

# Provider Portal Training Guide

How to Submit an Authorization





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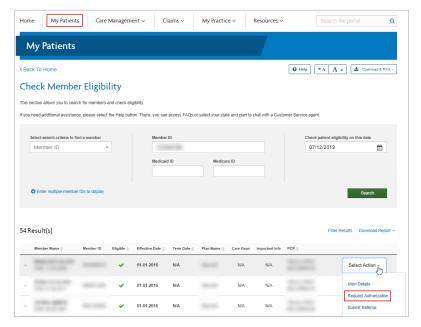


#### How to Submit an Authorization

#### There are two ways to submit an authorization via the secure **Provider Portal:**

#### **Option 1:**

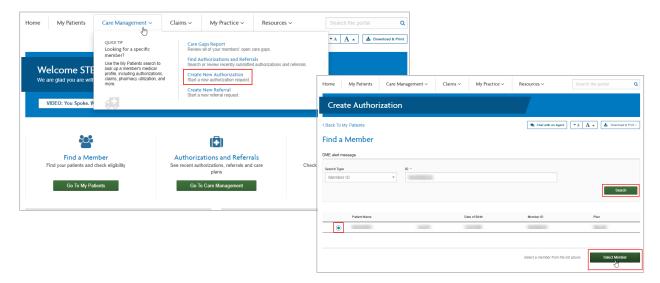
Navigate to the "My Patients" and search for the desired member. Then open the "select action" drop down. Here you will find the "Request Authorization" option:



Select "Request Authorization" to access the authorization request form.

#### **Option 2:**

From the "Care Management" tab, select "Create New Authorization." You will then be prompted to enter the associated Member ID.



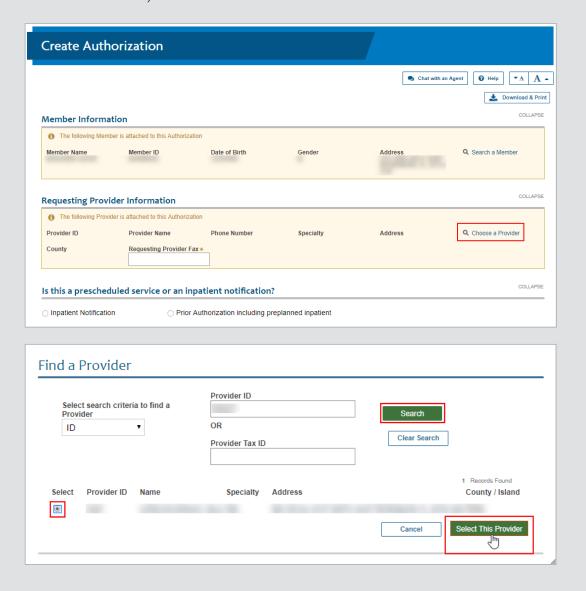
After advancing to the authorization form using either **option 1 or 2**, the member's information will be prepopulated. You must select a "**Requesting Provider**" by using the "**Choose a Provider**" tool. You will be presented with the option to search for the desired provider.

**NOTE:** This tool will only return active, participating providers.



#### Tip:

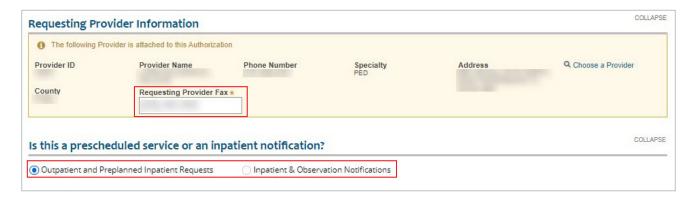
If you don't know your Wellcare Provider ID or Tax ID, **admin users** may obtain these details within the "**My practice**" section. Navigate to the "**My practice**" tab, select "**manage sub-group accounts**," then select "**Create new sub-group**." You will be able to view all Provider IDs and Tax IDs associated with this contract (Full screenshots and instructions can be found in the last section of this document).



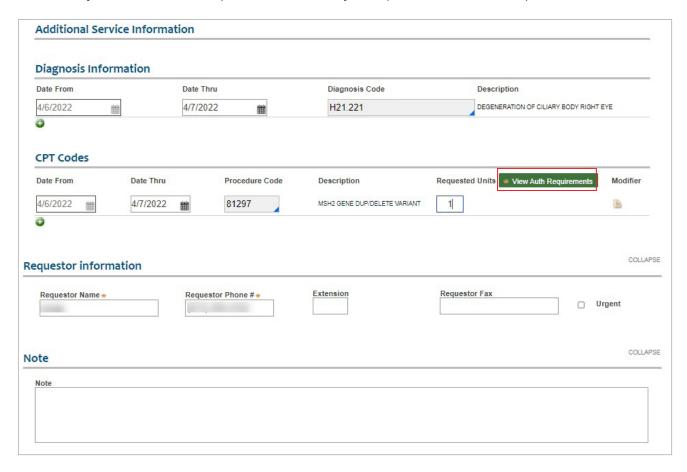
Next, insert a valid fax number using the following format: (111) 111-1111. Then make a selection to determine "Inpatient" or "Outpatient" for the request. Fields within the form will update, based on whether the authorization is identified as inpatient or outpatient.

Select "Inpatient Notification" or "Prior Authorization including preplanned inpatient" in the "Is this a prescheduled service or an inpatient notification?" field.

- · Inpatient Notification Use for an inpatient/observation request
- Prior Authorization including preplanned inpatient Use for an outpatient request or preplanned inpatient request for a future date of service



Complete the fields in the following sections. For an outpatient authorization, you **must** check the "**View Auth Requirements**" button. (This is not necessary for inpatient authorizations.)



This action triggers a validation that considers factors such as the member's specific benefits and all previously entered criteria. The system will return a response of either "Auth Required," "No Auth Required," or "Vendor Auth Required".

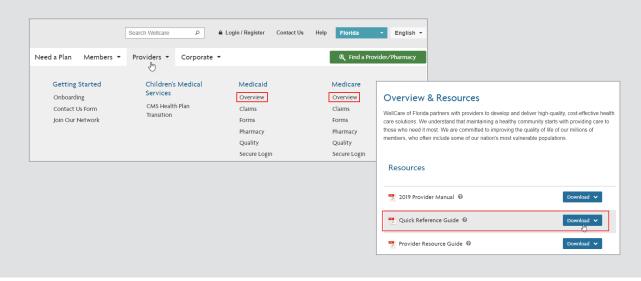
You are about to submit a retro authorization.
Review your dates.

**NOTE:** If you are submitting a retroactive authorization request for a prior date, you will be prompted to confirm that the dates are correct.

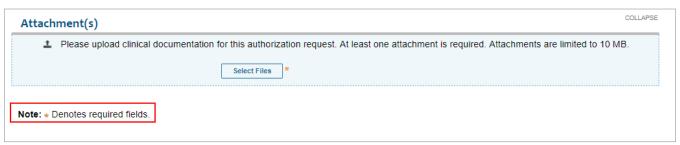


#### Tip:

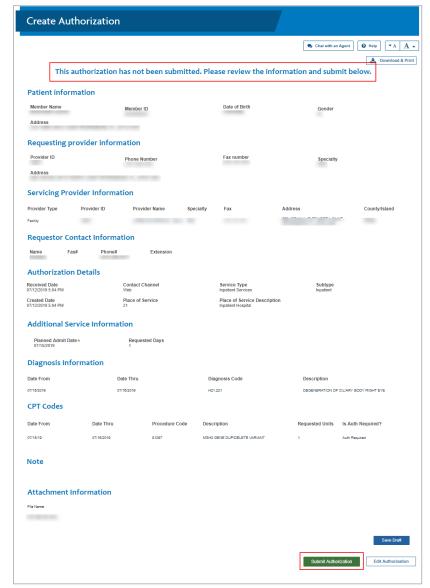
If the "Vendor Auth Required" response is returned, please consult the Quick Reference Guide (QRG) to obtain contact information for the delegated vendor. The QRG is found on the public website. Navigate to https://www.wellcare.com, choose your state, select "Providers," from the top navigation bar, then select "Overview" from either the Medicaid or Medicare menu. On the Overview page you will find the QRG, which references the delegated vendors for specific services.



All authorization submissions **require an attachment** prior to submission. You may attach Word, Excel and/or PDF documents up to 10 MB in size. Please attach only information that is pertinent to the current request.



Prior to submission, you will be prompted to review your selections, and given the options to "Edit" or "Submit":



A reference number will be provided once you submit the request. An authorization number will be sent to you via fax within state-regulated turn around times. You must use the authorization number to search for this authorization in the Provider Portal.

**NOTE:** An authorization cannot be viewed via the portal until it has moved to an in-progress state and the fax containing the authorization number has been sent.

There are several types of reference numbers:

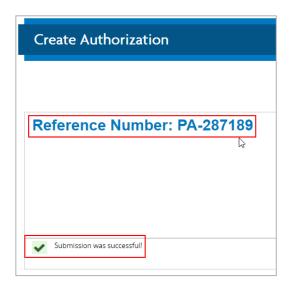
**ADMNT:** This is a notice of admission

**CR:** This is a concurrent review. After the notice of admission, this is the clinical review that takes place. There can be multiple concurrent reviews for a single stay. Ex. If a member is admitted to the hospital, there will be an initial review and then one or more additional reviews confirming whether the member is ready for discharge.

**PA:** Prior authorization. This is an advance notice for outpatient services or for pre-planned inpatient services.

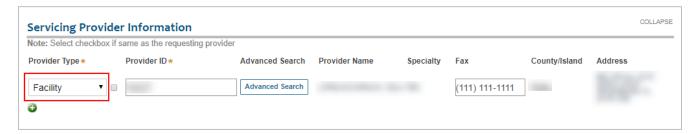
**Authorization number:** This number is required when submitting your claim(s) for payment.

Example of an ADMNT reference number:



## Inpatient Authorizations

Inpatient authorization requests require at least one facility to be selected within the "Servicing Provider Information" section.

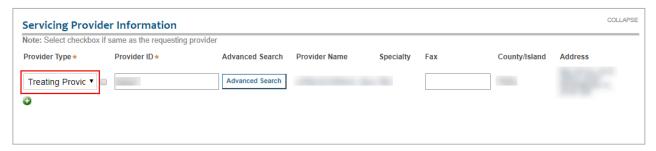


CPT codes are not required for inpatient stays when submitting an inpatient authorization request.

**NOTE:** Observation services cover the act of observation, not a preplanned service.

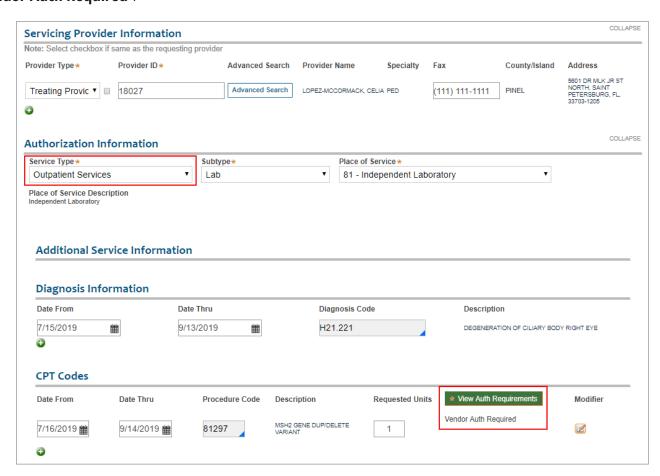
## Outpatient Authorizations

Outpatient authorization requests require at least one treating provider to be selected within the "Servicing Provider Information" section.



After filling out the Outpatient authorization form, you must check the "**View Auth Requirements**" button (Inpatient authorizations do not require this check).

This action triggers a validation that consider factors such as the member's specific benefits and all previously entered criteria. The system will return a response of either "Auth Required," "No Auth Required," or "Vendor Auth Required".



## **Authorization Information**

The "Authorization Information" section of the form is dynamic. Your initial "Service Type" selection will determine the available options.

Authorization Informat	ion		COLLAPSE
Service Type * Inpatient Services	Subtype*  ▼ Inpatient	Place of Service ★  21 - Inpatient Hospital	<b>v</b>
Place of Service Description Inpatient Hospital			

Use the following grid to help determine which options should be selected, based on the service needed:

	Service Description	MMP Service Type	MMP Sub Type
	OUTPATIENT SERVICES		
	Ambulance	Outpatient Services	Transportation
	Ambulatory Surgery	Outpatient Services	Surgery
	CT Scan (Cat Scan)	Radiology	CAT Scan
	Office Visits	Office	Consult And Treat
	Dialysis	Outpatient Services	Dialysis
	Genetic Testing	Outpatient Services	Genetic Testing
ب	Home Health Services	Home Health	Home Health
MEDICAL	Hospice	Outpatient Services	Hospice
	Laboratory	Outpatient Services	Lab
	MRI	Radiology	MRI
	OB Global/Prenatal Notification	Outpatient Services	OB Global
	Outpatient Hospital	Outpatient Services	Outpatient Hospital Services
	RBA – Room Board & Anesthesia	Outpatient Services	Room Board & Anesthesia
	Radiology	Radiology	Radiology Services
	Rehabilitation Therapy (PT/OT/ST)	Outpatient Services	Occupational Therapy or Physical Therapy or Speech Therapy
	Radiation Therapy	Therapy	Radiation
	OB Ultrasound	Radiology	OB Ultrasounds
	Long Term Acute Care Hospital	Inpatient Services	Long Term Acute Care Hospital

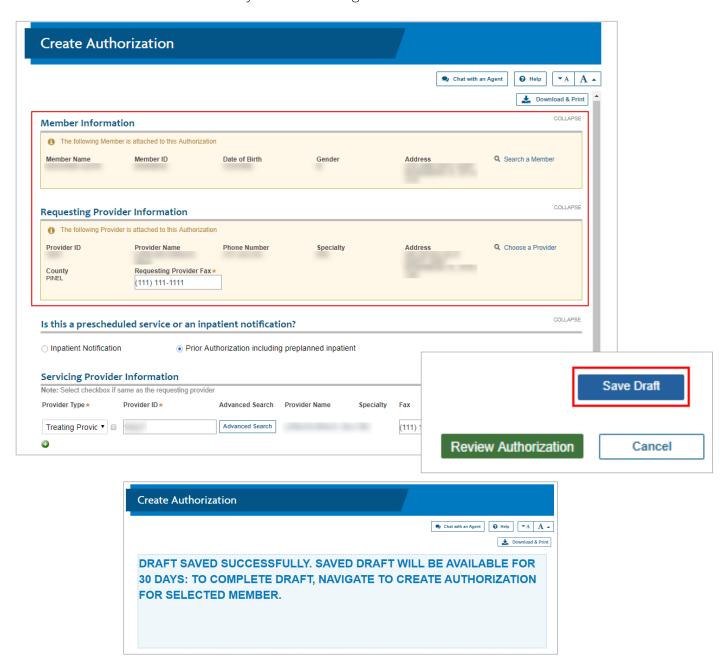
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	Service Description*	MMP Service Type	MMP Sub Type
	INPATIENT SERVICES	_	
	Skilled Nursing Facility	Inpatient Services	Skilled Nursing Facility
	Observation Hospital	Inpatient Services	Observation Hospital
	Inpatient	Inpatient Services	Inpatient
	Outpatient Delivery	Inpatient Services	Outpatient Delivery
	Emergency Room	Inpatient Services	Emergency Room
	Inpatient Rehab	Inpatient Services	Inpatient Rehab
	Long Term Care SNF	Inpatient Services	Long Term Care SNF
A L	Waitlist	Inpatient Services	Waitlist
MEDICAL	Sub-Acute	Inpatient Services	Sub-Acute
自	Intermediate Care Facility	Inpatient Services	Intermediate Care Facility
_	Transplant Surgery	Inpatient Services	Transplant Surgery
	Intermediate Care Facility	Inpatient Services	Intermediate Care Facility
	Sub-Acute Rehab	Inpatient Services	Sub-Acute Rehab
	Bed Hold	Inpatient Services	Bed Hold
	Custodial Nursing Home	Inpatient Services	Custodial Nursing Home
	Community Residential	Inpatient Services	Community Residential
	Assisted Living Facility	Inpatient Services	Assisted Living Facility
	Custodial	Inpatient Services	Custodial Stay
	Hospice	Inpatient Services	Hospice
	Respite Services	Inpatient Services	Respite
	OUTPATIENT SERVICES		
	Act Services	Behavioral Health	Behavioral Act Services
	Substance Abuse Rehab	Inpatient Behavioral Health	BH Substance Abuse Rehab
Ξ	Residential	Inpatient Behavioral Health	BH Residential
Ę	Detox	Inpatient Behavioral Health	BH Detox
Ä	Sub-Acute	Inpatient Behavioral Health	BH Sub-Acute
BEHAVIORAL HEALT	INPATIENT SERVICES		
OR/	Inpatient	Inpatient Behavioral Health	BH-Inpatient
Š	BH Psych Test	Behavioral Health	Psych Test
H	Targeted Case Management	Behavioral Health	BH Case Management
8	BH Office/Consult	Behavioral Health	BH Office Visit
	BH Ongoing Treatment	Behavioral Health	BH Routine Outpatient
	BH ECT (shock therapy)	Behavioral Health	Electroconvulsive Therapy
	BH IOP Services	Behavioral Health	Intensive Outpatient Program Services
	BH Partial Day Treatment	Behavioral Health	Partial Hospitalization or Date Treatment

#### How to Save a Draft Authorization

After identifying the authorization request as inpatient or outpatient, you will have the option to save the request as a draft. This draft will remain available for 30 days.

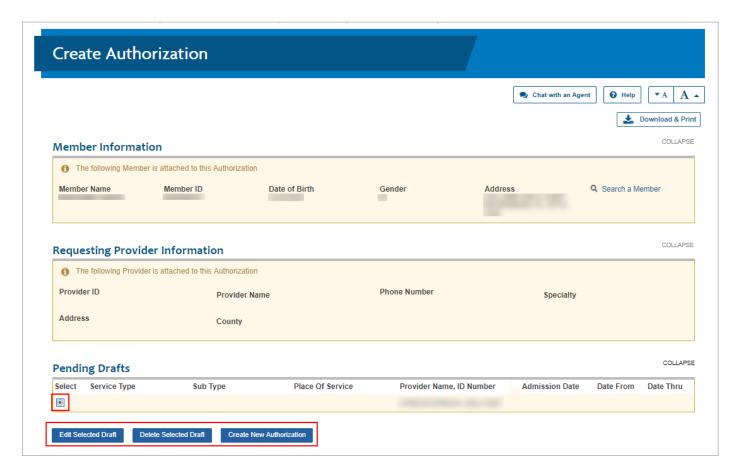
You may edit a saved draft at a later time, however **you may not change the inpatient or outpatient selection**. A new authorization must be initiated if you need to change this selection.



### How to Retrieve a Draft Authorization

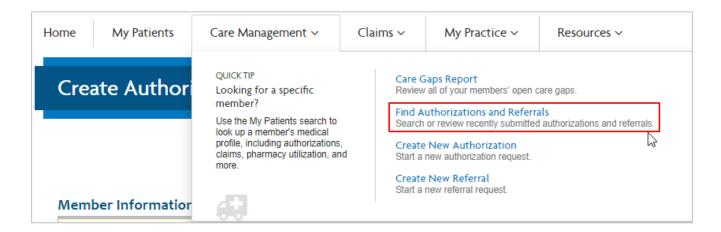
To retrieve a previously saved draft, navigate to the "**My Patients**" tab and search for the member for whom the authorization was previously saved. Open the "**Select Action**" drop down menu, then choose "**Submit Authorization**." Next, select the desired draft from the "**Pending Drafts**" panel, and choose from the three available options:

- · Edit Selected Draft
- · Delete Selected Draft
- · Create New Authorization



## **Check Authorization Status**

Navigate to the "Care Management" tab and select "Find Authorizations and Referrals" to view the authorization status.



#### You may search for authorizations by the following criteria:

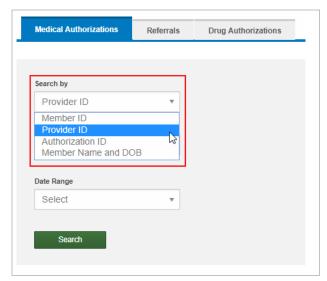


- · Authorization ID
- · Member Name and Date of Birth
- · Member ID
- · Provider ID

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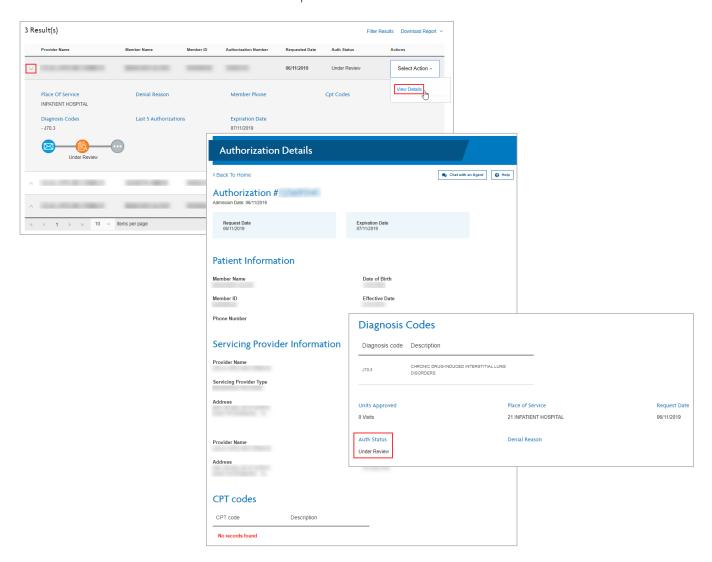
#### A date range search option is available if searching by:

- · Member Name and Date of Birth
- · Member ID
- Provider ID



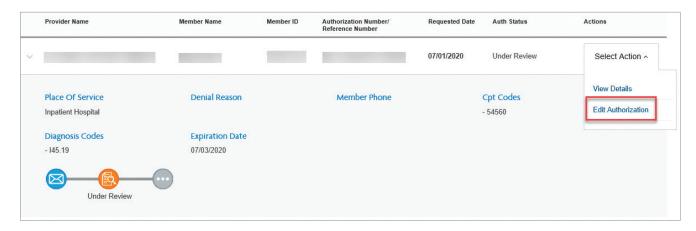
**NOTE:** Authorizations cannot be searched and viewed via the portal until the authorization has moved to an in-progress state and the fax containing the authorization number has been sent. (Authorization numbers are sent to you via fax within state-regulated turnaround times.)

Once search results are returned, each authorization has an expandable section that provides more detailed information about that authorization. You may also view the full authorization details by selecting the "View Details" from the "Select Action" drop down.

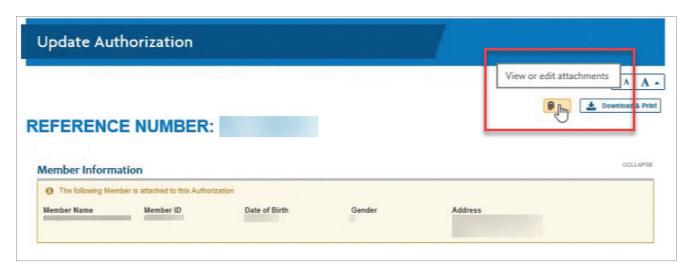


### How to Edit a Submitted Authorization

To edit a previously submitted Authorization, follow steps for checking the status. Select **"Edit Authorization"** from the **"Select Action"** drop down.



The edit option provides the ability to **view submitted attachments and upload additional attachments** such as requested medical records. This also allows users to review previously submitted documentation.



You may edit a submitted authorization at a later time, however you may not change the Member Information or inpatient or outpatient selection. A new authorization must be initiated if you need to change this selection.

Authorizations that have been completed (approved/denied) **cannot** be edited; you will receive a redirection message if you attempt to edit an auth that is not editable. Most vendor authorizations will need to be edited via the specific vendor's system.

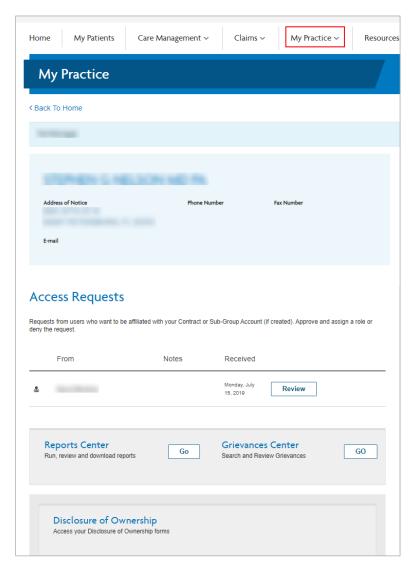
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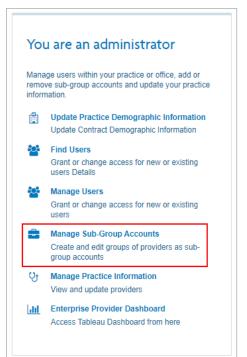
## **Authorizations Connected to Your Contract or Sub-group**

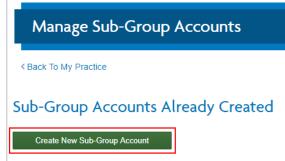
Each contract/sub-group is associated with the participating Provider IDs/Tax IDs. Admin users can find authorizations within your contract/sub-group as identified within the "Manage Sub-groups" section found under the "My Practice" tab by selecting "Manage Sub-group Accounts" then selecting "Create New Sub-group."

On the following page, you will be able to view all Provider IDs and Tax IDs associated with this contract. Use the filter option to review specific information of interest.

**NOTE:** An authorization can only be viewed if the associated PID/Tax ID is found within this section of the site.









#### Tip:

Your Provider Representative can initiate updates to this page, if necessary.

