

COPY FOR NEW SUBMISSION INSTRUCTIONS

A copy for new submission is requested when a copy for correction cannot be completed due to 1) Closure of a previous authorization request and/or 2) Request is stuck in saved mode and won't submit. All other instances, a copy for new submission cannot be requested. A brand new request will need to be submitted. **Please note: If a copy for new submission is being requested and the services have already been provided, Providers have 10 business days to request to be within retrospective policy guidelines. If the request is not received within 10 business days, a policy denial for not meeting retrospective policy will be issued.**

Please note: These instructions require knowledge of the Authorization Request ID number

The screenshot shows a web browser window with the URL <https://providerportal-training.apshealthcare.com/Search/AuthRequestSearch.aspx>. The page has a navigation bar with tabs: Home, AUM Manager, Search Member, Search Tx Episode, Search Authorization Request, Search PA Number, My Inbox, Queue, and Reports. The 'AUM Manager' tab is active. Below the navigation bar, there is a 'Search Authorization Request' section. It contains a form with the following fields: Client (State of West Virginia), Organization (empty), Authorization Request ID (2593), Request Category (Select), Category of Service (- Select -), Request Type (- Select -), Authorization Start Date (- Select -), Authorization End Date (- Select -), Authorization Submission Date (- Select -), and Authorization Request Status (Select). A 'Search' button is at the bottom of the form. Below the form, there is a 'Search Results' section. It contains a table with the following columns: AuthID, LifeCycle, First Name, Last Name, Medicaid ID, DOB, SSN, Start Date, End Date, Status, Reason, Request Type, and Requesting Provider. The table has one row of data: 2593, Original, Test, Brown, 00999882345, 04/05/1945, 999-88-2345, 2016-06-06, Saved, In Process, Durable Medical Equipment, and a blue box. Below the table, it says 'Showing 1 to 1 of 1 entries'. At the bottom right, there are links: First, Previous, Next, Last.

AuthID	LifeCycle	First Name	Last Name	Medicaid ID	DOB	SSN	Start Date	End Date	Status	Reason	Request Type	Requesting Provider
2593	Original	Test	Brown	00999882345	04/05/1945	999-88-2345	2016-06-06		Saved	In Process	Durable Medical Equipment	

- Click: AUM Manager Tab
- Click: Search Authorization Request
- Input authorization request ID number in Authorization Request ID slot
- Click: Search
- Click: BLUE ID number in Search Results

The screenshot shows a web browser window with the URL `https://providerportal-training.apshealthcare.com/Search/TreatmentEpisodeView.aspx?MemberID=56&`. The page title is "Home | AUM Manager". Below the title bar, there are navigation links: "Search Member", "Search Tx Episode", "Search Authorization Request", "Search PA Number", "My Inbox", "Queue", and "Reports".

Member information is displayed: Member Name: Test Brown, Member Id: 00999882345, Member DOB: 04/05/1945. There is a checkbox labeled "View all Treatment Episodes" which is checked.

Expand/Collapse	Action	Treatment Episode ID	Request Category	Category Of Service	Status	Start Date	End Date	Discharge Notes
	Action	2233	Medical	Rehabilitation	Open	06/06/2016	None	
	Action	2593	Medical	Rehabilitation	Open	06/06/2016	None	

A context menu titled "Action Item Details" is open over the "Action" link for request ID 2593. The menu contains the following options: "Copy Auth Request", "Delete Auth Request", "Print", "View Auth Request", and "Cancel".

At the bottom of the table, it says "Showing 1 to 1 of 1 entries". On the right side, there are navigation links: "First", "Previous", "Next", and "Last".

- You will now see the word “Actions” twice
- Click: 2nd Actions
- Choose: Copy Auth Request

https://providerportal-training.apshealthcare.com/Requests/CopyRequest.aspx?RequestId=2628&EpisodeId=...

File Edit View Favorites Tools Help

Web Fax Compose Deltek Time & Expense - L... Iperry, Web Case Manage... Suggested Sites ADP Citrix XenApp - Application... WV Behavioral Healthcare...

Home | AUM Manager

Version: WVJUM 2.4.0.1 | Contact Us | Logout (apshc5)

Search Member | Search Tx Episode | Search Authorization Request | Search PA Number | My Inbox | Queue | Reports

Member Information

Member Name: Test Brown Member Id: 00999882345 Member DOB: 04/05/1945

Copy Request

☒ Copy for New Submission ☐ Copy for Update/Correction

	Original Request	New Request
* Authorization Start Date:	06/06/2016	06/06/2016
* Request Category:	Medical	Medical
* Category of Service:	Rehabilitation	Rehabilitation
* Requesting Provider:		
* Request Type:	Durable Medical Equipment	Durable Medical Equipment

Continue Cancel

125%

- In the pop up box choose: Copy for new submission
- If the date of service (DOS) needs changed, please change date in the date field
 - This is only suggested if the procedure has NOT already been completed.
 - If the procedure was performed, DO NOT change the date
- Click Continue

https://providerportal-training.apshealthcare.com/Requests/CopyRequest.aspx?RequestId=2628&EpisodeId=...

* Requesting Provider:

* Request Type: Durable Medical Equipment

Please select a treatment episode below if you would like to attach the new Authorization Request to the selected episode or click the 'Do not attach' button to attach the new request to a new episode.

Open Medical - Rehabilitation episodes for Member ID: 00999882345, Provider Organization: Charleston Memorial

Episode ID	Start Date
<input type="radio"/> 718	02-20-2012
<input type="radio"/> 721	02-20-2012
<input type="radio"/> 857	06-14-2012
<input type="radio"/> 865	06-18-2012
<input type="radio"/> 1290	04-01-2013
<input type="radio"/> 2198	05-17-2016
<input type="radio"/> 2202	05-18-2016
<input type="radio"/> 2203	05-18-2016
<input type="radio"/> 2206	05-18-2016
<input type="radio"/> 2210	05-18-2016

Showing 1 to 10 of 25 entries

First Previous [Next](#) [Last](#)

125%

- You will see open episodes
- Click Do Not Attach

https://providerportal-training.apshealthcare.com/Requests/CopyRequest.aspx?RequestId=2628&EpisodeId=...

<input type="radio"/> 865	06-18-2012
<input type="radio"/> 1290	04-01-2013
<input type="radio"/> 2198	05-17-2016
<input type="radio"/> 2202	05-18-2016
<input type="radio"/> 2203	05-18-2016
<input type="radio"/> 2206	05-18-2016
<input type="radio"/> 2210	05-18-2016

Section Selection

Please select the sections of the authorization request you wish to copy:

☒ Select All

- ☒ Administrative
- ☒ Biometric
- ☒ Diagnosis
- ☒ Evaluation
- ☒ Member
- ☒ Pre-authorization
- ☒ Provider
- ☒ Service

- Section Selection: Choose Select All
- Create Request

From this point, Continue as submitting a brand new request

Additional Info

- If the service has already been performed and it has been past 10 business days, retrospective request will have to be chosen on the ADMIN tab. Please be sure to give a very detailed explanation as to why the request was not submitted timely.
- Please ensure that the diagnosis(es) correspond to the date of service being requested. If prior to 10/01/2015, ICD-9 codes must be submitted. After 10/01/2015, ICD-10 codes must be submitted. If request are submitted with incorrect diagnostic codes, they will be closed and the provider will have to resubmit a corrected request.
- DME providers must request prior authorization prior to placing equipment unless an exception is noted in BMS manual Chapter 506- DMEPOS