

Provider Secure Web Portal Authorization Redesign – July, 2019

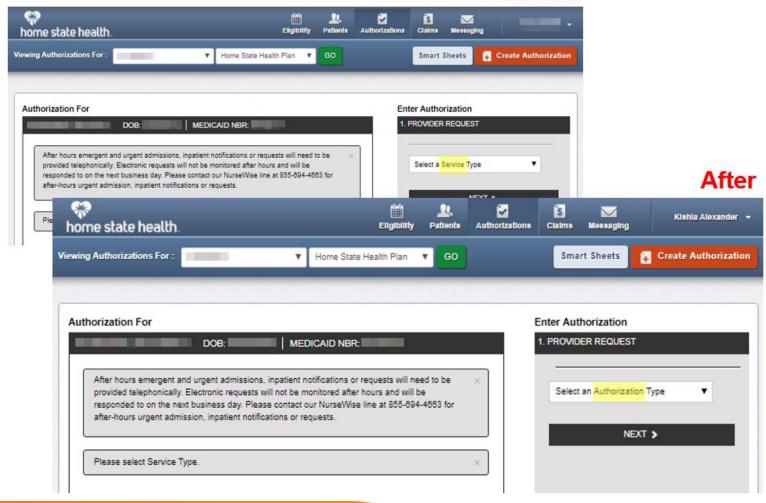
Quality Healthcare is at the Heart of What We Do

6/7/2019

Web Authorization Redesign – Provider Request 😭

home state health.

Before

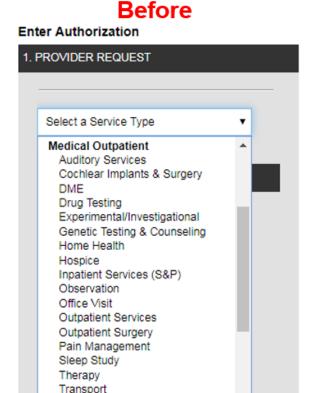


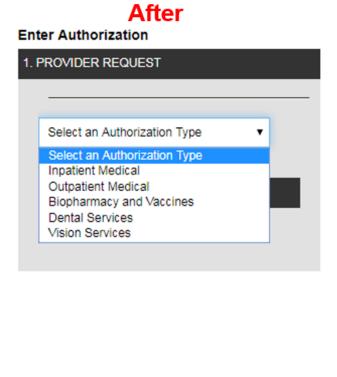
Web Authorization Redesign



The 1st drop-down, is no longer Service Type-driven. With the web auth redesign, the options are Authorization Type-driven.

To begin a web authorization request, users will select Inpatient Medical or Outpatient Medical.

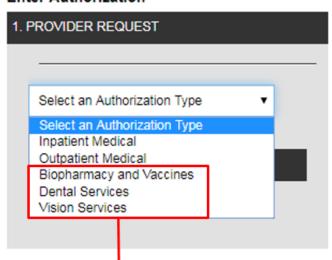




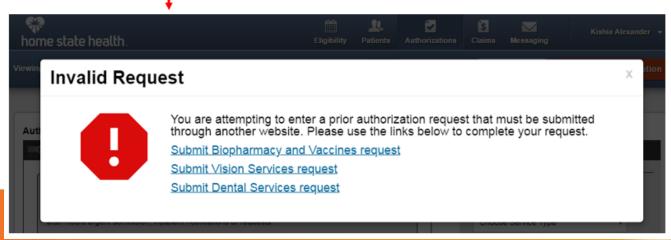
Invalid Request Notice



Enter Authorization



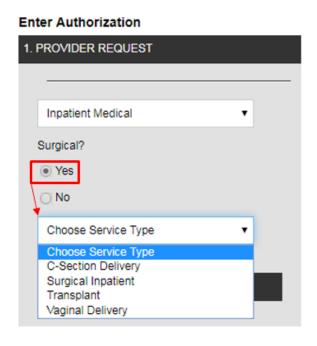
If a user selects Biopharmacy and Vaccines, Dental Services, or Vision Services a pop-up displays advising these services cannot be requested via the portal, and provides the link to the appropriate websites.

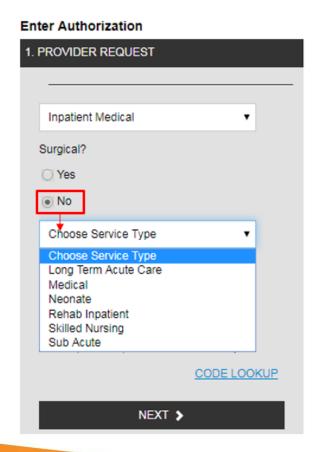


Provider Request – Inpatient Medical



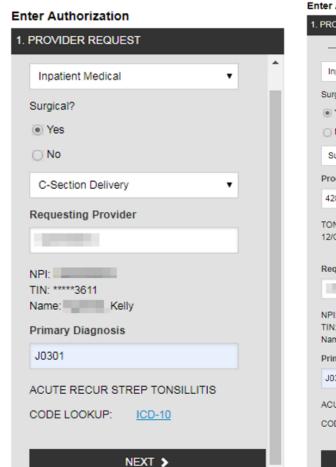
When a user selects Inpatient Medical, they must indicate if the request is surgical or non-surgical, which drives the options in the Service Type drop-down.

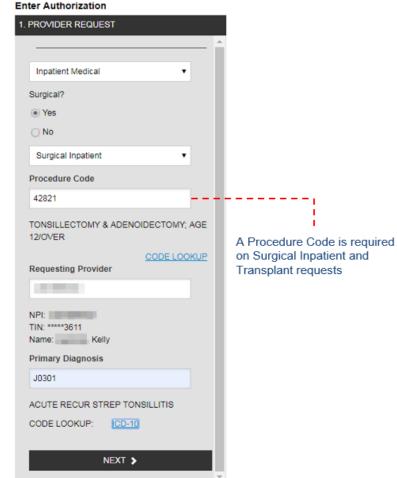




Inpatient Medical – Surgical Examples



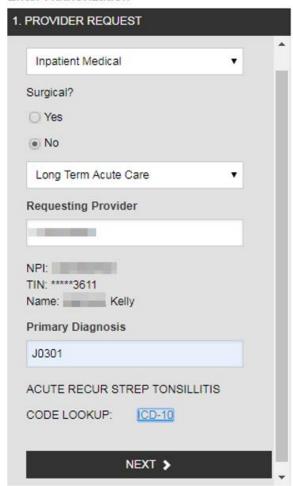




Inpatient Medical – Non-Surgical Example



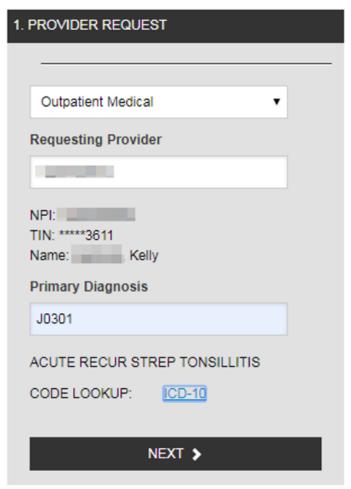
Enter Authorization



Provider Request – Outpatient Medical



Enter Authorization

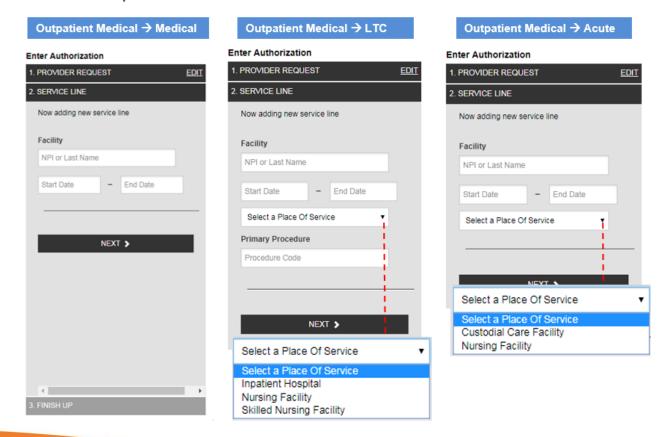


Service Line - Outpatient Medical

non-surgical



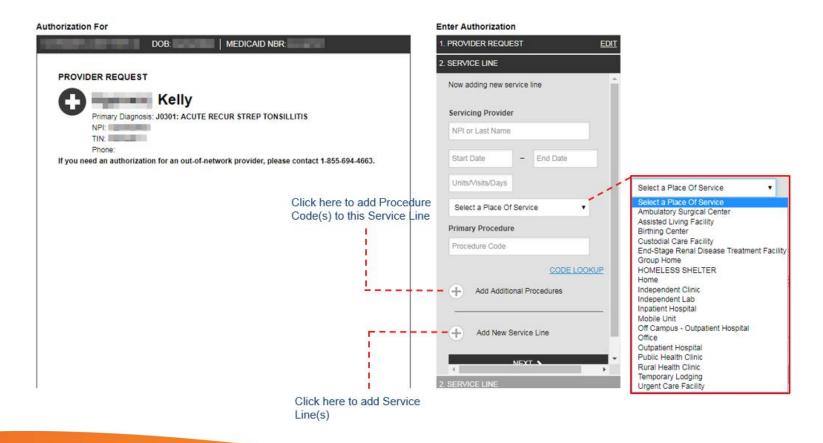
The Service Line displays required fields, based on the Service Type selected in the 1. Provider Request.



Service Line - Outpatient Medical



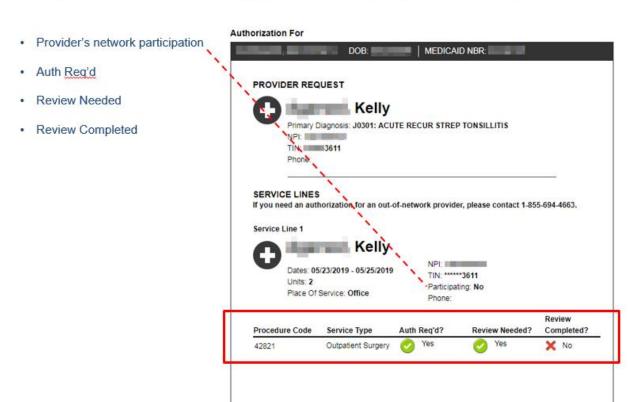
On the Service Line, users can add additional Procedure Codes and a new Service Line.

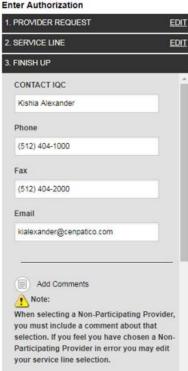


Service Line



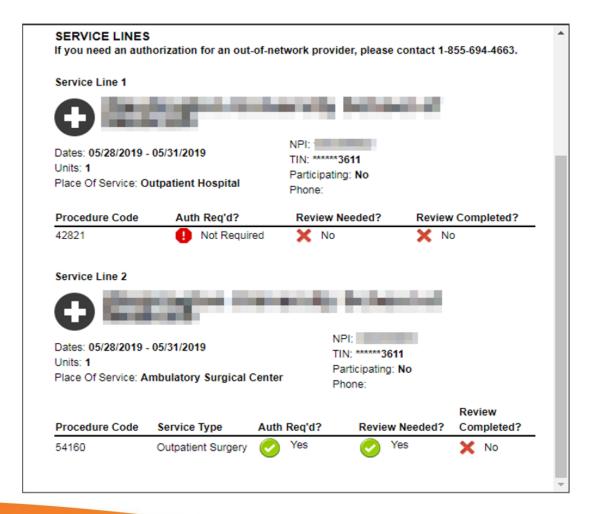
Completed Service Line(s) will still display in the left pane, but will also include:





Multiple Service Lines Example

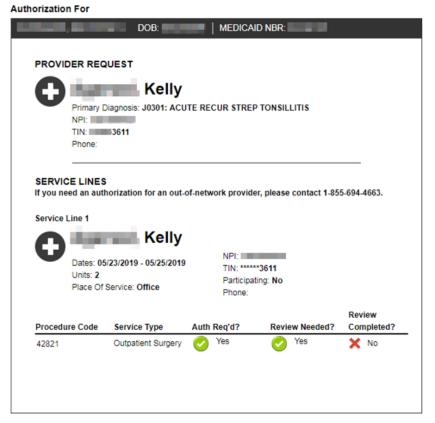


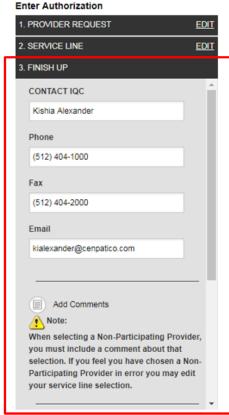


Finish Up



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

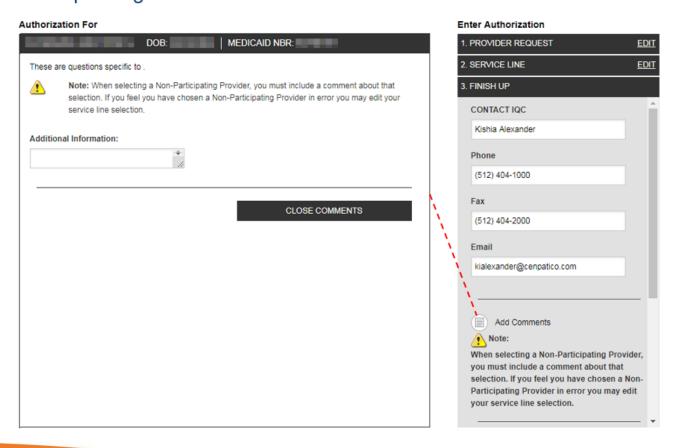




Finish Up – Non-Participating Provider



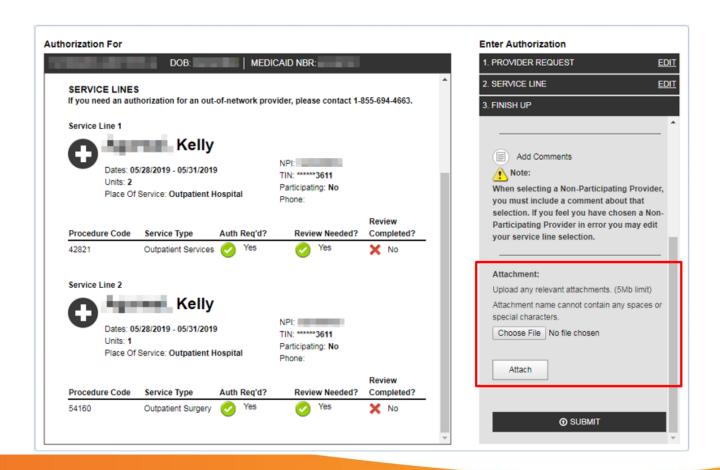
If a non-participating provider is selected on a Service Line, users must provide a comment explaining the Non-PAR selection.



Finish Up – Attachments



The Attachment functionality has not changed. Users can still attach up to five (5) documents with their web auth submissions.



Web Auth Confirmation



The web auth confirmation will display all of the Service Lines entered on the web auth request. The Authorization # will display on successful Service Line submissions.

