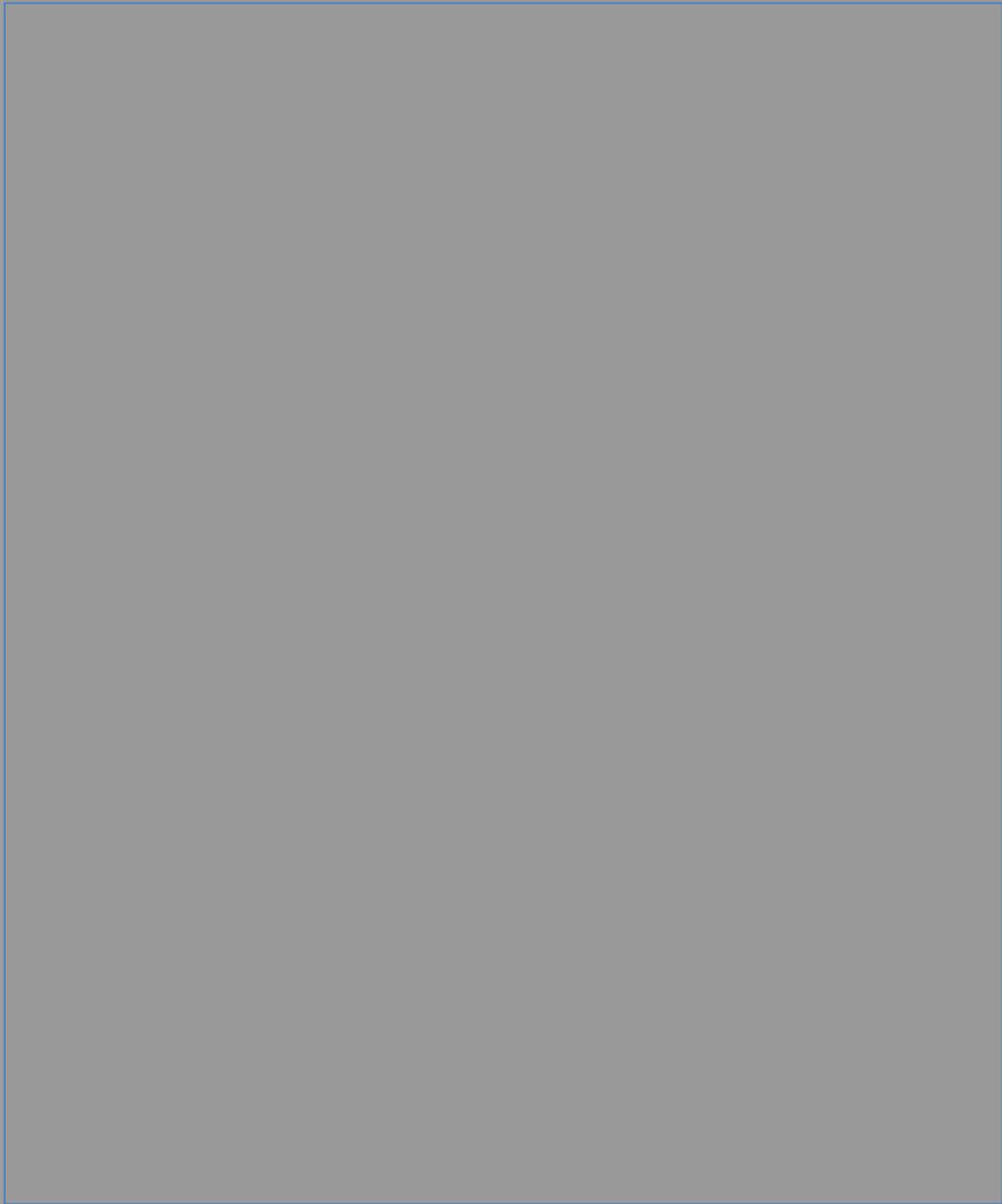
<p>From the Manage Providers and Preferences dropdown, select Preferences</p>	
<p>Click Servicing Providers /Facilities to set preferred (favorites) list.</p>	
<p>Click PCP/Facility to set preferred (favorites) list.</p>	
<p>Click Attending Physicians to set preferred (favorites) list.</p>	
<p>Click Procedure Codes to set preferred (favorites) list.</p>	
<p>Click Diagnosis Codes to set preferred (favorites) list.</p>	

Continued on next page

Steps for Setting User Preferences (Management Tab)

<p>Step 1</p>	<p>Search for Provider by ID, Name, or Specialty (1).</p> <p>Once you find the provider to add to your preferred (favorites) list, click Select from the search results (2).</p>	
		<p>Note: The system returns a list sorted alphabetically by first name, to a maximum of 50. Enter additional criteria to further limit the search.</p>
<p>Step 2</p>	<p>Provider is added to the preferred list.</p> <p>Click Remove to take off of the list.</p> <p>This process works the same for PCP / Facilities, Attending Physicians, Procedure Codes, and Diagnosis Codes.</p>	

My Account Tab

<p>My Account Tab</p>	
<p>Use this tab to change your password or update your contact information.</p>	

Continued on next page

My Account Tab, Continued

Use this tab to change your secret question and answer for resetting your password.

CHANGE SECURITY QUESTION AND ANSWER

Enter a secret question:

Enter the secret answer:

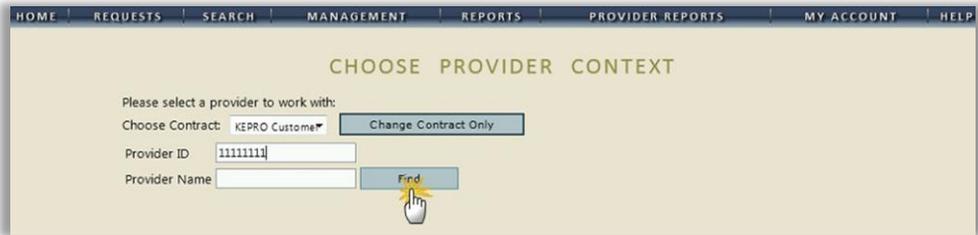
Enter your password:



Help Tab

<p>Help Tab Click the Help tab to access the User Guide, Frequently Asked Questions, and the latest release notes. The document displays in a separate window.</p>	
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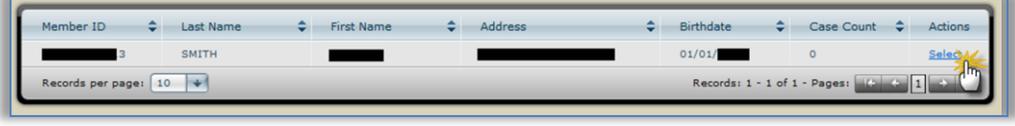
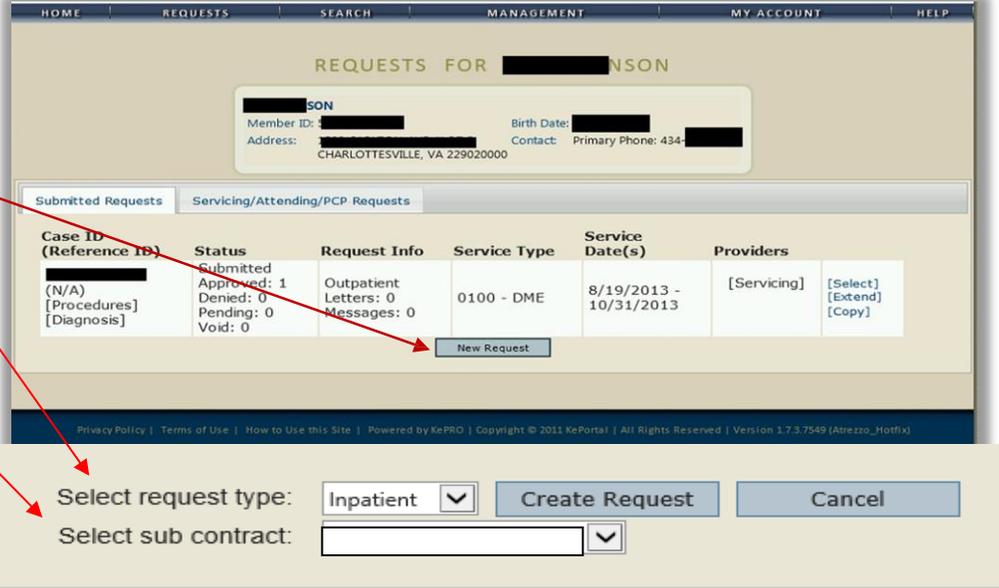
Change Context Function (Submitting via a Different NPI)

<p>Step 1</p>	<p>To submit a request under a different NPI, click the Change Context link.</p>	
<p>Step 2</p>	<p>Select the provider from the dropdown list that you want to submit a request under.</p>	
<p>Step 3</p>	<p>The provider name has now been changed. Requests will now be submitted under the selected provider.</p>	



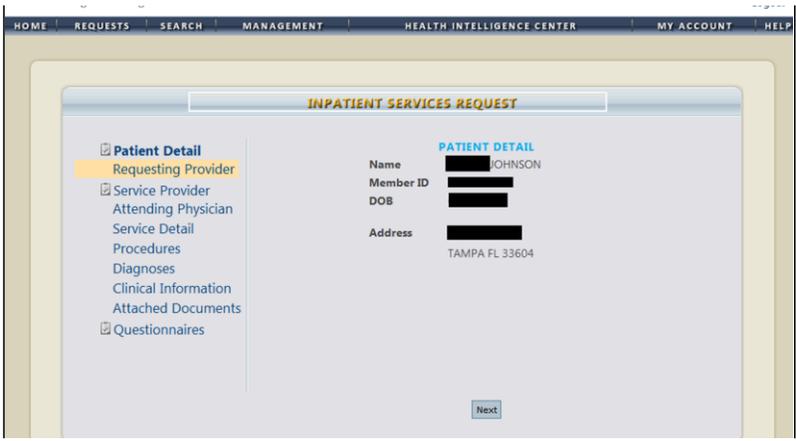
Section 2: Requests & Questionnaires

Service Authorization Request (Inpatient)

<p>Step 1</p>	<p>Click the New Request button (located at the bottom of the home screen) Or Click Create New Request from the Requests tab.</p>	
<p>Step 2</p>	<p>Search for member by:</p> <ul style="list-style-type: none"> • Member ID • Last Name • Birthdate <p>Click the Search button.</p>	
		<p>Note: If there are two members with the same last name and DOB, the system does not display both choices (for HIPAA reasons). The operator needs to enter the Member ID.</p>
<p>Step 3</p>	<p>Select the Member from the search results by clicking on the Select link.</p>	
<p>Step 4</p>	<p>Verify member information and click the New Request button.</p> <p>Select request type (Inpatient or Outpatient)</p> <p>Select Sub contract DMAS or Expansion based on the members eligibility</p> <p>Click Create Request.</p>	 <p>Select request type: <input type="text" value="Inpatient"/> <input type="button" value="Create Request"/> <input type="button" value="Cancel"/></p> <p>Select sub contract: <input type="text" value=""/> <input type="button" value="v"/></p>

Continued on next page

Service Authorization Request (Inpatient), Continued

<p>Step 5</p> <p>Patient Detail information defaults.</p> <p>Click either the next section link or the Next button to continue through the Inpatient Service Request process.</p>	
<p>Step 6</p> <p>Requesting Provider Information defaults.</p> <p>Note: Enter in the fax # where official communication about this Service Authorization should be sent.</p> <p>Click either the next section link or the Next button to continue through the Inpatient Service Request process.</p>	

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Service Authorization Request (Inpatient), Continued

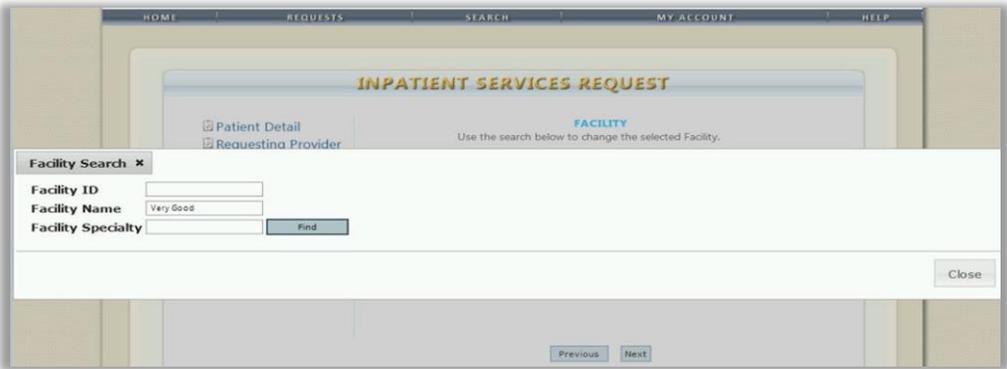
Step 7

Facility information automatically defaults.

If the facility information needs to be changed, use the search function to find and select a different facility.

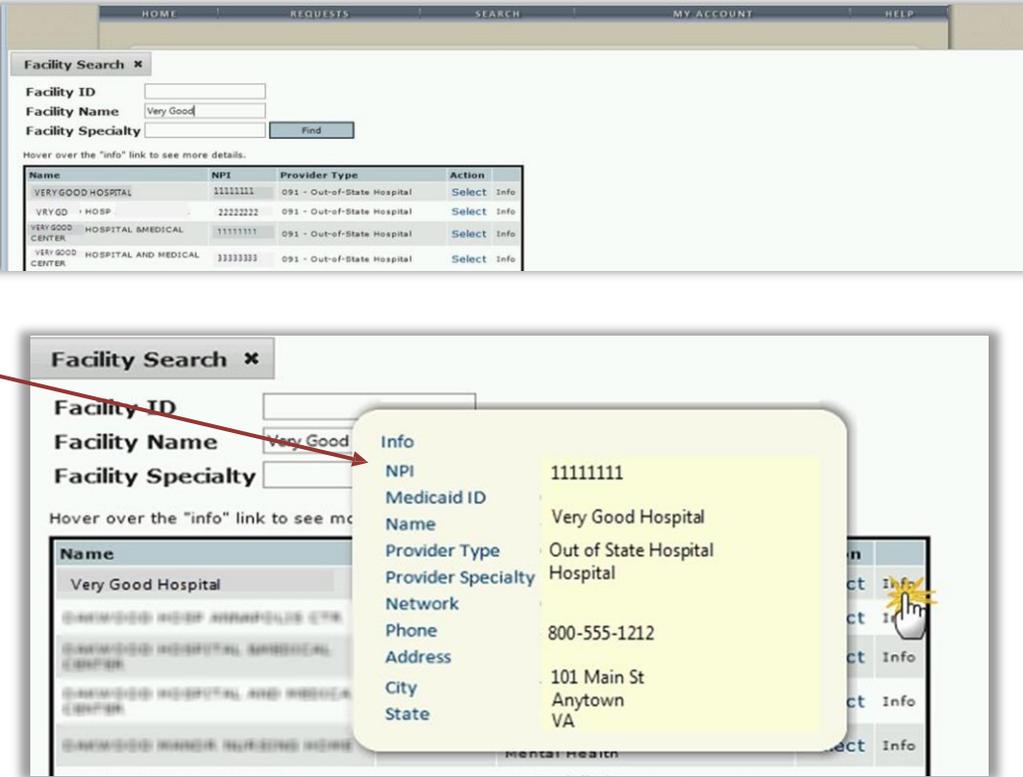
To search for facility information, click the **find** button.

Search by Facility ID, Name, or Specialty and click **Find**.



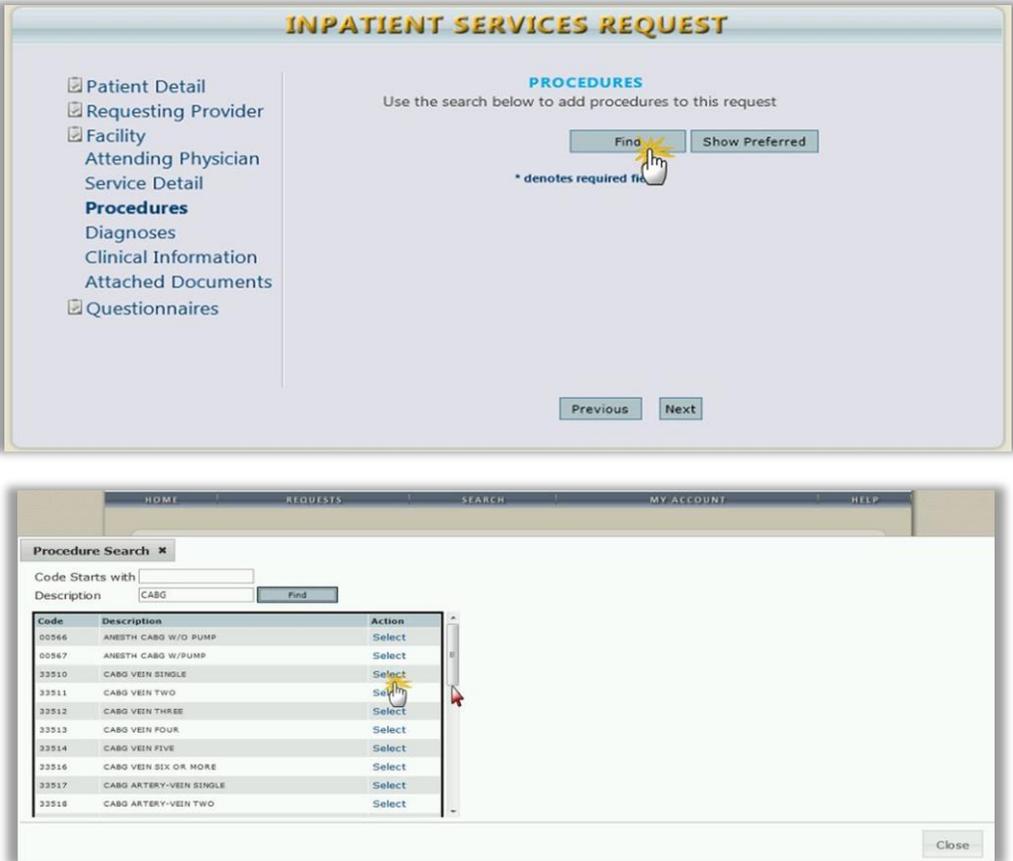
Continued on next page

Service Authorization Request (Inpatient), Continued

<p>Step 7.1</p> <p>Select the facility from the search results.</p>	<p>Note: Hovering the cursor over the Info column will display a bubble with more detailed Facility information that can be reviewed before selecting.</p>	 <p>The screenshot shows a 'Facility Search' form with fields for Facility ID, Facility Name (containing 'Very Good'), and Facility Specialty. Below the form is a table of search results:</p> <table border="1"> <thead> <tr> <th>Name</th> <th>NPI</th> <th>Provider Type</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>VERYGOOD HOSPITAL</td> <td>11111111</td> <td>091 - Out-of-State Hospital</td> <td>Select Info</td> </tr> <tr> <td>VERYGD - HOSP</td> <td>22222222</td> <td>091 - Out-of-State Hospital</td> <td>Select Info</td> </tr> <tr> <td>VERYGOOD HOSPITAL MEDICAL CENTER</td> <td>11111111</td> <td>091 - Out-of-State Hospital</td> <td>Select Info</td> </tr> <tr> <td>VERYGOOD HOSPITAL AND MEDICAL CENTER</td> <td>33333333</td> <td>091 - Out-of-State Hospital</td> <td>Select Info</td> </tr> </tbody> </table> <p>A tooltip is displayed over the 'Info' link for 'Very Good Hospital', showing the following details:</p> <ul style="list-style-type: none"> Info NPI: 11111111 Medicaid ID Name: Very Good Hospital Provider Type: Out of State Hospital Provider Specialty: Hospital Network Phone: 800-555-1212 Address City: 101 Main St Anytown State: VA 	Name	NPI	Provider Type	Action	VERYGOOD HOSPITAL	11111111	091 - Out-of-State Hospital	Select Info	VERYGD - HOSP	22222222	091 - Out-of-State Hospital	Select Info	VERYGOOD HOSPITAL MEDICAL CENTER	11111111	091 - Out-of-State Hospital	Select Info	VERYGOOD HOSPITAL AND MEDICAL CENTER	33333333	091 - Out-of-State Hospital	Select Info
Name	NPI	Provider Type	Action																			
VERYGOOD HOSPITAL	11111111	091 - Out-of-State Hospital	Select Info																			
VERYGD - HOSP	22222222	091 - Out-of-State Hospital	Select Info																			
VERYGOOD HOSPITAL MEDICAL CENTER	11111111	091 - Out-of-State Hospital	Select Info																			
VERYGOOD HOSPITAL AND MEDICAL CENTER	33333333	091 - Out-of-State Hospital	Select Info																			
		<p>Note: The system returns a list sorted alphabetically by first name, to a maximum of 50. Enter additional criteria to further limit the search.</p>																				
<p>Step 7.2</p> <p>Facility information populates the fields from the search selection.</p>		 <p>The screenshot shows a 'FACILITY' selection screen with the following information:</p> <p>FACILITY</p> <p>Use the search below to change the selected Facility.</p> <p>Name Verv Good Hospital</p> <p>Facility ID 11111111</p> <p>Location TAMPA FL 33614-0000</p>																				

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Service Authorization Request (Inpatient), Continued

<p>Step 8</p> <p>Select the appropriate service detail using the corresponding drop down menus and fields.</p> <p>Click Next to continue.</p>																																		
<p>Step 9</p> <p>If your contract requires you to identify a specific procedure, click Find to select a Procedure Code. If you created a list of Procedure codes using the Preference function, click Show Preferred to bring up the list.</p> <p>Enter the code or the description. Select the code from the list that displays.</p>	 <table border="1" data-bbox="548 1285 971 1495"> <thead> <tr> <th>Code</th> <th>Description</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>00566</td> <td>ANESTH CABG W/O PUMP</td> <td>Select</td> </tr> <tr> <td>00567</td> <td>ANESTH CABG W/PUMP</td> <td>Select</td> </tr> <tr> <td>33510</td> <td>CABG VEIN SINGLE</td> <td>Select</td> </tr> <tr> <td>33511</td> <td>CABG VEIN TWO</td> <td>Select</td> </tr> <tr> <td>33512</td> <td>CABG VEIN THREE</td> <td>Select</td> </tr> <tr> <td>33513</td> <td>CABG VEIN FOUR</td> <td>Select</td> </tr> <tr> <td>33514</td> <td>CABG VEIN FIVE</td> <td>Select</td> </tr> <tr> <td>33516</td> <td>CABG VEIN SIX OR MORE</td> <td>Select</td> </tr> <tr> <td>33517</td> <td>CABG ARTERY-VEIN SINGLE</td> <td>Select</td> </tr> <tr> <td>33518</td> <td>CABG ARTERY-VEIN TWO</td> <td>Select</td> </tr> </tbody> </table>	Code	Description	Action	00566	ANESTH CABG W/O PUMP	Select	00567	ANESTH CABG W/PUMP	Select	33510	CABG VEIN SINGLE	Select	33511	CABG VEIN TWO	Select	33512	CABG VEIN THREE	Select	33513	CABG VEIN FOUR	Select	33514	CABG VEIN FIVE	Select	33516	CABG VEIN SIX OR MORE	Select	33517	CABG ARTERY-VEIN SINGLE	Select	33518	CABG ARTERY-VEIN TWO	Select
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33517	CABG ARTERY-VEIN SINGLE	Select																																
33518	CABG ARTERY-VEIN TWO	Select																																
	<p>Note: There is no limit to the number of codes that may be added to the case.</p>																																	

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Service Authorization Request (Inpatient), Continued

<p>Step 9.1</p>	<p>Continue adding codes, as needed. If a code needs to be deleted, click Remove.</p>	 <p>The screenshot shows the 'INPATIENT SERVICES REQUEST' interface. On the left is a navigation menu with options: Patient Detail, Requesting Provider, Facility, Attending Physician Service Detail, Procedures (selected), Diagnoses, Clinical Information, Attached Documents, and Questionnaires. The main area is titled 'PROCEDURES' and contains the instruction 'Use the search below to add procedures to this request'. It lists two procedure codes: '33510 - CABG VEIN SINGLE' and '33517 - CABG ARTERY-VEIN SINGLE'. Each code has a search field for 'Date: *', a 'Rate:' field, and a 'MOD(S): -MOD-' dropdown menu. A '[remove]' button is next to each code. At the bottom are 'Find' and 'Show Preferred' buttons, and a note '* denotes required field'. 'Previous' and 'Next' buttons are at the very bottom.</p>
<p>Step 9.2</p>	<p>Select the requested date of the procedure by clicking the appropriate date on the dropdown calendar.</p> <p>After completing the screen, click Next to continue.</p>	 <p>This is a close-up of the 'PROCEDURES' search interface. It shows the 'Date: *' field for the '33510 - CABG VEIN SINGLE' procedure. A red arrow points from the text in Step 9.2 to this field. A calendar dropdown is open, showing 'September 2013'. The calendar grid has columns for Su, Mo, Tu, We, Th, Fr, Sa and rows for days 1 through 30. Below the calendar are 'Find' and 'Show Preferred' buttons, and the note '* denotes required field'.</p>

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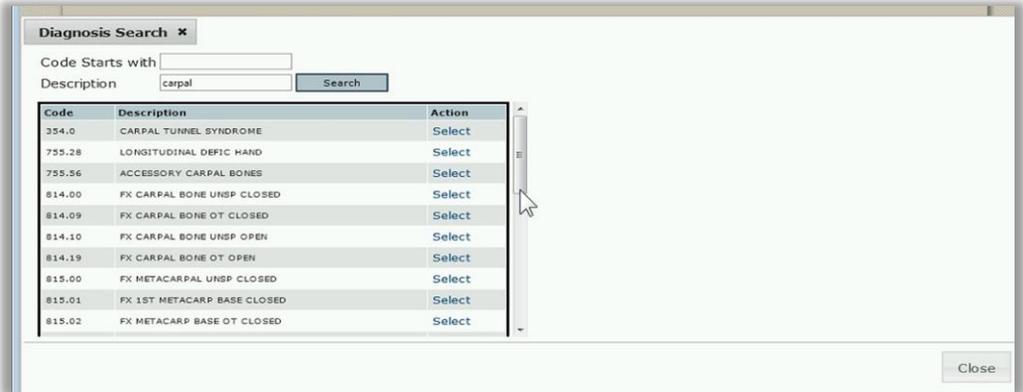
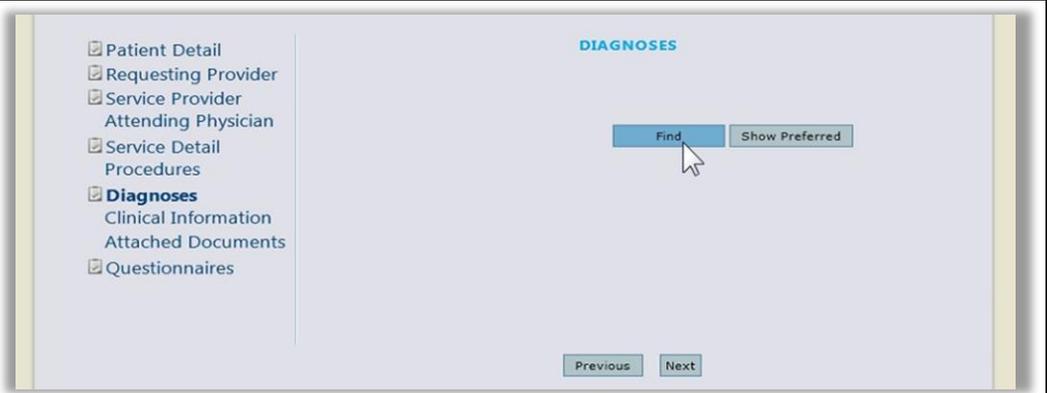
Service Authorization Request (Inpatient), Continued

Step 10

Click **Find** to select a diagnosis code for this case.

If you created a list of Diagnosis codes using the Preference function, click **Show Preferred** to bring up the list.

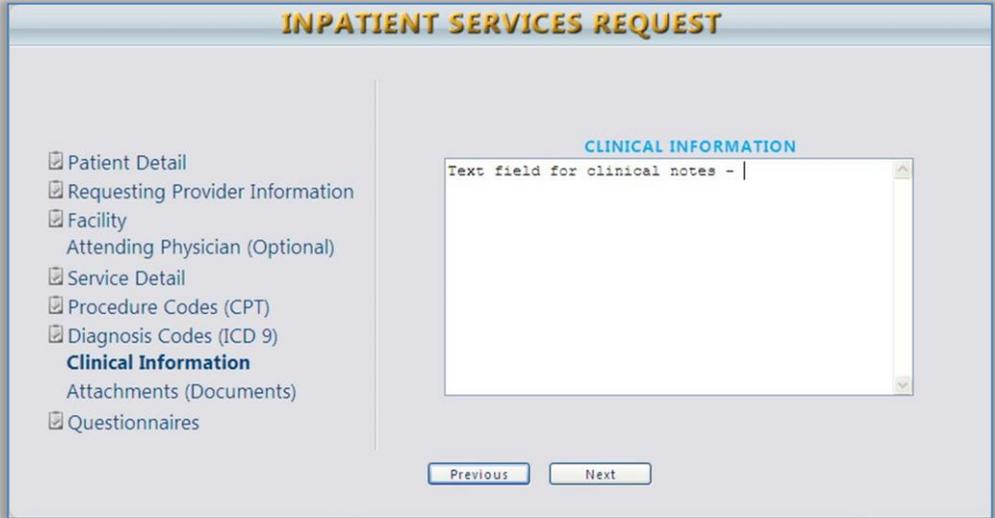
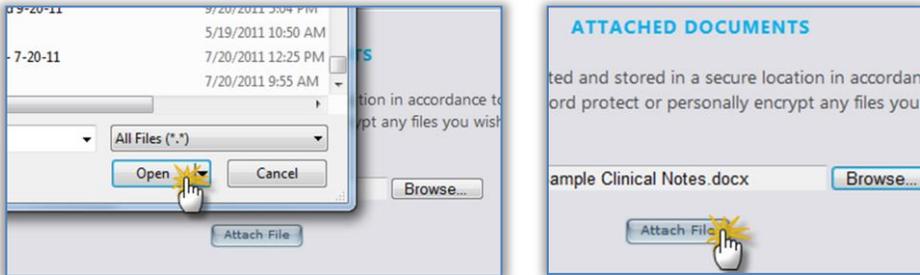
Enter the code or the description. Select the code from the list that displays.



Notes: At least one diagnosis code must be attached to the case. If there is more than one, one must be selected as the primary. Diagnosis codes cannot be changed once a case is submitted.

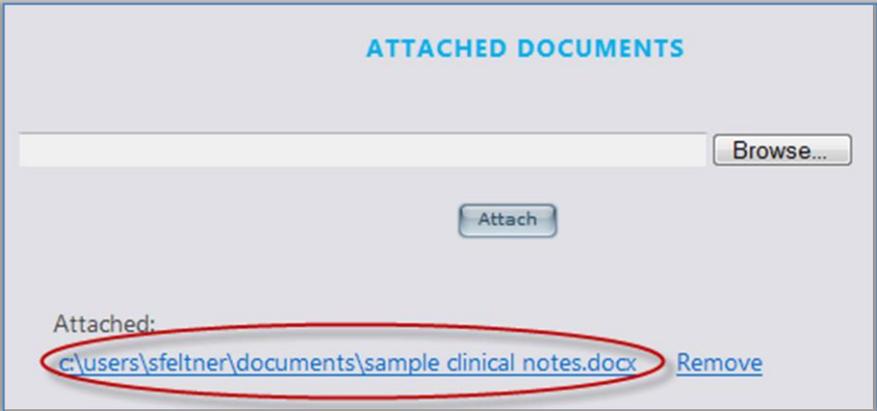
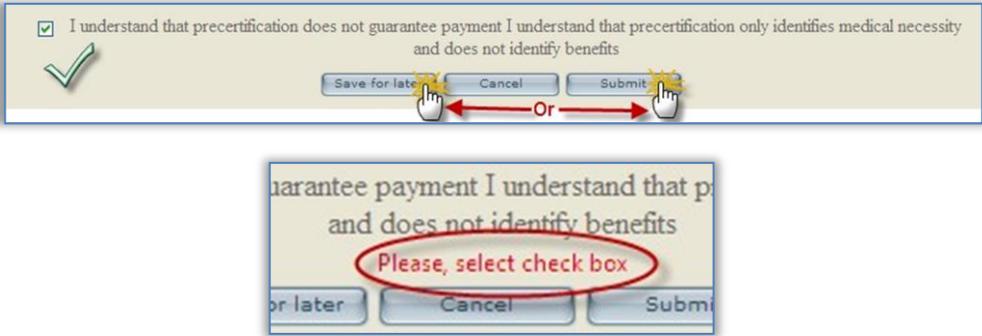
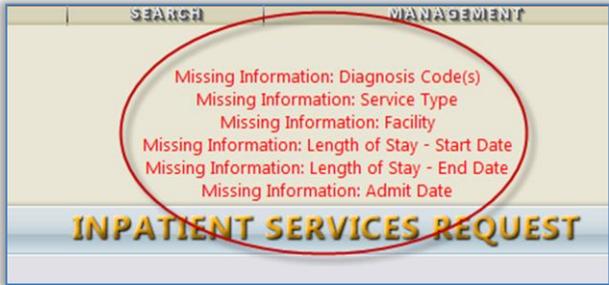
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Service Authorization Request (Inpatient), Continued

<p>Step 11</p> <p>Enter any clinical notes in the text field.</p> <p>Click Next to continue.</p>	
<p>Step 12</p> <p>Attach clinical documentation by clicking the browse button.</p>	
<p>Step 12.1</p> <p>Browse and find the file and click Open to attach.</p> <p>Once attached, click Attach File.</p>	

Continued on next page

Service Authorization Request (Inpatient), Continued

<p>Step 12.2</p>	<p>File name appears when it is successfully uploaded.</p> <p>To remove the file, click the Remove link.</p>	
<p>Step 13</p>	<p>Questionnaires* (Does not apply to all services)</p> <p><i>*See the Questionnaires section in this manual for more detailed information</i></p>	
<p>Step 14</p>	<p>VERY IMPORTANT!</p> <p>Click the checkbox at the bottom of the page and click either Save for Later or Submit.</p> <p>You cannot proceed if you do not click the checkbox.</p>	
<p>Step 14.1</p>	<p>If any required portion of the request is missing, these alerts appear.</p>	

Continued on next page

Service Authorization Request (Inpatient), Continued

Step 15

Once a request is successfully submitted, a **Request Overview** is displayed.

REQUEST OVERVIEW

CASE INFORMATION

Case ID:	Case Submit Date:	SRV Auth:	Reference ID:
132420001	8/30/2013 1:27 PM	N/A	N/A
Member ID:	Member Name:	Gender:	DOB:
[REDACTED]	[REDACTED]	M	8/15/1995
Service Type:	Admission Source:	FIPS Code:	
0400 - Inpatient Admission	Elective		
Request Type:	Intake Method:	Discharge Dispositions:	
Prior Auth	Web		

REQUEST

Facility:
[REDACTED]
340-741-1100

Attending Physician:
[REDACTED]

DIAGNOSIS CODES

Primary	Code	Description
	425.9	HEART DISEASE UNSPEC

PROCEDURES

LOG	Admit Date:	Length of Stay	Requested	Certified	Status	Submitted	Reason	Typ

MESSAGES AND ATTACHMENTS

MESSAGES
View Messages (0)
Send New Message

LETTERS
No Letters exist for this request

ATTACHED DOCUMENTS
No Documents exist for this request

Attach New Document (2 MB size limit)

QUESTIONNAIRES
No Questionnaires exist for this request

QUESTIONNAIRES
No Questionnaires exist for this request

CLINICAL INFORMATION

Additional Clinical Information:

Service Authorization Request (Inpatient) Summary

Step 1	<ul style="list-style-type: none"> Click the New Request button (located at the bottom of the home screen).
Step 2	<ul style="list-style-type: none"> Search for member by: <ul style="list-style-type: none"> – Member ID OR – Last Name – Date of Birth Click the Search button.
Step 3	<ul style="list-style-type: none"> Select the Member from the search results by clicking on the Select link.
Step 4	<ul style="list-style-type: none"> Verify member information and click the New Request button. Select request type (Inpatient or Outpatient) and click Create Request.
Step 5	<ul style="list-style-type: none"> Enter Patient Detail. Click either the next section link or the Next button to continue through the Inpatient Service Request process.
Step 6	<ul style="list-style-type: none"> Enter Requesting Provider Information. . (Automatically defaults to how you are logged in.) If necessary, add the fax number. Click Next to continue.
Step 7	<ul style="list-style-type: none"> Enter Facility information. To search for facility information, click Find to bring up the search screen. Type in the NPI number, keyword, or Specialty in the appropriate search field and click Find. Select the facility from the search results. Facility information will populate the fields from the search selection.
Step 8	<ul style="list-style-type: none"> Select the appropriate service detail using the corresponding drop down menus and fields. Click Next to continue.
Step 9 optional	<ul style="list-style-type: none"> Add CPT Code by clicking the Find button to bring up the search screen, or click Show Preferred to bring up a list of previously-identified preferred procedure codes. Select the requested date of the procedure by clicking the appropriate date on the dropdown calendar. Complete remaining information. Repeat process to add additional codes. Click Next to continue.
Step 10	<ul style="list-style-type: none"> At least one diagnosis code must be attached to the case. If there are more than one, one must be selected as the primary. To add a new code, click the Find button to bring up the search screen, or click Show Preferred to bring up a list of previously-identified preferred diagnosis codes Enter the code or description and select from the search results. Click Next to continue.
Step 11	<ul style="list-style-type: none"> Enter any clinical notes in the text field. Click Next to continue.
Step 12	<ul style="list-style-type: none"> Attach clinical documentation by clicking the browse button. Browse and find the file and click Open to attach. Once attached, click Submit.
Step 13	<ul style="list-style-type: none"> Questionnaires (if applicable)

Step 14	• Click the checkbox at the bottom of the page and click either Save for Later or Submit .
Step 15	• A Request Overview is displayed.

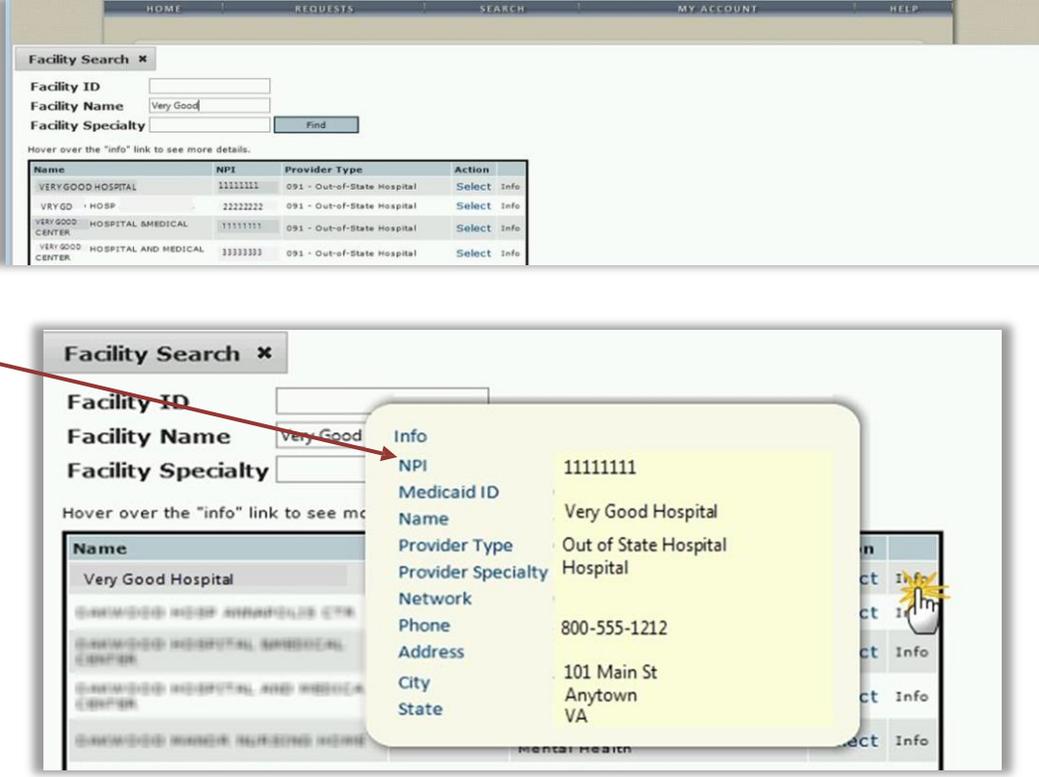
END INPATIENT PROCESS FLOW

Service Authorization Request (Outpatient)

<p>Step 1</p>	<p>Once you have located and brought up a member (see steps 1-4 of Inpatient process), Patient Detail information defaults.</p> <p>Click Next to continue.</p>	
<p>Step 2</p>	<p>Requesting Provider Information data defaults.</p> <p>Note: Enter in the fax # where official communication about this Service Authorization should be sent.</p> <p>Click Next to continue.</p>	
<p>Step 3</p>	<p>Service Provider Information defaults. If the Service Provider is different from the Requesting Provider, click Find to bring up the search screen.</p>	

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Service Authorization Request (Outpatient), Continued

<p>Step 3.1</p>	<p>Enter Provider ID, Name or Specialty. Click Find.</p>																					
<p>Step 3.2</p>	<p>Select the facility from the search results.</p> <p>Note: Hovering the cursor over the Info column will display a bubble with more detailed Facility information that can be reviewed before selecting.</p>	 <table border="1" data-bbox="503 735 998 840"> <thead> <tr> <th>Name</th> <th>NPI</th> <th>Provider Type</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>VERYGOOD HOSPITAL</td> <td>11111111</td> <td>091 - Out-of-State Hospital</td> <td>Select Info</td> </tr> <tr> <td>VERYGOOD HOSP</td> <td>22222222</td> <td>091 - Out-of-State Hospital</td> <td>Select Info</td> </tr> <tr> <td>VERYGOOD HOSPITAL BMEDICAL CENTER</td> <td>11111111</td> <td>091 - Out-of-State Hospital</td> <td>Select Info</td> </tr> <tr> <td>VERYGOOD HOSPITAL AND MEDICAL CENTER</td> <td>33333333</td> <td>091 - Out-of-State Hospital</td> <td>Select Info</td> </tr> </tbody> </table> <div data-bbox="844 976 1339 1333" style="border: 1px solid gray; padding: 5px;"> <p>Info</p> <p>NPI: 11111111</p> <p>Medicaid ID:</p> <p>Name: Very Good Hospital</p> <p>Provider Type: Out of State Hospital</p> <p>Provider Specialty: Hospital</p> <p>Network:</p> <p>Phone: 800-555-1212</p> <p>Address:</p> <p>City: 101 Main St</p> <p>State: Anytown VA</p> </div>	Name	NPI	Provider Type	Action	VERYGOOD HOSPITAL	11111111	091 - Out-of-State Hospital	Select Info	VERYGOOD HOSP	22222222	091 - Out-of-State Hospital	Select Info	VERYGOOD HOSPITAL BMEDICAL CENTER	11111111	091 - Out-of-State Hospital	Select Info	VERYGOOD HOSPITAL AND MEDICAL CENTER	33333333	091 - Out-of-State Hospital	Select Info
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VERYGOOD HOSPITAL AND MEDICAL CENTER	33333333	091 - Out-of-State Hospital	Select Info																			
		<p>Note: The system returns a list sorted alphabetically by first name, to a maximum of 50. Enter additional criteria to further limit the search.</p>																				
<p>Step 3.3</p>	<p>Facility information populates the fields from the search selection.</p>																					

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Service Authorization Request (Outpatient), Continued

Step 4 Complete the drop down fields for **Service Detail**.

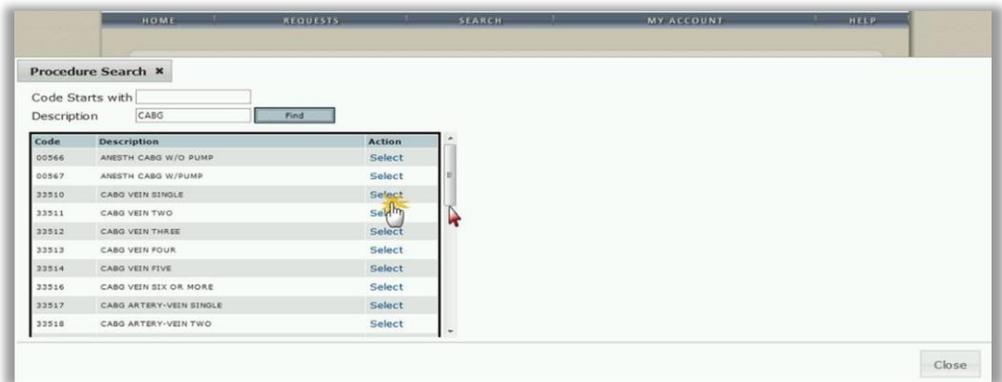
Note: The Attending Physician section is optional.



Step 5 Click **Find** to select a **Procedure Code**.

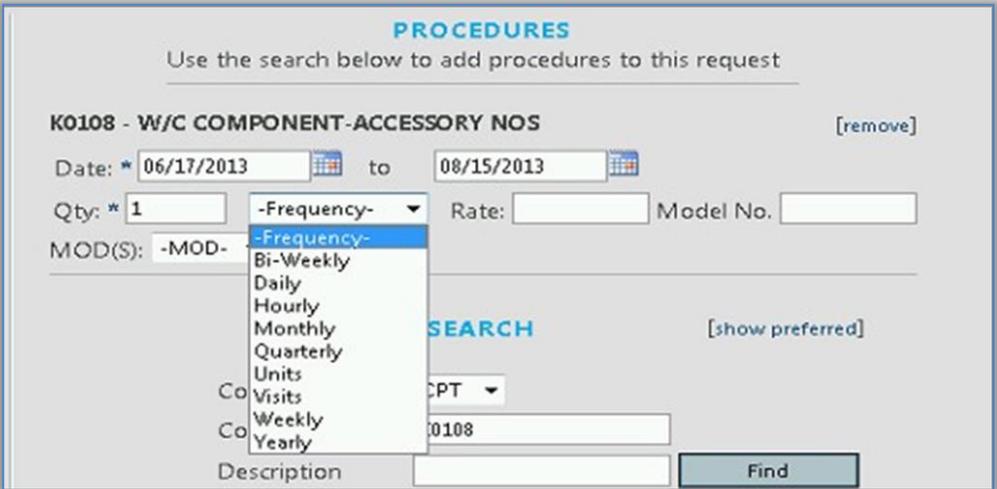
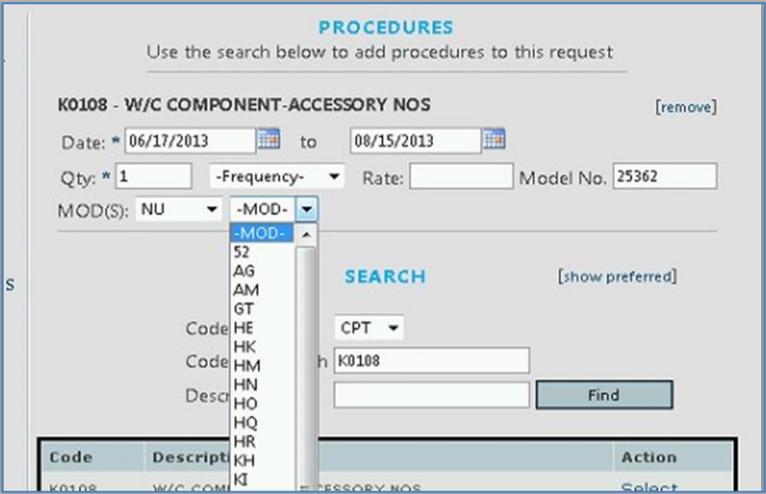
If you created a list of Procedure codes using the Preference function, click **Show Preferred** to bring up the list.

Enter the code or the description. Select the code from the list that displays.



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Service Authorization Request (Outpatient), Continued

<p>Step 5.1</p>	<p>Enter the Start Date and End Date using the calendar dropdowns.</p>	
<p>Step 5.2</p>	<p>Enter the quantity. If appropriate, select the number of Units, Visits, etc. from the Frequency dropdown, the rate, and the model number (if applicable).</p>	
<p>Step 5.3</p>	<p>If appropriate, choose the modifier from the dropdown. A new field displays after you enter one. The maximum number of modifiers is 3.</p>	

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Service Authorization Request (Outpatient), Continued

Step 5.4 Repeat steps to add all the Procedure Codes for this request.

Note:
There is no limit to the number of codes that may be added to the case.

Step 6 Click **Find** to select a diagnosis code for this case.

If you created a list of Diagnosis codes using the Preference function, click **Show Preferred** to bring up the list.

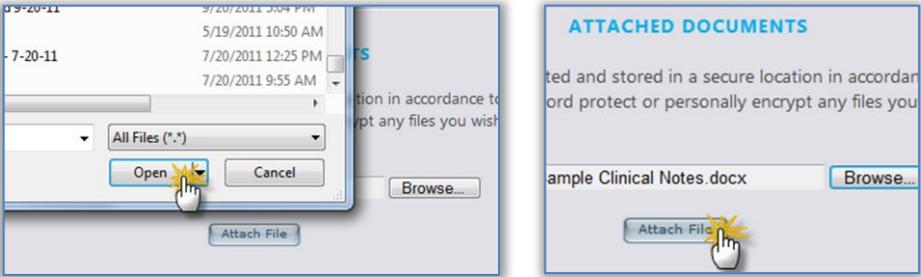
Enter the code or the description. Select the code from the list that displays.

Code	Description	Action
354.0	CARPAL TUNNEL SYNDROME	Select
755.28	LONGITUDINAL DEFIC HAND	Select
755.56	ACCESSORY CARPAL BONES	Select
814.00	FX CARPAL BONE UNSP CLOSED	Select
814.09	FX CARPAL BONE OT CLOSED	Select
814.10	FX CARPAL BONE UNSP OPEN	Select
814.19	FX CARPAL BONE OT OPEN	Select
815.00	FX METACARP UNSP CLOSED	Select
815.01	FX 1ST METACARP BASE CLOSED	Select
815.02	FX METACARP BASE OT CLOSED	Select

Notes: At least one diagnosis code must be attached to the case. If there is more than one, one must be selected as the primary.
Diagnosis codes cannot be changed once a case is submitted.

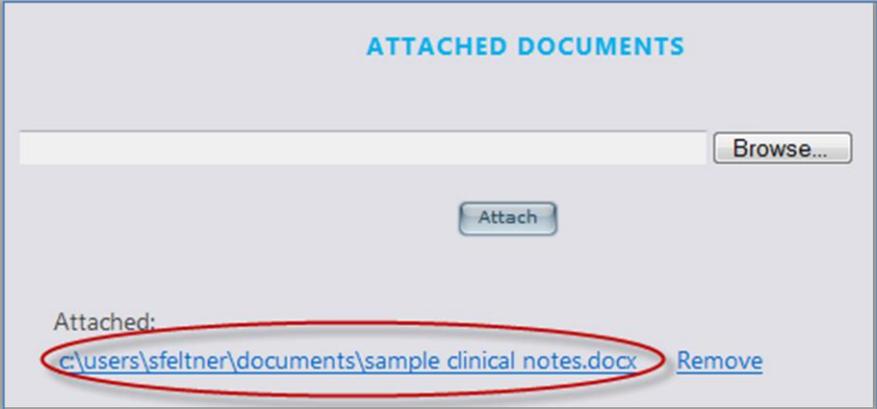
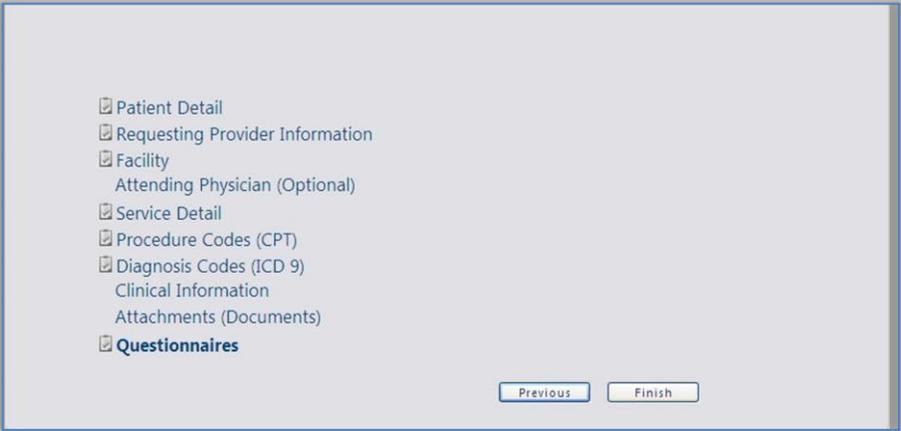
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Service Authorization Request (Outpatient), Continued

<p>Step 7</p>	<p>Enter any clinical notes in the text field.</p>	
<p>Step 8</p>	<p>Attach clinical documentation by clicking the browse button.</p>	
<p>Step 8.1</p>	<p>Browse and find the file and click Open to attach.</p> <p>Once attached, click Attach File.</p>	

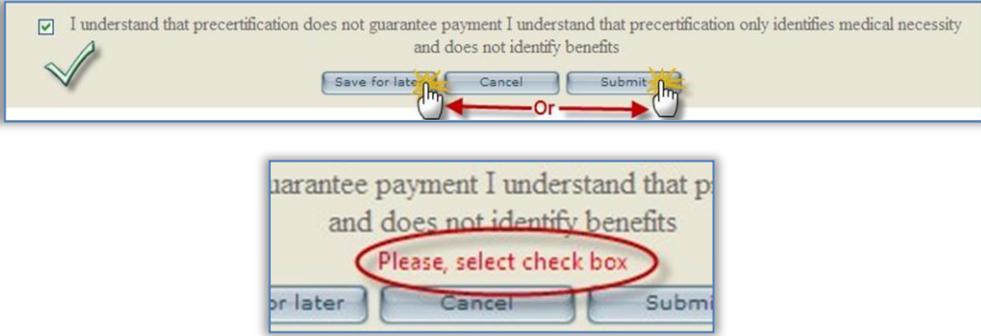
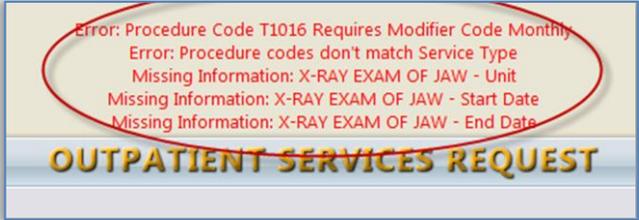
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Service Authorization Request (Outpatient), Continued

<p>Step 8.2</p>	<p>File name will appear when it is successfully uploaded.</p>	
<p>Step 9</p>	<p>The indicator icons on the left of the screen should be visible in all service request areas to show that all required data has been inputted.</p>	
<p>Step 10</p>	<p>Questionnaires* (Does not apply to all services)</p> <p>*See the Questionnaires section in this manual for more detailed information</p>	

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Service Authorization Request (Outpatient), Continued

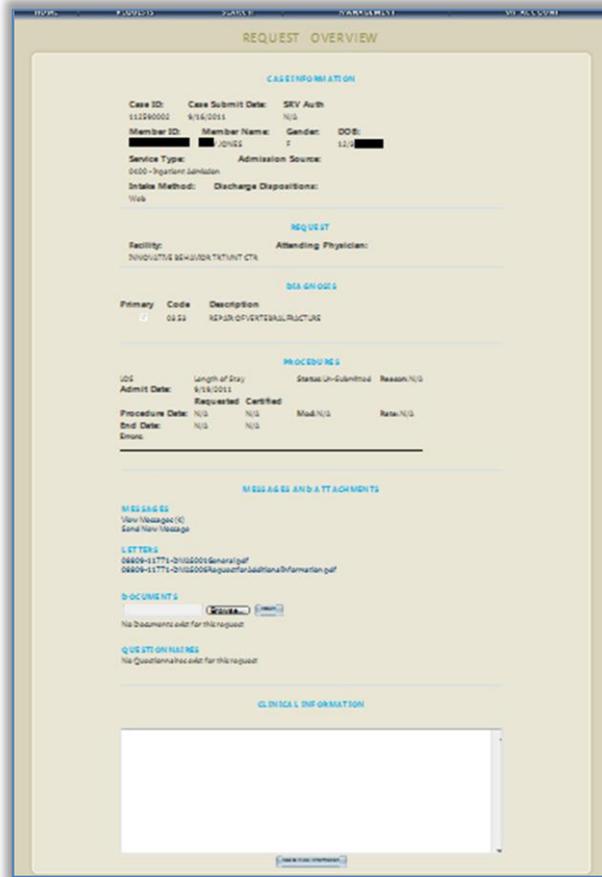
<p>Step 11</p>	<p>VERY IMPORTANT!</p> <p>Click the checkbox at the bottom of the page and click either Save for Later or Submit.</p> <p>You will not be able to proceed if you do not click the checkbox.</p>	
<p>Step 11.1</p>	<p>If any required portion of the request is missing, these alerts will appear.</p>	

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Service Authorization Request (Outpatient), Continued

Step 12

Once a request is successfully submitted, a Request Overview screen displays.

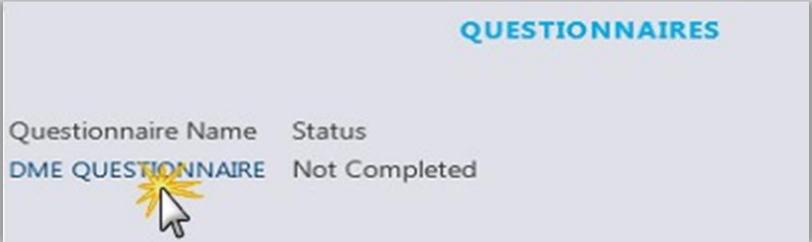


Service Authorization Request (Outpatient) Summary

Step 1	<ul style="list-style-type: none"> Once you have located and brought up a member (see steps 1-4 of Inpatient process), input Patient Detail. Click Next to continue.
Step 2	<ul style="list-style-type: none"> Enter Requesting Provider Information data. Click Next to continue.
Step 3	<ul style="list-style-type: none"> Enter in Service Provider Information. If not known, click the Find button to bring up the search screen. Select the facility from the search results.
Step 4	<ul style="list-style-type: none"> Complete the drop down fields for Service Detail. Note: The Attending Physician section is optional.
Step 5	<ul style="list-style-type: none"> Click Find to select a Procedure Code, or click Show Preferred to bring up list of procedure codes identified as preferences. Search and select procedure codes for this case. Enter the Start Date and End Date using the calendar dropdowns. Enter the quantity and select the number of Units, Hours, etc. from the dropdown, rate and model number. Enter the modifier(s), to a maximum of three Add additional procedure codes as needed.
Step 6	<ul style="list-style-type: none"> Add Diagnosis Code by clicking Find, or click Show Preferred to bring up list of diagnosis codes identified as preferences. Like the CPT Codes, search, locate, and attach Diagnosis Codes by using the search function. Search by Code Starts With or Description. <ul style="list-style-type: none"> Click Search. Select the appropriate code. At least one diagnosis code must be attached to the case. If there are more than one, one must be selected as the primary.
Step 7	<ul style="list-style-type: none"> Enter any clinical notes in the text field. Click Next to continue.
Step 8	<ul style="list-style-type: none"> Attach clinical documentation by clicking the browse button. Browse and find the file and click Open to attach. Once attached, click Submit.
Step 9	<ul style="list-style-type: none"> The indicator icons on the left of the screen should be visible in all service request areas to show that all required data has been inputted.
Step 10	<ul style="list-style-type: none"> Questionnaires (if applicable)
Step 11	<ul style="list-style-type: none"> Click the checkbox at the bottom of the page and click either Save for Later or Submit. You will not be able to proceed if you do not click the checkbox. An error message will appear as shown to the right.
Step 12	<ul style="list-style-type: none"> The Request Overview is displayed.

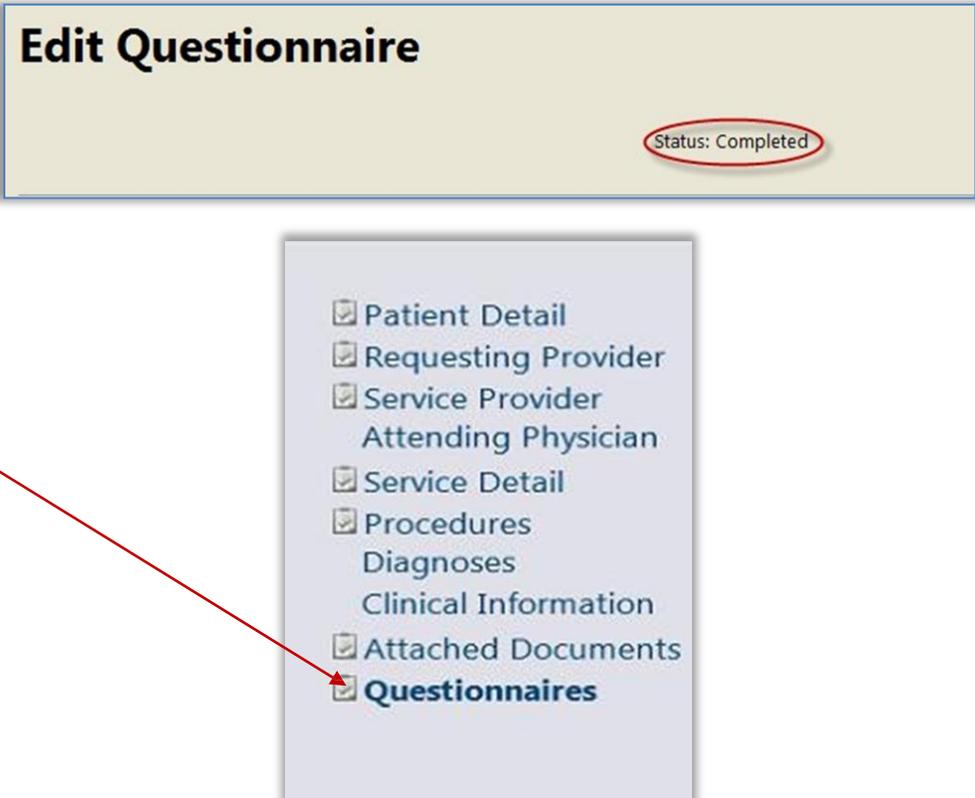
END OUTPATIENT PROCESS FLOW

Complete Questionnaires

<p>Step 1</p>	<p>If a review requires the completion of a questionnaire, one will appear as link as shown.</p>	
<p>Step 2</p>	<p>Click the questionnaire link to begin completing it.</p>	
<p>Step 3</p>	<p>Complete the questionnaire.</p> <p>The status (1) of the questionnaire is displayed. Click in the fields or checkboxes to complete the questionnaire (2). To save the questionnaire incrementally, click Save Changes (3).</p> <p>Once complete, Mark as Completed (4).</p> <p>If you choose not to complete the questionnaire, click Return to Request (5).</p>	

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Complete Questionnaires, Continued

<p>Step 4</p>	<p>Once the questionnaire has been completed, the status changes to Completed as shown.</p> <p>In addition, the Questionnaire section of the workflow is noted with a checkmark denoting that this step has been completed.</p>	 <p>Edit Questionnaire</p> <p>Status: Completed</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Patient Detail<input checked="" type="checkbox"/> Requesting Provider<input checked="" type="checkbox"/> Service Provider Attending Physician<input checked="" type="checkbox"/> Service Detail<input checked="" type="checkbox"/> Procedures Diagnoses Clinical Information<input checked="" type="checkbox"/> Attached Documents<input checked="" type="checkbox"/> Questionnaires
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Extend a Request

Step 1
 Locate the request that requires an extension.
 (Request/case or Member search)

 Click the **Extend** link on the case line.



Step 2
 As an example, to add a day to a request, click **Service Detail (1)**, and type in "1" in the **Length of Stay** field (2).

 Click **Next (3)**.



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Extend a Request, Continued

<p>Step 3</p>	<p>Add clinical information or attach documents.</p> <p>Important! To notify KEPRO of other changes to be made, indicate the details in the Clinical Information section, and KEPRO staff will make those changes on the case.</p>	
<p>Step 4</p>	<p>Click the disclaimer checkbox and click Submit.</p>	