



Leading America in Health Care
Solutions for the Underserved
and Chronically Ill.

Provider Portal Participant Guide

Corporate Clinical Systems Training Department

Original Date: 01/15/2019

Updated Date: 11/01/2021

Updated By: Jessica Williams

Next Review Date: 05/01/2022

Review Cycle: Annually

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TABLE OF CONTENTS

- 1 LOGGING IN TO THE PROVIDER PORTAL 4**
 - Logging in to Provider Portal5
 - Overview of the Dashboard 8
 - Overview of the Dashboard: To-Do View9
 - Overview of the Dashboard: Team View..... 11
- 2 SEARCHING FOR A MEMBER..... 12**
 - Searching for a Member – Search Request Tab 13
 - Searching for a Member – New Request Tab 14
- 3 ENTER AN IP CLINICAL REQUEST 15**
 - How to Enter an Inpatient Clinical Request.....16
 - Adding a New IP Clinical Request – Adding Episode Details17
 - Adding a New IP Clinical Request – Adding Diagnosis18
 - Adding a New IP Clinical Request – Adding Providers 19
 - Adding a New IP Clinical Request – Adding Stay Request21
 - Adding a New IP Clinical Request – Adding Service Request (if applicable).....22
 - Adding a New IP Clinical Request – InterQual.....24
 - Adding a New IP Clinical Request – Adding Assessments27
 - Adding a New IP Clinical Request – Adding Documents28
 - Adding a New IP Clinical Request – Adding Notes29
 - Adding a New IP Clinical Request – Submitting the Request.....30
- 4 ENTER AN IP NON-CLINICAL REQUEST 31**
 - How to Enter an Inpatient Non-Clinical Request32
 - Adding a New IP Non-Clinical Request – Adding Episode Details33
 - Adding a New IP Non-Clinical Request – Adding Diagnosis34
 - Adding a New IP Non-Clinical Request – Adding Providers.....35
 - Adding a New IP Non-Clinical Request – Stay Request.....37
 - Adding a New IP Non-Clinical Request – Adding Service Request (if applicable).....38
 - Adding a New IP Non-Clinical Request – Adding Documents.....40
 - Adding a New IP Non-Clinical Request – Adding Notes41
 - Adding a New IP Non-Clinical Request – Save as Draft42
- 5 ADD CLINICAL TO AN EXISTING IP NON-CLINICAL REQUEST 43**

How to Add Clinical Information to Existing IP Non-Clinical Request	44
Adding Clinical Information to Existing IP Non-Clinical Request – Edit Request	46
Adding Clinical Information to Existing IP Non-Clinical Request – InterQual	47
Adding Clinical Information to Existing IP Non-Clinical Request – Assessments	50
Adding Clinical Information to Existing IP Non-Clinical Request – Adding Documents.....	51
Adding Clinical Information to Existing IP Non-Clinical Request – Adding Notes	52
Adding Clinical Information to Existing IP Non-Clinical Request – Submitting the Request.....	53
6 ENTER AN OP CLINICAL REQUEST	54
How to Enter an Outpatient Clinical Request	55
Adding a New OP Clinical Request – Adding Episode Details	56
Adding a New OP Clinical Request – Adding Diagnosis	57
Adding a New OP Clinical Request – Adding Providers.....	58
Adding a New OP Clinical Request – Adding Service Request.....	60
Adding a New OP Clinical Request – InterQual	62
Adding a New OP Clinical Request – Adding Assessments.....	65
Adding a New OP Clinical Request – Adding Documents.....	66
Adding a New OP Clinical Request – Adding Notes	67
Adding a New OP Clinical Request – Submitting the Request.....	68
7 ENTER AN OP NON-CLINICAL REQUEST	69
How to Enter an Outpatient Non-Clinical Request	70
Adding a New OP Non-Clinical Request – Adding Episode Details	71
Adding a New OP Non-Clinical Request – Adding Diagnosis	72
Adding a New OP Non-Clinical Request – Adding Providers	73
Adding a New OP Non-Clinical Request – Adding Service Request.....	75
Adding a New OP Non-Clinical Request – Adding Documents	77
Adding a New OP Non-Clinical Request – Adding Notes.....	78
Adding a New OP Non-Clinical Request – Saving as Draft.....	79
8 ADD CLINICAL TO AN EXISTING OP NON-CLINICAL REQUEST	80
Adding Clinical Information to an Existing OP Non-clinical Request	81
Adding Clinical Information to Existing OP Non-Clinical Request – Edit Request	83
Adding Clinical Information to Existing OP Non-Clinical Request – InterQual	84
Adding Clinical Information to Existing OP Non-Clinical Request – Assessments.....	87
Adding Clinical Information to Existing OP Non-Clinical Request – Adding Documents.....	88
Adding Clinical Information to Existing OP Non-Clinical Request – Adding Notes	89
Adding Clinical Information to Existing OP Non-Clinical Request – Submitting Request.....	90
9 ADDITIONAL PROCESSES	91

Search for Determination.....	92
Extending an Existing Request.....	93
Extending an Existing Request – Adding Assessments	95
Extending an Existing Request – Adding Notes.....	96
Extending an Existing Request – Adding Documents	97
Add Additional Diagnoses to an Existing Request	98
Favorite Diagnosis List – How to Create.....	99
Favorite Diagnosis List – Utilizing the List.....	101
Favorite Providers List – How to Create	102
Favorite Providers List – Utilizing the List	103
Favorite Services List – How to Create.....	104
Favorite Services List – Utilizing the List.....	105
10 RESOURCES.....	106
Plan Contact Information	107
Escalation Process and Training Requests – Account Executives and Providers	107



1 LOGGING IN TO THE PROVIDER PORTAL

Logging in to Provider Portal

Sign In

Username:

Password:

Sign In

[Forgot your password?](#)
[Forgot your username?](#)

Getting Started with NaviNet

[Trouble Logging In?](#)
[Sign Up](#)
[What Plans Participate?](#)

AllPayer Access: New Year—are you ready? **Re-Save Bookmarks** **Discontinued Support of Windows Vista**

Important Information

We recently made some updates that might cause an error to render when accessing old bookmarks.

To avoid this, please navigate to the page you would like to bookmark and re-save it.

Coming This March!

We will be asking all users to provide and verify a valid email address.

Learn More...

Are You In The Loop?

Make sure you don't miss out on our important updates. Update your email address today by logging in and going to **My Account** and clicking **About Me** to receive important updates and information.

Are You Sharing Login Credentials?

HIPAA guidelines prohibit users from sharing login information. If you are sharing login credentials, please contact your NaviNet Security Officer to be added as a user. Don't know the name of your Security Officer? Log in and go to **My Account** and click **My Security**. There is no additional charge for adding users.

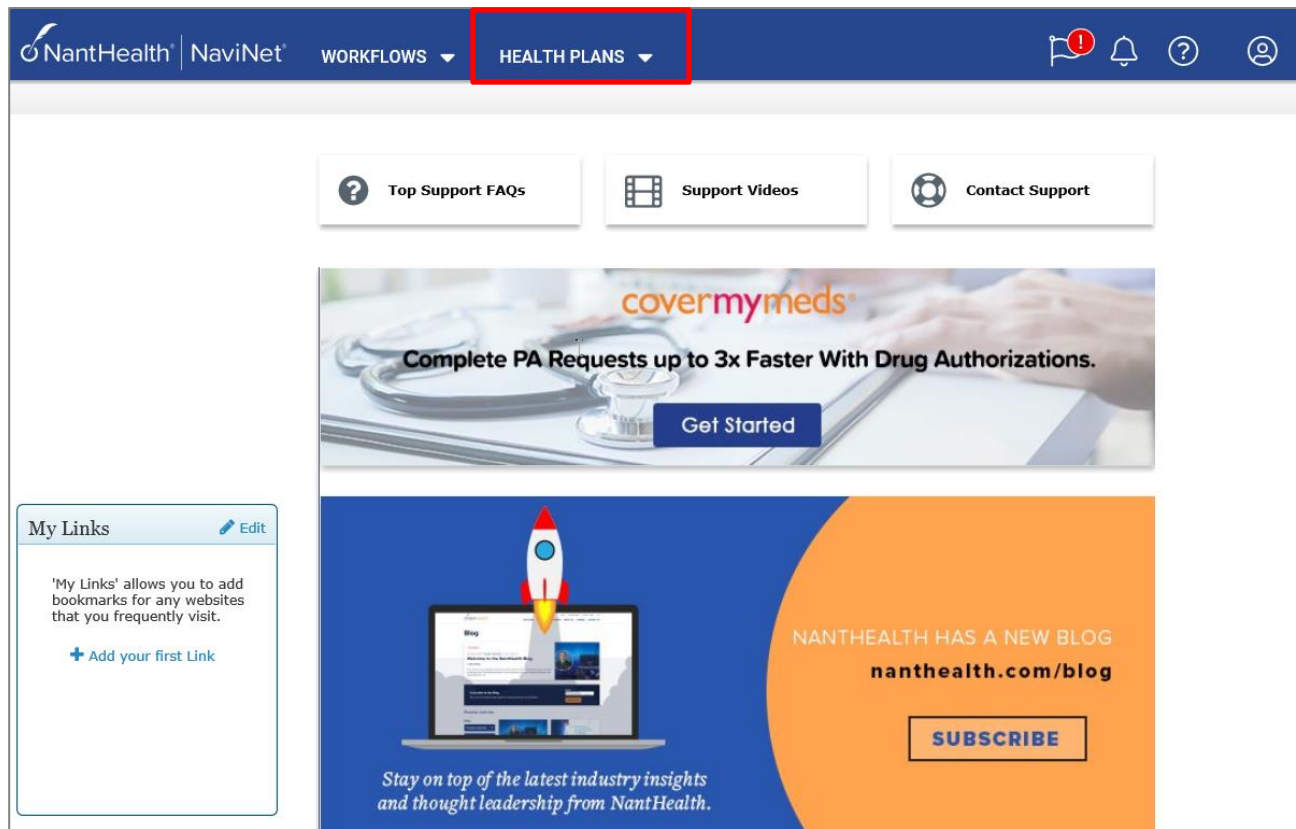
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[Terms of Use](#)

Norton SECURED
powered by digicert

Step	Action
1.	Access NaviNet using the following address: https://navinet.navimedix.com
2.	Enter your Username
3.	Enter your Password
4.	Click the Sign In button Result: <i>The NaviNet Home screen will be displayed</i>

Logging in to Provider Portal



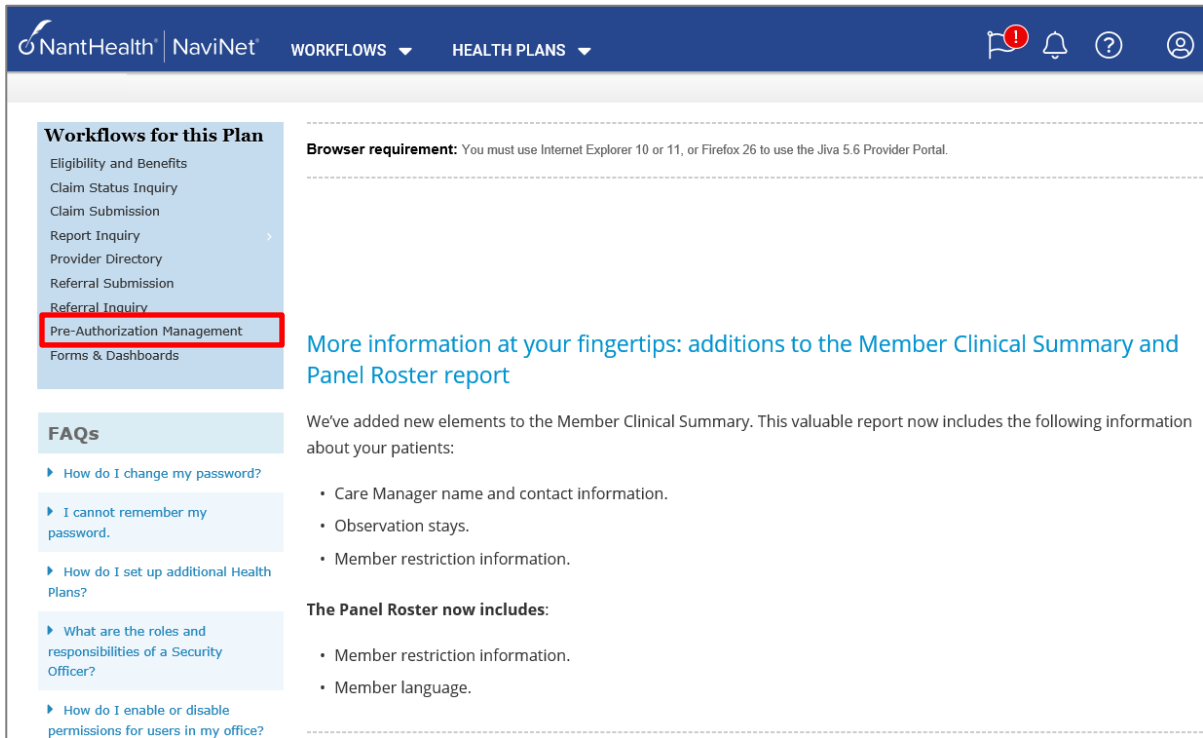
The NaviNet Home Page is not Health Plan-specific.

To locate your Health Plan:

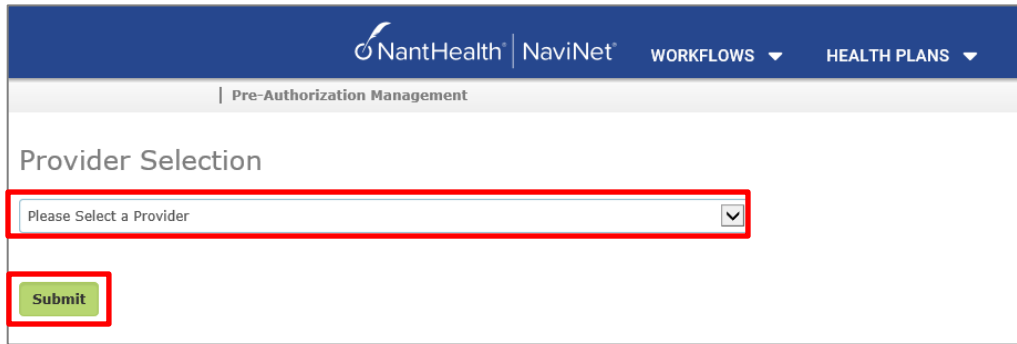
Step	Action
1.	Click on HEALTHPLANS in the top menu
2.	Select the appropriate health plan from the drop down list
	Result: <i>The Health Plan-specific Home page will display</i>

Logging in to Provider Portal

The general layout of the Health Plan Home page will be similar across all Health Plans. However, each Health Plan may have customized items on their home page, such as links available in the **Workflows for the Plan** section.



To access the Provider Portal:

Step	Action
1.	<p>Click on the Pre-Authorization Management link</p> <p>Result: JIVA/Provider Portal will open*</p> <p>*NOTE: Based on the Plan, there may be an additional step prior to the Provider Portal opening. The Provider Selection page may display. If it does, you would select your Provider from the drop-down menu and click on the Submit button. The Provider Portal will then open.</p> 

Overview of the Dashboard

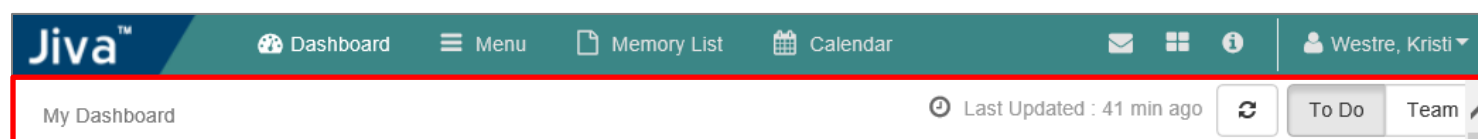
The dashboard consists of widgets (*or panels*) that help you to access the tasks that are assigned to you. It also provides high-level information about the episodes and activities assigned to you.

Application Banner



Menu Bar	Description
Dashboard	Click to return to the Dashboard from anywhere within the Provider Portal.
Menu	Click to access ways to search for a member.
Memory list	The Memory List bookmarks Add and Edit screens. It is an easy way to move back to a member or episode you worked on earlier and have not closed.
Calendar	The calendar will display any tasks that have been assigned to you.
Messaging	N/A – The messaging functionality will not be used.
Legend	Click to see a legend of icons that may be associated with members.
Jiva Help	Click to access help for the screen you are on.
Profile	Click to make changes to the color scheme.

My Dashboard Banner







Item	Description
Last Updated	Displays the last time the Dashboard was updated
Refresh	Click the Refresh icon to update the Dashboard to view the most current information.
To Do	Displays the widgets containing information regarding episodes associated with you.
Team	Displays the widgets containing information regarding episodes associated with your team.

Overview of the Dashboard: To-Do View

These widgets contain information regarding the episodes associated with you.

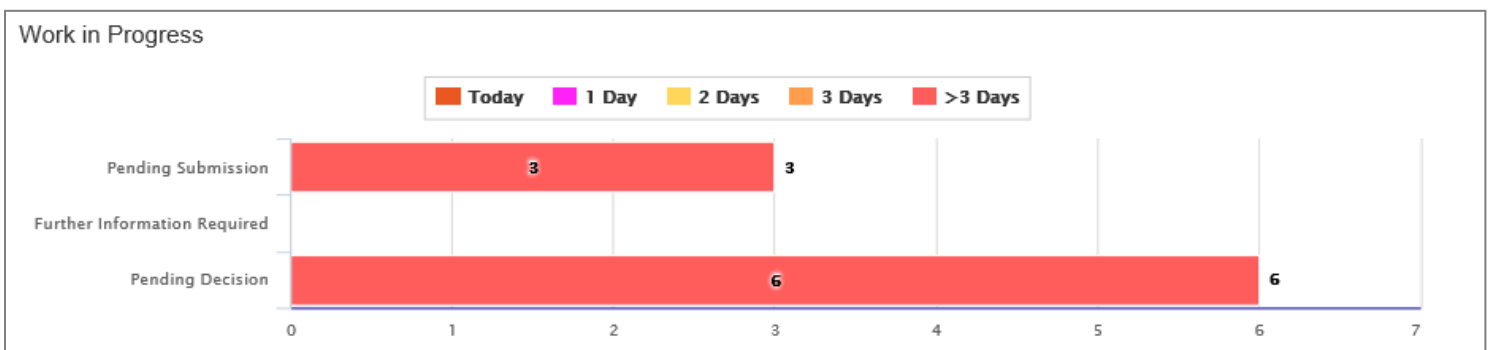
Information Widget

 0 Alerts
 0 Messages
 7 My Requests
 0 Gaps in Care

Item	Description																																										
Alerts	Displays the number of notifications or reminders of an action performed, or to be performed. Click on the hyperlink to view the alerts.																																										
Messages	N/A – This functionality will not be used.																																										
My Requests	<p>Displays the number of episodes that have been submitted. Click the hyperlink to view the list of requests.</p> <div data-bbox="337 886 1510 1121" data-label="Table"> <p>My Requests</p> <p>All [v] All [v] Filter by Date: 07/12/2020 [calendar] - 09/10/2020 [calendar]</p> <table border="1"> <thead> <tr> <th>Actions</th> <th>Episode Type</th> <th>Cert Number</th> <th>Episode ID</th> <th>Member Name</th> <th>Requested/Created Date</th> <th>Diagnosis</th> <th>Procedure</th> <th>Provider</th> <th>Created By</th> <th>Submitted By</th> <th>Status</th> <th>No. Approved Units</th> <th>No. Denied Units</th> </tr> </thead> <tbody> <tr> <td></td> <td>IP</td> <td>2008000389</td> <td>9025566</td> <td>ExampleA, Portal</td> <td>08/12/2020</td> <td>I50.9</td> <td>93352</td> <td></td> <td>Westre, Kristi</td> <td>Westre, Kristi</td> <td>Pending Decision</td> <td>0</td> <td>0</td> </tr> <tr> <td></td> <td>IP</td> <td>2008000391</td> <td>9025568</td> <td>ExampleB, Portal</td> <td>08/12/2020</td> <td>I50.9</td> <td>33460</td> <td></td> <td>Westre, Kristi</td> <td>Westre, Kristi</td> <td>Pending Decision</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p><i>Note: It does not include episodes that are pending submission.</i></p> </div>	Actions	Episode Type	Cert Number	Episode ID	Member Name	Requested/Created Date	Diagnosis	Procedure	Provider	Created By	Submitted By	Status	No. Approved Units	No. Denied Units		IP	2008000389	9025566	ExampleA, Portal	08/12/2020	I50.9	93352		Westre, Kristi	Westre, Kristi	Pending Decision	0	0		IP	2008000391	9025568	ExampleB, Portal	08/12/2020	I50.9	33460		Westre, Kristi	Westre, Kristi	Pending Decision	0	0
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Gaps in Care	Displays any Gaps in Care for the members associated with you.																																										

Work in Progress Widget

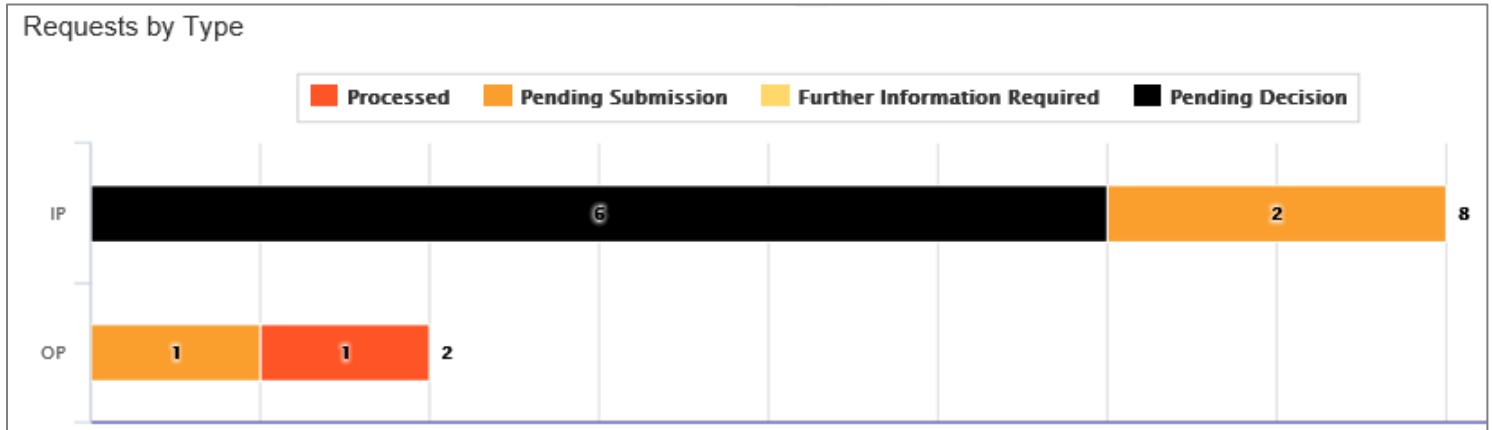
You can view the request statistics by status in the Work in Progress widget. It displays the number of requests created and their statuses in a graphical representation. It also displays the number of days that a request is in the same status (color coded). Clicking on a bar in the graph will display those given episodes.



Overview of the Dashboard: To-Do View, continued

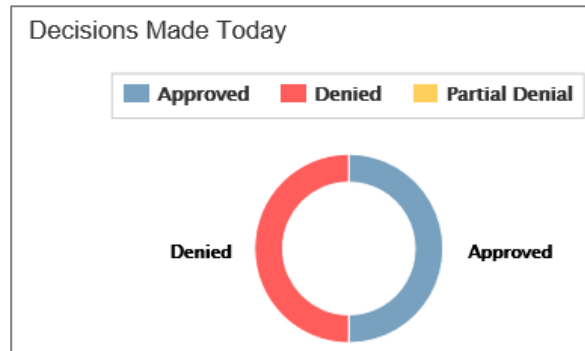
Requests by Type Widget

The Requests by Type widget displays the number of requests that are processed, pending for submission, pending for decision, and awaiting further information based on the episode types.



Decisions Made Today Widget

The Decisions Made Today widget displays the statistics of stay and service requests that are approved, denied, or partially denied pertaining to the requests made by you. Click on a status in the graph to view the associated episode(s).



My Activities Widget

The My Activities widget displays the list of activities assigned to you that are schedule to be performed on the current date, by default.

Overview of the Dashboard: Team View

The Team view will display information regarding your team.

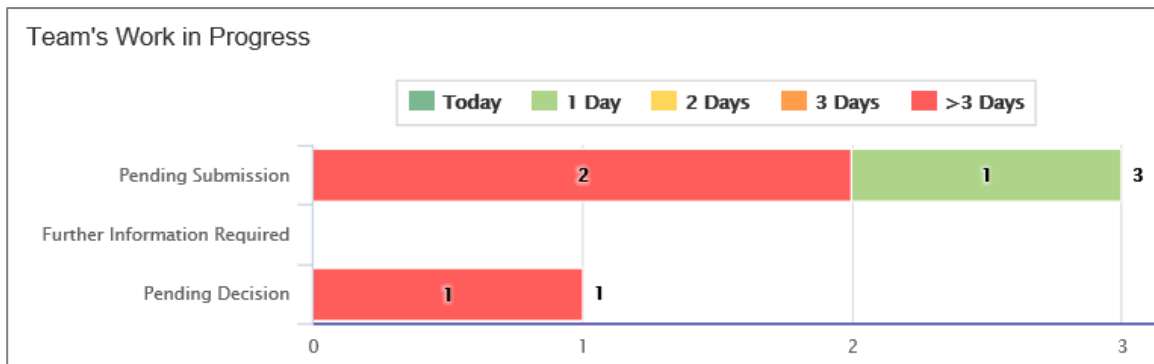
Team Members Widget

The Team Members widget displays the number of team members along with their names. You can access episodes associated with your team members by clicking on their names. This will take you to their Dashboard.



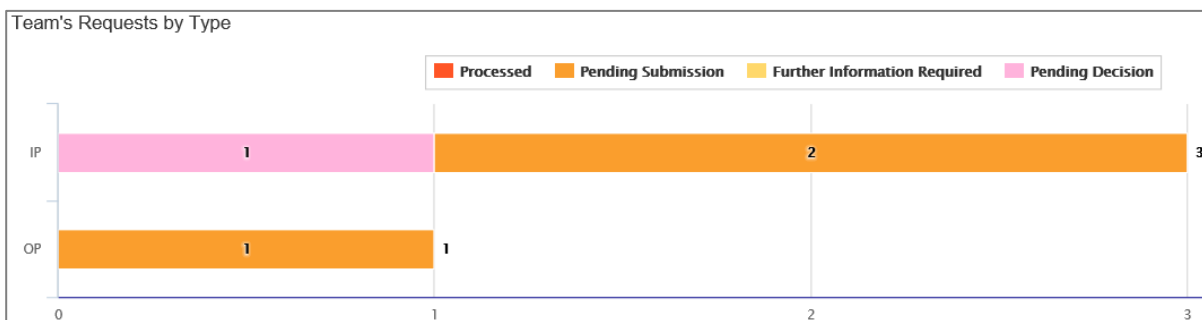
Team's Work in Progress Widget

The Team's Work in Progress widget displays the number of episodes created by your team and is displayed based on the timeline.



Team's Requests by Type Widget

The Team's Request by Type widget displays the number of requests that are processed, pending for submission, pending for decision, and awaiting further information depending on the episode types. You may click on a bar in the graph to access the specific information.




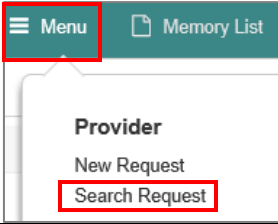


2 SEARCHING FOR A MEMBER

Searching for a Member – Search Request Tab

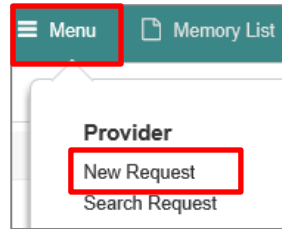
It is recommended that you search for a possible duplication before entering a request. Conducting the search using **Search Request** allows you to view existing requests for a member.

	<h3>Duplicate Case Check and Alert</h3> <ul style="list-style-type: none"> Jiva will compare dates of service, treating provider and procedure request to other cases for the member. You will receive a warning message if a possible duplicate exists. Jiva will not auto approve any case that is a possible duplicate. The request will be evaluated by the Utilization Management team.
---	--

Step	Action																																							
1.	<p>Click on Search Request on the menu bar.</p> 																																							
2.	<p>Search by one of the following:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #555; color: white;"> <th>Search Information</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Member ID</td> <td>Member ID Type: defaults to ELIG Member ID which is their health plan ID. You will need to enter -01 at the end of the Member ID</td> </tr> <tr> <td>Member Name & DOB</td> <td>You need to enter both the Member Name and DOB</td> </tr> <tr> <td>Certification Number</td> <td>If you are searching for a particular submitted or saved request, you may search by the Certification Number</td> </tr> </tbody> </table>	Search Information	Description	Member ID	Member ID Type: defaults to ELIG Member ID which is their health plan ID. You will need to enter -01 at the end of the Member ID	Member Name & DOB	You need to enter both the Member Name and DOB	Certification Number	If you are searching for a particular submitted or saved request, you may search by the Certification Number																															
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3.	<p>Select “Cases Treated By Me” in the View Requests drop down. This will display requests associated with the selected business entity.</p>																																							
4.	<p>Verify that “All” is in the Business Entity field.</p>																																							
5.	<p>Click the Search button and check for duplicate requests.</p> <p>Result: Cases found for the specified member will be displayed in the “Request Search Results” section, along with the Add New Request button. If no matching records for the specified member are found, a message will be displayed indicating this, along with the Add New Request button.</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #e0e0e0;"> <th>Action</th> <th>Episode ID</th> <th>Member Name</th> <th>Episode Type</th> <th>Date of Service</th> <th>Cert Number</th> <th>Diagnosis</th> <th>Created By</th> <th>Submitted By</th> <th>Initial Due Date</th> <th>Status</th> <th>Decision</th> <th>Decision Reason</th> </tr> </thead> <tbody> <tr> <td>⚙</td> <td>9025648</td> <td>ExampleA, Portal</td> <td>IP</td> <td>08/13/2020</td> <td>2008000412</td> <td>M13.169 (Monoarthritis, not elsewhere classified, unspecified knee)</td> <td>Westre, Kristi</td> <td>Westre, Kristi</td> <td></td> <td>Processed</td> <td>Approved</td> <td>Clinical Reviewer Approval</td> </tr> <tr> <td>⚙</td> <td>9026454</td> <td>ExampleA, Portal</td> <td>IP</td> <td>09/10/2020</td> <td>92009000124</td> <td>R69 (Illness, unspecified)</td> <td>Westre, Kristi</td> <td></td> <td></td> <td>Pending Submission</td> <td></td> <td></td> </tr> </tbody> </table> <p style="text-align: right; margin-top: 10px;"> Add New Request </p>	Action	Episode ID	Member Name	Episode Type	Date of Service	Cert Number	Diagnosis	Created By	Submitted By	Initial Due Date	Status	Decision	Decision Reason	⚙	9025648	ExampleA, Portal	IP	08/13/2020	2008000412	M13.169 (Monoarthritis, not elsewhere classified, unspecified knee)	Westre, Kristi	Westre, Kristi		Processed	Approved	Clinical Reviewer Approval	⚙	9026454	ExampleA, Portal	IP	09/10/2020	92009000124	R69 (Illness, unspecified)	Westre, Kristi			Pending Submission		
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Searching for a Member – New Request Tab

If the **Add New Request** button is not displayed after searching for a member using the **Search Request** tab, you can search for a member and add a new request using the **New Request** tab.



Step	Action
1.	Click on Menu on the menu bar.
2.	Select New Request

New Request

Member Last Name

Member First Name

Member DOB

Client

Member ID Type

Member ID *

Step	Action
1.	Enter the Member ID in the Member ID field.
	<div style="border: 1px solid #ccc; padding: 5px; display: flex; align-items: center;"> <p>When searching by Member ID you must enter “-01” at the end of the Member ID.</p> </div>
2.	Click the Search button to search for the member. Result: Information for the specified member will be displayed in the Member Search Results section and the Add New Request field will be displayed in the Action column.

New Request

Member Last Name

Member First Name

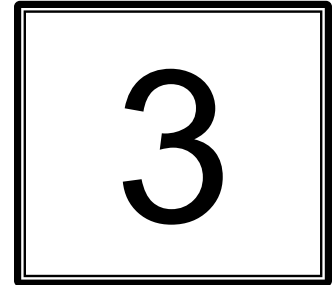
Member DOB

Client

Member ID Type

Member ID *

	Jiva Member ID	Member Name	Member Date of Birth	Gender	Member ID	Coverage Start Date	Coverage End Date	Group Name	Action
⚙		ExampleA, Portal	04/19/1966	F		01/01/2004	12/31/9999		Add Request <input type="button" value="v"/>



3 ENTER AN IP CLINICAL REQUEST

How to Enter an Inpatient Clinical Request

When entering a request you have 2 options:

- 1) Enter a clinical request which includes all clinical information.
- 2) Enter a nonclinical request where the clinical information can be added at a later time.

The steps in this chapter outline how to enter an IP clinical request. Reference chapter 4 “How to Enter an IP Non-clinical Request” and Chapter 5 “How to Add Clinical Information to an Existing IP Non-clinical Request” for more information.

When entering a **clinical** request, you **must provide** the following information:

- **Episode Details**
- **Diagnosis- primary a must, secondary is optional**
- **Treating Provider**
- **Attending Physician**
- **Add stay request**
- **Add Assessment (if triggered)**
- **All clinical information**



Requests where the clinical information is entered may auto approve based on what is requested and the information provided in the Assessment.

Adding a New IP Clinical Request – Adding Episode Details

After locating the member (following the steps outlined in Chapter 2), click on **Add New Request** and select **Inpatient** from the drop-down list.

The Member Demographics are at the top of the page. You may click the drop-down caret on the right to expand the demographics window.

The screenshot shows the Jiva portal interface. At the top, there's a navigation bar with 'Jiva' logo and links for Dashboard, Menu, Memory List, and Calendar. Below that, member information is displayed: ExampleA, Portal (Female), DOB: 04/19/1966 (54y), Member ID, and Government ID. A red box highlights the 'Inpatient Request' form area. Within this form, the 'Episode Details' section is expanded, showing three dropdown menus: 'Request Type *', 'Request Priority *', and 'Admit Type'. A blue hyperlink labeled 'Optional Fields' is circled in red.

Follow these steps to complete the **Episode Details** section:

Step	Action
1.	Select the appropriate Request Type from the drop down
2.	Select the appropriate Request Priority from the drop down
3.	Select the appropriate Admit Type from the drop down

If you click the **Optional Fields** hyperlink, additional fields will be displayed.

This screenshot shows the 'Inpatient Request' form with the 'Optional Fields' section expanded. The 'Time Request' field is a text input, and the 'Reason for Request' field is a dropdown menu. Both are highlighted with a red box.

- **Time Request:** This field will auto-populated based on the **Request Priority**.
- **Reason for Request:** Select the appropriate reason from the drop down.

Adding a New IP Clinical Request – Adding Diagnosis

You can add multiple diagnoses from this screen or you can utilize the **Favorite Diagnosis** hyperlink to save time and keystrokes. The **Favorite Diagnosis** function will allow you to create and manage a list of frequently used diagnoses. The list is unique to the provider’s account. Reference Chapter 9 “*Favorite Diagnosis List – How to Create a Favorites List.*”

i **Diagnosis**

Code Type *

Diagnosis *

[Advanced Search](#) [Favorite Diagnosis](#)

Step	Action												
1.	Code Type will default to ICD10. You may select a different code type if applicable.												
2.	Type the diagnosis or code in the Diagnosis field. You may also use the Advanced Search function, if needed.												
3.	Once you select the diagnosis, it will display on the screen and be attached to the episode. <table border="1" style="margin: 10px auto; width: 80%; border-collapse: collapse;"> <thead> <tr style="background-color: #f2f2f2;"> <th>Primary Dx</th> <th>Code Type</th> <th>Diagnosis</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">★</td> <td>ICD10</td> <td>I50.9--Heart failure, unspecified</td> <td></td> </tr> <tr> <td style="text-align: center;">☆</td> <td>ICD10</td> <td>R69--Illness, unspecified</td> <td style="text-align: center;">-</td> </tr> </tbody> </table>	Primary Dx	Code Type	Diagnosis	Actions	★	ICD10	I50.9--Heart failure, unspecified		☆	ICD10	R69--Illness, unspecified	-
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☆	ICD10	R69--Illness, unspecified	-										
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If you...	Then...												
want to add additional diagnoses	Repeat steps 2 and 3. Note: <ul style="list-style-type: none"> - Click the remove icon to remove a diagnosis from the request. - You cannot remove a diagnosis unless there is more than one diagnosis already selected - Click the Star ★ in the Primary Dx column if you need to designate a different diagnosis as primary. 												
do not want to add additional diagnoses	Proceed to the Providers section of the episode.												


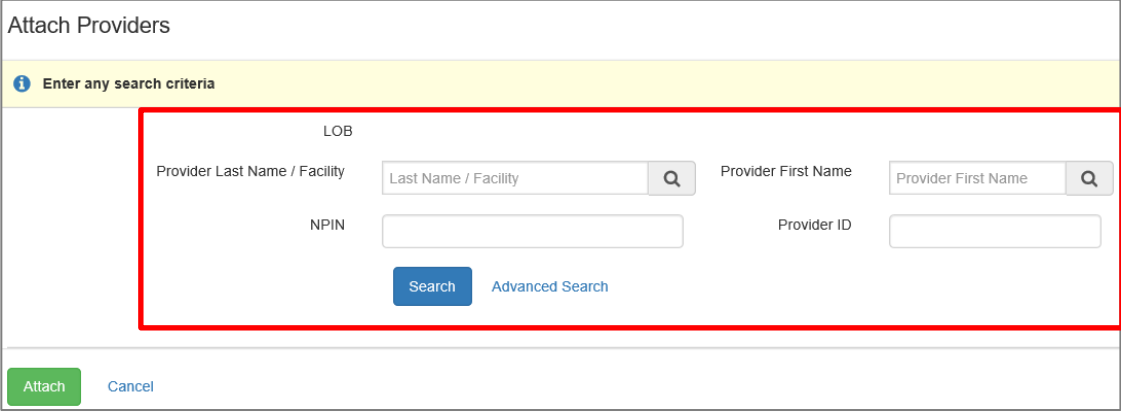
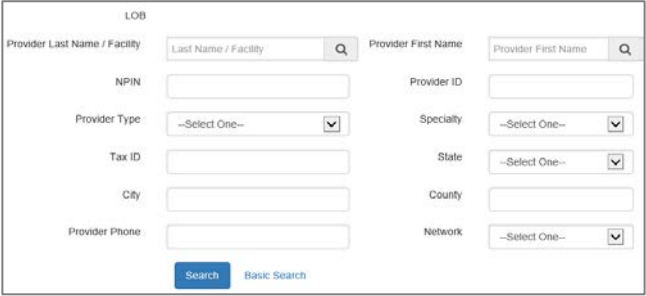
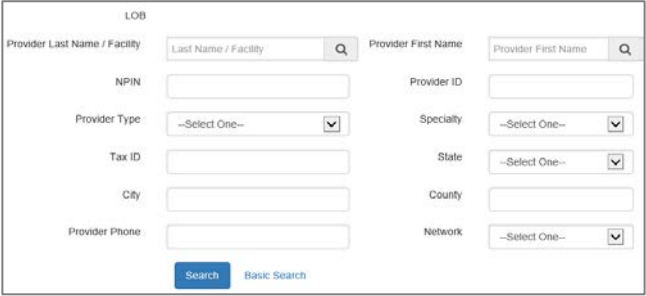
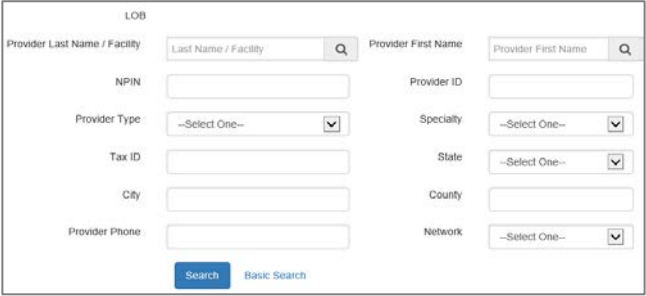
Adding a New IP Clinical Request – Adding Providers

All Inpatient requests require a **Treating** provider (Facility) and an **Attending** physician.

The steps below outline the processes for adding providers to the request.



Favorite Providers - You can utilize the Favorite Providers hyperlink to save time and keystrokes. The **Favorite Providers** list will allow you to create and manage a list of frequently used providers. Reference Chapter 9 “*Favorite Provider List–How to Create a Favorites List.*”

Step	Action						
1.	<p>Click the Attach Providers button.</p> 						
2.	<p>Enter the appropriate search criteria and click on Search.</p> 						
3.	<p>After clicking Search:</p> <table border="1" data-bbox="354 1339 1463 1860"> <thead> <tr> <th data-bbox="354 1339 712 1398">If appropriate provider...</th> <th data-bbox="712 1339 1463 1398">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="354 1398 712 1457">Is displayed</td> <td data-bbox="712 1398 1463 1457">Proceed to Step 4.</td> </tr> <tr> <td data-bbox="354 1457 712 1860"><i>Is not</i> displayed</td> <td data-bbox="712 1457 1463 1860"> <p>You may use the Advanced Search functionality and click the Attach button after locating the provider</p>  </td> </tr> </tbody> </table>	If appropriate provider...	Then...	Is displayed	Proceed to Step 4.	<i>Is not</i> displayed	<p>You may use the Advanced Search functionality and click the Attach button after locating the provider</p> 
If appropriate provider...	Then...						
Is displayed	Proceed to Step 4.						
<i>Is not</i> displayed	<p>You may use the Advanced Search functionality and click the Attach button after locating the provider</p> 						

Adding a New IP Clinical Request – Adding Providers (cont.)

Search Results						
	Provider ID	Provider Name	Location	Type	Provider Role	Partici
	0000000	Hospital A	Any City, PA	Facility/Vendor	Treating	
<ul style="list-style-type: none"> Single Attach Multiple Attach Set as Favorite 						

Step	Action
4.	<ul style="list-style-type: none"> Search for the facility. Once you have located the facility, select “Treating” from the drop-down list in the Provider Role column, click the icon next to the provider row and select Single Attach to attach the provider to the episode. <p>Result: The Provider will be attached and listed in the Providers section of the episode.</p>
5.	<ul style="list-style-type: none"> Search for the attending physician. Once you have located the physician, select “Attending” from the drop-down list in the Provider Role column, click the icon next to the provider row and select Single Attach to attach the provider to the episode. <p>Result: The Provider will be attached and listed in the Providers section of the episode.</p>



If you want to ...	Then...
<p><u>Attach multiple providers to an episode at the same time</u></p>	<p>Follow the steps outlined below:</p> <ul style="list-style-type: none"> Search for the desired providers In the row of each desired provider in the search results screen, select the appropriate Provider Role from the drop-down list, click the icon next to the row and select the Multiple Attach option As each provider is selected, they will be added to the “Selected Providers List” at the bottom of the screen When all providers have been added, verify the selected Provider Role and click the Attach button to add them to the episode.

Provider Details	ID	Name	Location	Role	Network	Phone	Action
		Hospital A		Treating			
		Provider A		Attending			

NOTE:

- If the incorrect provider is attached, click the **Deactivate** icon to deactivate the facility. The facility will be removed from the episode.

Adding a New IP Clinical Request – Adding Stay Request

You can add a Stay Request (length of stay/days in hospital) without adding a Service Request. The Service Request is used to request a surgical procedure. The following steps outline how to add the Stay Request.

Stay Request	Service Type *	--Select One--	Actual Admit Date	<input type="text"/>
	Place of Service	Medical		<input type="text"/>
	Requested Level Of Care	--Select One--	LOS Requested	<input type="text"/>

Step	Action
1.	Select the most appropriate choice in the Service Type drop down.
2.	Select the most appropriate choice in the Place of Service drop down. Note - If you are uncertain, select " Medical ."
3.	Select the most appropriate "type of bed or unit" in which the member was admitted in the Requested Level of Care drop down.
4.	Enter the "date of admission" in the Admit Date field.
5.	Enter "1" in the LOS Requested # field.

Adding a New IP Clinical Request – Adding Service Request (if applicable)





When adding a procedure to an Inpatient request, you will need to complete the **Service Request** section.



Favorite Services - You can utilize the Favorite Services hyperlink to save time and keystrokes. The **Favorite Services** functionality will allow you to create and manage a list of frequently used services. Reference Chapter 9 “*Favorite Services List–How to Create a Favorites List.*”

Step	Action																						
1.	<p>Complete information in the Service Request section (<i>if applicable</i>) using the guidelines outlined below:</p> <div data-bbox="407 554 1390 968" style="border: 1px solid gray; padding: 10px; margin: 10px 0;"> </div> <table border="1" data-bbox="228 982 1565 1503"> <tr> <td>Service Type</td> <td>Defaults to Inpatient, but update as needed</td> </tr> <tr> <td>Place of Service</td> <td>Defaults to Medical, but update as needed</td> </tr> <tr> <td>Code Type</td> <td>Defaults to CPT, but update as needed</td> </tr> <tr> <td>Service Code</td> <td>Enter the requested procedure code. Note: You can type the procedure code or a description of the code. As information is typed, the auto coder will automatically display matches in the drop-down list. Select the appropriate procedure from the list. You can also use the Advanced Search link to initiate a search for the procedure code.</td> </tr> <tr> <td>Modifier</td> <td>Enter modifier details as appropriate</td> </tr> <tr> <td>Start Date</td> <td>Defaults to match the Actual Admit date, update as needed</td> </tr> <tr> <td>End Date</td> <td>Defaults to the next day, update as needed</td> </tr> </table> <p>To view these fields, you may need to click on the Optional Fields hyperlink.</p> <table border="1" data-bbox="228 1549 1565 1780"> <tr> <td>Time Frame</td> <td>Defaults to 1, but update as needed</td> </tr> <tr> <td>Time Period</td> <td>Defaults to 1, but update as needed</td> </tr> <tr> <td>Units</td> <td>Defaults to 1, but update as needed</td> </tr> <tr> <td>UCR Cost</td> <td>N/A – not used</td> </tr> </table>	Service Type	Defaults to Inpatient, but update as needed	Place of Service	Defaults to Medical, but update as needed	Code Type	Defaults to CPT, but update as needed	Service Code	Enter the requested procedure code. Note: You can type the procedure code or a description of the code. As information is typed, the auto coder will automatically display matches in the drop-down list. Select the appropriate procedure from the list. You can also use the Advanced Search link to initiate a search for the procedure code.	Modifier	Enter modifier details as appropriate	Start Date	Defaults to match the Actual Admit date, update as needed	End Date	Defaults to the next day, update as needed	Time Frame	Defaults to 1, but update as needed	Time Period	Defaults to 1, but update as needed	Units	Defaults to 1, but update as needed	UCR Cost	N/A – not used
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Time Frame	Defaults to 1, but update as needed																						
Time Period	Defaults to 1, but update as needed																						
Units	Defaults to 1, but update as needed																						
UCR Cost	N/A – not used																						

Adding a New IP Clinical Request – Adding Service Request (if applicable), cont.

Step	Action																											
2.	<p>Click the Add button</p> <p>Result: The Service Request line will now be populated (appears below the Service Request fields)</p> <table border="1" data-bbox="233 386 1549 541"> <thead> <tr> <th colspan="9">Service Request</th> </tr> <tr> <th>Action</th> <th><input type="checkbox"/></th> <th>Service Code</th> <th>Requested#</th> <th>Start Date</th> <th>End Date</th> <th>Service Type</th> <th>Place of Service</th> <th>Review Status</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>93352(CPT)</td> <td>1</td> <td>08/12/2020</td> <td>08/13/2020</td> <td>Inpatient</td> <td>Medical</td> <td></td> </tr> </tbody> </table> <p>Note: If a Service Request was added in error or with incorrect information, you may click the  icon in the Action column to remove the given line.</p>	Service Request									Action	<input type="checkbox"/>	Service Code	Requested#	Start Date	End Date	Service Type	Place of Service	Review Status			93352(CPT)	1	08/12/2020	08/13/2020	Inpatient	Medical	
Service Request																												
Action	<input type="checkbox"/>	Service Code	Requested#	Start Date	End Date	Service Type	Place of Service	Review Status																				
		93352(CPT)	1	08/12/2020	08/13/2020	Inpatient	Medical																					
3.	Repeat Steps 1 and 2 to add additional services, if appropriate																											


Adding a New IP Clinical Request – InterQual

Access and complete InterQual Connect Clinical Criteria



If you need training or have questions regarding the use of InterQual Connect criteria, please contact your facility InterQual trainer or contact your Change HealthCare account representative.

The health plan is certified to conduct training for internal associates only.

Step	Action																																				
1.	<p>Click the Check for Review button.</p> 																																				
2.	<p>Once determined that one or both exists, you will receive the following pop-up message. Click OK.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>pr-jv6-ap-pp.amerihealthcaritas.com says</p> <p>There are stay/service lines to be reviewed. Kindly complete the same before submit.</p> <p style="text-align: right;">OK</p> </div>																																				
3.	<p>Click the appropriate Go to Criteria button.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">If...</th> <th style="width: 50%;">Then...</th> </tr> </thead> <tbody> <tr> <td>Only a Stay Request</td> <td> <ul style="list-style-type: none"> Click the Go to Criteria button associated with the Stay Request. </td> </tr> <tr> <td>Both Stay and Service Requests</td> <td> <ul style="list-style-type: none"> The Go to Criteria button associated with the Stay Request will be inactive. Click the Go to Criteria button associated with the Service Request. </td> </tr> </tbody> </table> <div style="margin-top: 10px;"> <p>Stay Request</p> <table style="width: 100%;"> <tr> <td>Treatment Setting *</td> <td>Hospital - Inpatient</td> <td>Actual Admit Date</td> <td>10/12/2021</td> </tr> <tr> <td>Treatment Type</td> <td>Medical</td> <td>LOS Requested</td> <td>1</td> </tr> <tr> <td>Requested Level Of Care</td> <td>Medical</td> <td>Review Status</td> <td></td> </tr> </table> <p style="text-align: center;">Go to Criteria</p> </div> <div style="margin-top: 10px;"> <p>Service Request</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Action</th> <th>Service Code</th> <th>Modifier</th> <th>Requested#</th> <th>Start Date</th> <th>End Date</th> <th>Treatment Setting</th> <th>Treatment Type</th> <th>Review Status</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td>50280(CPT)</td> <td></td> <td style="text-align: center;">1</td> <td style="text-align: center;">10/15/2021</td> <td style="text-align: center;">11/15/2021</td> <td>Hospital - Inpatient</td> <td>Medical</td> <td></td> </tr> </tbody> </table> </div>	If...	Then...	Only a Stay Request	<ul style="list-style-type: none"> Click the Go to Criteria button associated with the Stay Request. 	Both Stay and Service Requests	<ul style="list-style-type: none"> The Go to Criteria button associated with the Stay Request will be inactive. Click the Go to Criteria button associated with the Service Request. 	Treatment Setting *	Hospital - Inpatient	Actual Admit Date	10/12/2021	Treatment Type	Medical	LOS Requested	1	Requested Level Of Care	Medical	Review Status		Action	Service Code	Modifier	Requested#	Start Date	End Date	Treatment Setting	Treatment Type	Review Status	<input checked="" type="checkbox"/>	50280(CPT)		1	10/15/2021	11/15/2021	Hospital - Inpatient	Medical	
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<input checked="" type="checkbox"/>	50280(CPT)		1	10/15/2021	11/15/2021	Hospital - Inpatient	Medical																														

Adding a New IP Clinical Request – InterQual, cont.

Step	Action						
4.	<p>You will receive the following message. Click OK only if you completed the items listed.</p> <div data-bbox="243 310 1088 640" style="border: 1px solid black; padding: 10px;"> <p>pr-jv6-ap-pp.amerihealthcaritas.com says</p> <p>Click OK only after all diagnoses, stay and/or service detail lines are completed. Edits are not permitted after clicking OK. Click Cancel to edit or OK to continue.</p> <div style="text-align: right;"> <input type="button" value="OK"/> <input type="button" value="Cancel"/> </div> </div>						
5.	<p>The system will connect with InterQual and determine if there is a matching guideline.</p> <table border="1" data-bbox="240 756 1550 1497"> <thead> <tr> <th data-bbox="240 756 581 798">If there is...</th> <th data-bbox="581 756 1550 798">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="240 798 581 1171"> <p>Matching Guideline</p> </td> <td data-bbox="581 798 1550 1171"> <p>You will receive this pop-up similar to this where you may select the appropriate guideline and click on OK. Proceed to Step 6 in this section.</p> <div data-bbox="597 892 1242 1165" style="border: 1px solid gray; padding: 5px;"> <p>Select Guideline</p> <p>InterQual Guideline Selection</p> <p>Code : <input type="text" value="I50.9, G0493"/></p> <p>Guideline : <input checked="" type="radio"/> Home Care Services, Adult, LOC:Home Care Q & A <input type="radio"/> Home Care Services, Pediatric, LOC:Home Care Q & A</p> <p style="text-align: right;"><input type="button" value="Ok"/> <input type="button" value="Cancel"/></p> </div> </td> </tr> <tr> <td data-bbox="240 1171 581 1497"> <p>No Matching Guideline</p> </td> <td data-bbox="581 1171 1550 1497"> <p>You will receive this pop-up. Click OK to close the window and you will be returned to the request screen. Proceed to Adding Documents.</p> <div data-bbox="597 1260 1242 1491" style="border: 1px solid gray; padding: 5px;"> <p>Select Guideline</p> <p>InterQual Guideline Selection</p> <p>Code : <input type="text" value="J40"/></p> <p>Guideline : No matching guideline was found.</p> <p style="text-align: right;"><input type="button" value="Ok"/> <input type="button" value="Cancel"/></p> </div> </td> </tr> </tbody> </table>	If there is...	Then...	<p>Matching Guideline</p>	<p>You will receive this pop-up similar to this where you may select the appropriate guideline and click on OK. Proceed to Step 6 in this section.</p> <div data-bbox="597 892 1242 1165" style="border: 1px solid gray; padding: 5px;"> <p>Select Guideline</p> <p>InterQual Guideline Selection</p> <p>Code : <input type="text" value="I50.9, G0493"/></p> <p>Guideline : <input checked="" type="radio"/> Home Care Services, Adult, LOC:Home Care Q & A <input type="radio"/> Home Care Services, Pediatric, LOC:Home Care Q & A</p> <p style="text-align: right;"><input type="button" value="Ok"/> <input type="button" value="Cancel"/></p> </div>	<p>No Matching Guideline</p>	<p>You will receive this pop-up. Click OK to close the window and you will be returned to the request screen. Proceed to Adding Documents.</p> <div data-bbox="597 1260 1242 1491" style="border: 1px solid gray; padding: 5px;"> <p>Select Guideline</p> <p>InterQual Guideline Selection</p> <p>Code : <input type="text" value="J40"/></p> <p>Guideline : No matching guideline was found.</p> <p style="text-align: right;"><input type="button" value="Ok"/> <input type="button" value="Cancel"/></p> </div>
If there is...	Then...						
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<p>No Matching Guideline</p>	<p>You will receive this pop-up. Click OK to close the window and you will be returned to the request screen. Proceed to Adding Documents.</p> <div data-bbox="597 1260 1242 1491" style="border: 1px solid gray; padding: 5px;"> <p>Select Guideline</p> <p>InterQual Guideline Selection</p> <p>Code : <input type="text" value="J40"/></p> <p>Guideline : No matching guideline was found.</p> <p style="text-align: right;"><input type="button" value="Ok"/> <input type="button" value="Cancel"/></p> </div>						

Adding a New IP Clinical Request – InterQual, cont.

Step	Action						
6.	After answering the review questions, the Recommendations page will display either Criteria Met or Criteria Not Met .						
7.	From the Recommendations page: <table border="1" data-bbox="240 422 1554 590"> <thead> <tr> <th data-bbox="240 422 440 464">If you click...</th> <th data-bbox="440 422 1554 464">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="240 464 440 506">Save</td> <td data-bbox="440 464 1554 506">The review will be saved and can be updated, if needed, prior to submitting the request.</td> </tr> <tr> <td data-bbox="240 506 440 590">Complete</td> <td data-bbox="440 506 1554 590">The review will be saved and closed. It cannot be updated even if you have not yet submitted the request.</td> </tr> </tbody> </table>	If you click...	Then...	Save	The review will be saved and can be updated, if needed, prior to submitting the request.	Complete	The review will be saved and closed. It cannot be updated even if you have not yet submitted the request.
If you click...	Then...						
Save	The review will be saved and can be updated, if needed, prior to submitting the request.						
Complete	The review will be saved and closed. It cannot be updated even if you have not yet submitted the request.						
8.	Close the InterQual tab to return to the Provider Portal						
9.	The request line will now display a status in the Decision column.						

Adding a New IP Clinical Request – Adding Assessments

If an assessment is associated with the request, an **Assessment** section will be displayed where you may access and complete the associated assessment.

Step	Action
1.	In the New Tab of the Assessment section, click on the gear icon to the left of the Assessment and click on Start .
2.	Answer the questions. Note - Questions in red are mandatory.
3.	Click the Complete button to complete the assessment. Note - This will trigger any auto approval rules (if configured.) The Save button will not trigger the auto approval rules.

Adding a New IP Clinical Request – Adding Documents

When submitting an **IP Clinical Request**, you must attach the clinical information. Follow these instructions to add **Documents**.

Step	Action												
1.	<p>Complete the following:</p> <ol style="list-style-type: none">Document Title: enter the title of the documentDocument Type: defaults to Medical Document, update as needed.Document Description: optional fieldClick the Browse button to search for the document you wish to upload<ol style="list-style-type: none">Click the desired document and click the Open buttonYou will see the document name listed next to the Browse button.You may add additional documents by selecting Add.Select Done when you have added all documents you wish to attach. <div data-bbox="289 743 1495 1260"><p>Add Documents</p><p>Document Title * <input type="text" value="Additional Clinical Information"/></p><p>Document Type <input type="text" value="Medical Document"/></p><p>Document Description <input type="text" value="Allows 5000 characters only"/></p><p>Select Document * <input type="button" value="Browse"/> Document 2- for upload.docx</p><p><input type="button" value="Add"/></p><p>Selected Files</p><table border="1"><thead><tr><th></th><th>Document Title</th><th>Type</th><th>Date Added</th><th>Added User</th><th>Description</th></tr></thead><tbody><tr><td>⊖</td><td>Clinical Information</td><td>Medical Document</td><td>10/13/2021</td><td>Williams, Jessica</td><td></td></tr></tbody></table><p><input type="button" value="Done"/></p></div>		Document Title	Type	Date Added	Added User	Description	⊖	Clinical Information	Medical Document	10/13/2021	Williams, Jessica	
	Document Title	Type	Date Added	Added User	Description								
⊖	Clinical Information	Medical Document	10/13/2021	Williams, Jessica									

Adding a New IP Clinical Request – Adding Notes

Notes

Note Type: --Select One--

Note Encounter Date: 08/13/2020

Note Encounter Time: 08 49

Note Text

File Edit View Format Tools

B *I* U ABC

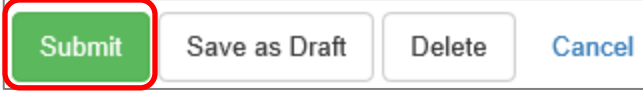
Step	Action
1.	Select the appropriate Note Type from the drop-down menu.
2.	Enter the appropriate notes in the notes section. Be sure to include your name and contact information in the event the Plan needs to contact you.



This is a shared note field. Notes can be viewed and entered by both you and the plan.

Adding a New IP Clinical Request – Submitting the Request

Once all required sections are completed, you are ready to submit the request.

Step	Action
1.	<p>Click on the Submit button to submit your request.</p>  <p>Note: The Submit button will not be active until a clinical review has been completed.</p>
2.	<p>The Request Details information will be displayed, including the Cert Number.</p> <p>Note: If the request is programmed to auto-approve, you will see Approved in the Decision column.</p>

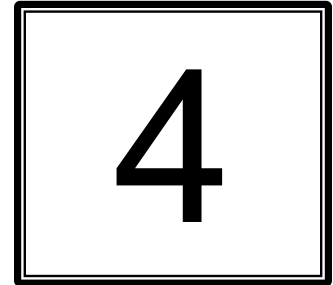
Request Details

Episode Abstract

Expected Decision Date : 08/15/2020 Authorization Type : IP Episode Number : 9025648 Episode Status : OpenRequest **Cert Number 2008000412**

Stay Request	Stay ID	LOS Requested#	LOS Assigned#	LOS Denied	Auth Start Date	Auth End Date	Service Type	Decision
	12548537	1	0	0	08/17/2020	08/18/2020	Inpatient	-

Authorization Details	Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency	Decision
	12548538	27428(CPT)	1	0	0			Inpatient	Per Day	Pending



4 ENTER AN IP NON-CLINICAL REQUEST

How to Enter an Inpatient Non-Clinical Request

A non-clinical request can be started by non-clinical staff or anyone who does not have clinical information available at the time of entry.

The non-clinical request can be saved and is available to access at a later time in order to add clinical data.

When entering a **non-clinical** request, you **must provide** the following information:

- **Episode Details**
- **Diagnosis- primary a must, secondary is optional**
- **Treating Provider**
- **Attending Physician**
- **Add stay request**

Adding a New IP Non-Clinical Request – Adding Episode Details

After locating the member (following the steps outlined in Chapter 2), click on **Add New Request** and select **Inpatient** from the drop-down list.

The Member Demographics are at the top of the page. You may click the drop-down caret on the right to expand the demographics window.

The screenshot shows the Jiva portal interface. At the top, there is a navigation bar with 'Jiva' logo and links for Dashboard, Menu, Memory List, and Calendar. Below this is a member information header for 'ExampleA, Portal (Female)' with fields for DOB, Member ID, and Government ID. A red box highlights the 'Inpatient Request' form area. On the right side of the member info, a red circle highlights a drop-down caret icon. The 'Inpatient Request' form has a left sidebar with 'Episode Details' selected. The main form area contains three required fields: 'Request Type *', 'Request Priority *', and 'Admit Type', each with a '--Select One--' dropdown menu. A blue hyperlink labeled 'Optional Fields' is circled in red at the bottom of the form.

Follow these steps to complete the **Episode Details** section:

Step	Action
1.	Select the appropriate Request Type from the drop down
2.	Select the appropriate Request Priority from the drop down
3.	Select the appropriate Admit Type from the drop down

If you click the **Optional Fields** hyperlink, additional fields will be displayed.

This screenshot shows the 'Inpatient Request' form with the 'Optional Fields' section expanded. The 'Request Type *', 'Request Priority *', and 'Admit Type' fields are visible. Below them, the 'Time Request' field (a text input) and the 'Reason for Request' field (a dropdown menu) are highlighted with a red box. The 'Episode Details' sidebar remains on the left.

- **Time Request:** This field will auto-populated based on the **Request Priority**.
- **Reason for Request:** Select the appropriate reason from the drop down.

Adding a New IP Non-Clinical Request – Adding Diagnosis

You can add multiple diagnoses from this screen or you can utilize the **Favorite Diagnosis** hyperlink to save time and keystrokes. The **Favorite Diagnosis** function will allow you to create and manage a list of frequently used diagnoses. The list is unique to the provider’s account. Reference Chapter 9 “*Favorite Diagnosis List – How to Create a Favorites List.*”

i **Diagnosis**

Code Type *

Diagnosis *

[Advanced Search](#) [Favorite Diagnosis](#)

Step	Action												
1.	Code Type will default to ICD10. You may select a different code type if applicable.												
2.	Type the diagnosis or code in the Diagnosis field. You may also use the Advanced Search function, if needed.												
3.	Once you select the diagnosis, it will display on the screen and be attached to the episode. <table border="1" style="margin: 10px auto; width: 80%; border-collapse: collapse;"> <thead> <tr style="background-color: #f2f2f2;"> <th style="width: 20%;">Primary Dx</th> <th style="width: 15%;">Code Type</th> <th style="width: 45%;">Diagnosis</th> <th style="width: 20%;">Actions</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">★</td> <td style="text-align: center;">ICD10</td> <td>I50.9--Heart failure, unspecified</td> <td></td> </tr> <tr> <td style="text-align: center;">☆</td> <td style="text-align: center;">ICD10</td> <td>R69--Illness, unspecified</td> <td style="text-align: center;">-</td> </tr> </tbody> </table>	Primary Dx	Code Type	Diagnosis	Actions	★	ICD10	I50.9--Heart failure, unspecified		☆	ICD10	R69--Illness, unspecified	-
Primary Dx	Code Type	Diagnosis	Actions										
★	ICD10	I50.9--Heart failure, unspecified											
☆	ICD10	R69--Illness, unspecified	-										
4.	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #808080; color: white;"> <th style="width: 40%;">If you...</th> <th style="width: 60%;">Then...</th> </tr> </thead> <tbody> <tr> <td>want to add additional diagnoses</td> <td> Repeat steps 2 and 3. Note: <ul style="list-style-type: none"> - Click the remove icon to remove a diagnosis from the request. - You cannot remove a diagnosis unless there is more than one diagnosis already selected - Click the Star ★ in the Primary Dx column if you need to designate a different diagnosis as primary. </td> </tr> <tr> <td>do not want to add additional diagnoses</td> <td>Proceed to the Providers section of the episode.</td> </tr> </tbody> </table>	If you...	Then...	want to add additional diagnoses	Repeat steps 2 and 3. Note: <ul style="list-style-type: none"> - Click the remove icon to remove a diagnosis from the request. - You cannot remove a diagnosis unless there is more than one diagnosis already selected - Click the Star ★ in the Primary Dx column if you need to designate a different diagnosis as primary. 	do not want to add additional diagnoses	Proceed to the Providers section of the episode.						
If you...	Then...												
want to add additional diagnoses	Repeat steps 2 and 3. Note: <ul style="list-style-type: none"> - Click the remove icon to remove a diagnosis from the request. - You cannot remove a diagnosis unless there is more than one diagnosis already selected - Click the Star ★ in the Primary Dx column if you need to designate a different diagnosis as primary. 												
do not want to add additional diagnoses	Proceed to the Providers section of the episode.												

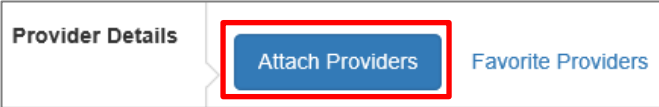
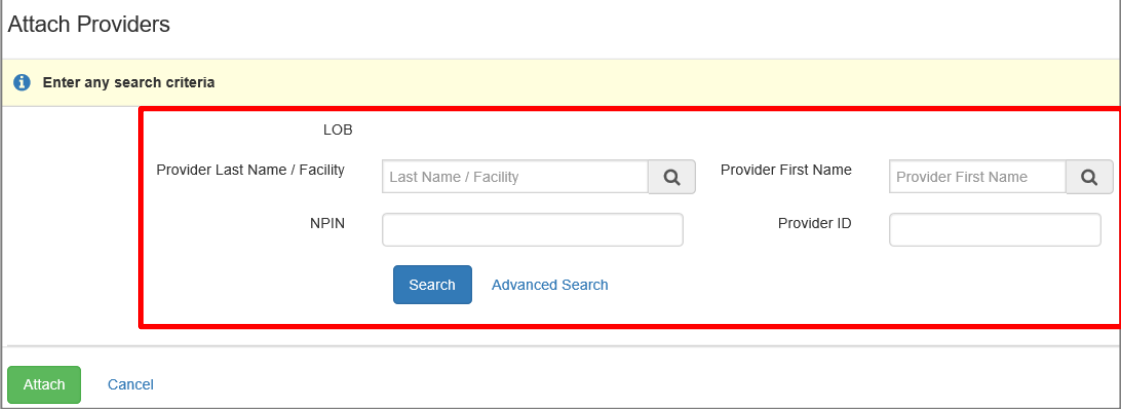
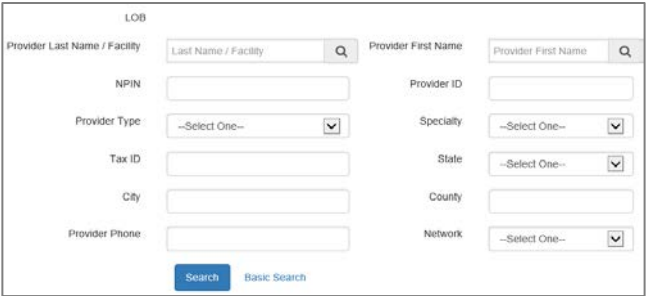
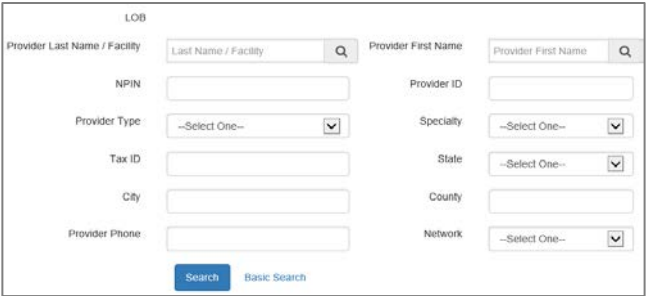
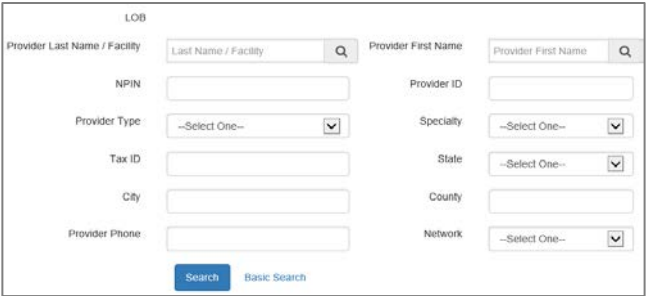
Adding a New IP Non-Clinical Request – Adding Providers

All Inpatient requests require a **Treating** provider (Facility) and an **Attending** physician.






The steps below outline the processes for adding providers to the request.


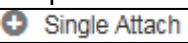

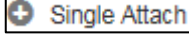


Favorite Providers - You can utilize the Favorite Providers hyperlink to save time and keystrokes. The **Favorite Providers** list will allow you to create and manage a list of frequently used providers. Reference Chapter 9 “*Favorite Providers List–How to Create a Favorites List.*”




Step	Action						
1.	<p>Click the Attach Providers button.</p> 						
2.	<p>Enter the appropriate search criteria and click on Search.</p> 						
3.	<p>After clicking Search:</p> <table border="1" data-bbox="354 1318 1464 1843"> <thead> <tr> <th data-bbox="354 1318 712 1381">If appropriate provider...</th> <th data-bbox="712 1318 1464 1381">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="354 1381 712 1440">Is displayed</td> <td data-bbox="712 1381 1464 1440">Click the Attach button</td> </tr> <tr> <td data-bbox="354 1440 712 1843"><i>Is not</i> displayed</td> <td data-bbox="712 1440 1464 1843"> <p>You may use the Advanced Search functionality and click the Attach button after locating the provider</p>  </td> </tr> </tbody> </table>	If appropriate provider...	Then...	Is displayed	Click the Attach button	<i>Is not</i> displayed	<p>You may use the Advanced Search functionality and click the Attach button after locating the provider</p> 
If appropriate provider...	Then...						
Is displayed	Click the Attach button						
<i>Is not</i> displayed	<p>You may use the Advanced Search functionality and click the Attach button after locating the provider</p> 						


Adding a New IP Non-Clinical Request – Adding Providers (cont.)

Search Results						
	Provider ID	Provider Name	Location	Type	Provider Role	Partici
	0000000	Hospital A	Any City, PA	Facility/Vendor	Treating 	
<div style="border: 1px solid gray; padding: 5px; width: fit-content;"> <ul style="list-style-type: none">  Single Attach  Multiple Attach  Set as Favorite </div>						

Step	Action
4.	<ul style="list-style-type: none"> Search for the facility. Once you have located the facility, select “Treating” from the drop-down list in the Provider Role column, click the  icon next to the provider row and select  to attach the provider to the episode. <p>Result: The Provider will be attached and listed in the Providers section of the episode.</p>
5.	<ul style="list-style-type: none"> Search for the attending physician. Once you have located the physician, select “Attending” from the drop-down list in the Provider Role column, click the  icon next to the provider row and select  to attach the provider to the episode. <p>Result: The Provider will be attached and listed in the Providers section of the episode.</p>



If you want to ...	Then...
<p><u>Attach multiple providers to an episode at the same time</u></p>	<p>Follow the steps outlined below:</p> <ul style="list-style-type: none"> Search for the desired providers In the row of each desired provider in the search results screen, select the appropriate Provider Role from the drop-down list, click the  icon next to the row and select the  option As each provider is selected, they will be added to the “Selected Providers List” at the bottom of the screen When all providers have been added, verify the selected Provider Role and click the  button to add them to the episode.

Provider Details	ID	Name	Location	Role	Network	Phone	Action
		Hospital A		Treating 			
		Provider A		Attending 			

NOTE:

- If the incorrect provider is attached, click the **Deactivate** icon  to deactivate the facility. The facility will be removed from the episode.

Adding a New IP Non-Clinical Request – Stay Request

You can add a Stay Request (length of stay/days in hospital) without adding a Service Request. The Service Request is used to request a surgical procedure. The following steps outline how to add the Stay Request.

Stay Request	Service Type *	--Select One--	Actual Admit Date	<input type="text"/>
	Place of Service	Medical		<input type="text"/>
	Requested Level Of Care	--Select One--	LOS Requested	<input type="text"/>

Step	Action
1.	Select the most appropriate choice in the Service Type drop down.
2.	Select the most appropriate choice in the Place of Service drop down. Note - If you are uncertain, select " Medical ."
3.	Select the most appropriate "type of bed or unit" in which the member was admitted in the Requested Level of Care drop down.
4.	Enter the "date of admission" in the Admit Date field.
5.	Enter "1" in the LOS Requested # field.

Adding a New IP Non-Clinical Request – Adding Service Request (if applicable)





When adding a procedure to an Inpatient request, you will need to complete the **Service Request** section.



Favorite Services - You can utilize the Favorite Services hyperlink to save time and keystrokes. The **Favorite Services** list will allow you to create and manage a list of frequently used services. Reference Chapter 9 “*Favorite Services List–How to Create a Favorites List.*”

Step	Action																						
1.	<p>Complete information in the Service Request section (<i>if applicable</i>) using the guidelines outlined below:</p> <div data-bbox="404 575 1386 989" data-label="Form"> <p>The screenshot shows a 'Service Request' form with the following fields: Service Type (Inpatient), Place of Service (Medical), Code Type (CPT), Service Code (Search Service Code), Modifier (Search Modifier), Start Date (08/12/2020), End Date (08/13/2020), UCR Cost (\$), Units (1), Time Frame (Per Day), Time period (1), and Requested # (1). There are links for 'Advanced Search' and 'Favorite Services'. The 'Optional Fields' link is highlighted with a red box.</p> </div> <table border="1"> <tr> <td>Service Type</td> <td>Defaults to Inpatient, but update as needed</td> </tr> <tr> <td>Place of Service</td> <td>Defaults to Medical, but update as needed</td> </tr> <tr> <td>Code Type</td> <td>Defaults to CPT, but update as needed</td> </tr> <tr> <td>Service Code</td> <td>Enter the requested procedure code. Note: You can type the procedure code or a description of the code. As information is typed, the auto coder will automatically display matches in the drop-down list. Select the appropriate procedure from the list. You can also use the Advanced Search link to initiate a search for the procedure code.</td> </tr> <tr> <td>Modifier</td> <td>Enter modifier details as appropriate</td> </tr> <tr> <td>Start Date</td> <td>Defaults to match the Actual Admit date, update as needed</td> </tr> <tr> <td>End Date</td> <td>Defaults to the next day, update as needed</td> </tr> </table> <p>To view these fields, you may need to click on the Optional Fields hyperlink.</p> <table border="1"> <tr> <td>Time Frame</td> <td>Defaults to 1, but update as needed</td> </tr> <tr> <td>Time Period</td> <td>Defaults to 1, but update as needed</td> </tr> <tr> <td>Units</td> <td>Defaults to 1, but update as needed</td> </tr> <tr> <td>UCR Cost</td> <td>N/A – not used</td> </tr> </table>	Service Type	Defaults to Inpatient, but update as needed	Place of Service	Defaults to Medical, but update as needed	Code Type	Defaults to CPT, but update as needed	Service Code	Enter the requested procedure code. Note: You can type the procedure code or a description of the code. As information is typed, the auto coder will automatically display matches in the drop-down list. Select the appropriate procedure from the list. You can also use the Advanced Search link to initiate a search for the procedure code.	Modifier	Enter modifier details as appropriate	Start Date	Defaults to match the Actual Admit date, update as needed	End Date	Defaults to the next day, update as needed	Time Frame	Defaults to 1, but update as needed	Time Period	Defaults to 1, but update as needed	Units	Defaults to 1, but update as needed	UCR Cost	N/A – not used
Service Type	Defaults to Inpatient, but update as needed																						
Place of Service	Defaults to Medical, but update as needed																						
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Modifier	Enter modifier details as appropriate																						
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End Date	Defaults to the next day, update as needed																						
Time Frame	Defaults to 1, but update as needed																						
Time Period	Defaults to 1, but update as needed																						
Units	Defaults to 1, but update as needed																						
UCR Cost	N/A – not used																						

Adding a New IP Non-Clinical Request–Adding Service Request (if appl), cont.

Step	Action																											
2.	<p>Click the Add button</p> <p>Result: The Service Request line will now be populated (appears below the Service Request fields)</p> <table border="1" data-bbox="233 386 1549 541"> <thead> <tr> <th colspan="9">Service Request</th> </tr> <tr> <th>Action</th> <th><input type="checkbox"/></th> <th>Service Code</th> <th>Requested#</th> <th>Start Date</th> <th>End Date</th> <th>Service Type</th> <th>Place of Service</th> <th>Review Status</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>93352(CPT)</td> <td>1</td> <td>08/12/2020</td> <td>08/13/2020</td> <td>Inpatient</td> <td>Medical</td> <td></td> </tr> </tbody> </table> <p>Note: If a Service Request was added in error or with incorrect information, you may click the  icon in the Action column to remove the given line.</p>	Service Request									Action	<input type="checkbox"/>	Service Code	Requested#	Start Date	End Date	Service Type	Place of Service	Review Status			93352(CPT)	1	08/12/2020	08/13/2020	Inpatient	Medical	
Service Request																												
Action	<input type="checkbox"/>	Service Code	Requested#	Start Date	End Date	Service Type	Place of Service	Review Status																				
		93352(CPT)	1	08/12/2020	08/13/2020	Inpatient	Medical																					
3.	Repeat Steps 1 and 2 to add additional services, if appropriate																											

Adding a New IP Non-Clinical Request – Adding Documents

Follow these instructions to add **Documents**.

Step	Action												
1.	<p>Complete the following:</p> <ol style="list-style-type: none">Document Title: enter the title of the documentDocument Type: defaults to Medical Document, update as needed.Document Description: optional fieldClick the Browse button to search for the document you wish to upload<ol style="list-style-type: none">Click the desired document and click the Open buttonYou will see the document name listed next to the Browse button.You may add additional documents by selecting Add.Select Done when you have added all documents you wish to attach. <div data-bbox="228 751 1536 1276"><p>Add Documents</p><p>Document Title * <input type="text" value="Additional Clinical"/></p><p>Document Type <input type="text" value="Medical Document"/></p><p>Document Description <input type="text" value="Allows 5000 characters only"/></p><p>Select Document * <input type="button" value="Browse"/> Document 2- for upload.docx</p><p><input type="button" value="Add"/></p><p>Selected Files</p><table border="1"><thead><tr><th></th><th>Document Title</th><th>Type</th><th>Date Added</th><th>Added User</th><th>Description</th></tr></thead><tbody><tr><td><input type="checkbox"/></td><td>Clinical</td><td>Medical Document</td><td>10/13/2021</td><td>Williams, Jessica</td><td></td></tr></tbody></table><p><input type="button" value="Done"/></p></div>		Document Title	Type	Date Added	Added User	Description	<input type="checkbox"/>	Clinical	Medical Document	10/13/2021	Williams, Jessica	
	Document Title	Type	Date Added	Added User	Description								
<input type="checkbox"/>	Clinical	Medical Document	10/13/2021	Williams, Jessica									

Adding a New IP Non-Clinical Request – Adding Notes

Notes

Note Type: --Select One--

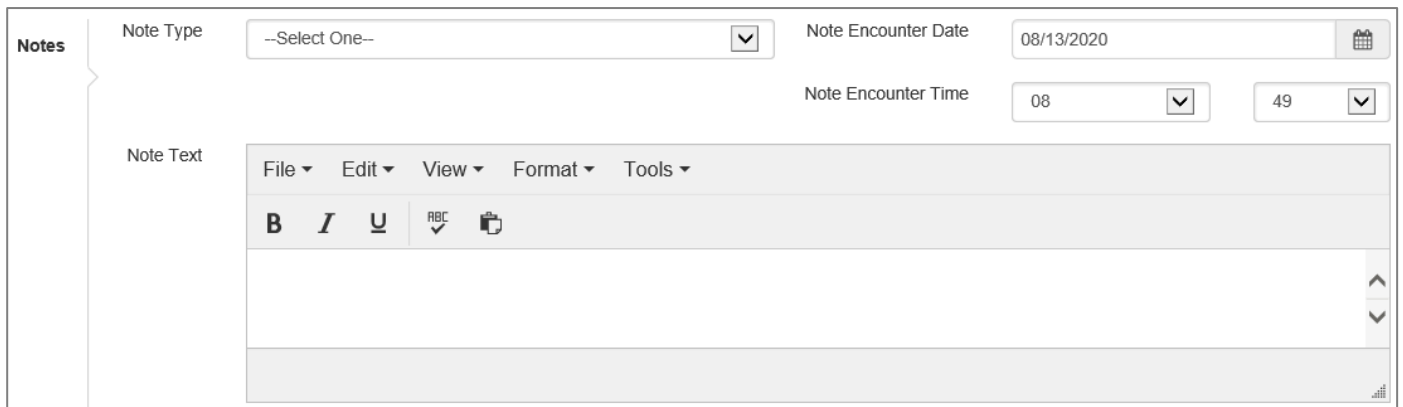
Note Encounter Date: 08/13/2020

Note Encounter Time: 08 49

Note Text

File Edit View Format Tools

B *I* U ABC ✓





Step	Action
1.	Select the appropriate Note Type from the drop-down menu.
2.	Enter the appropriate notes in the notes section. Be sure to include your name and contact information in the event the Plan needs to contact you.

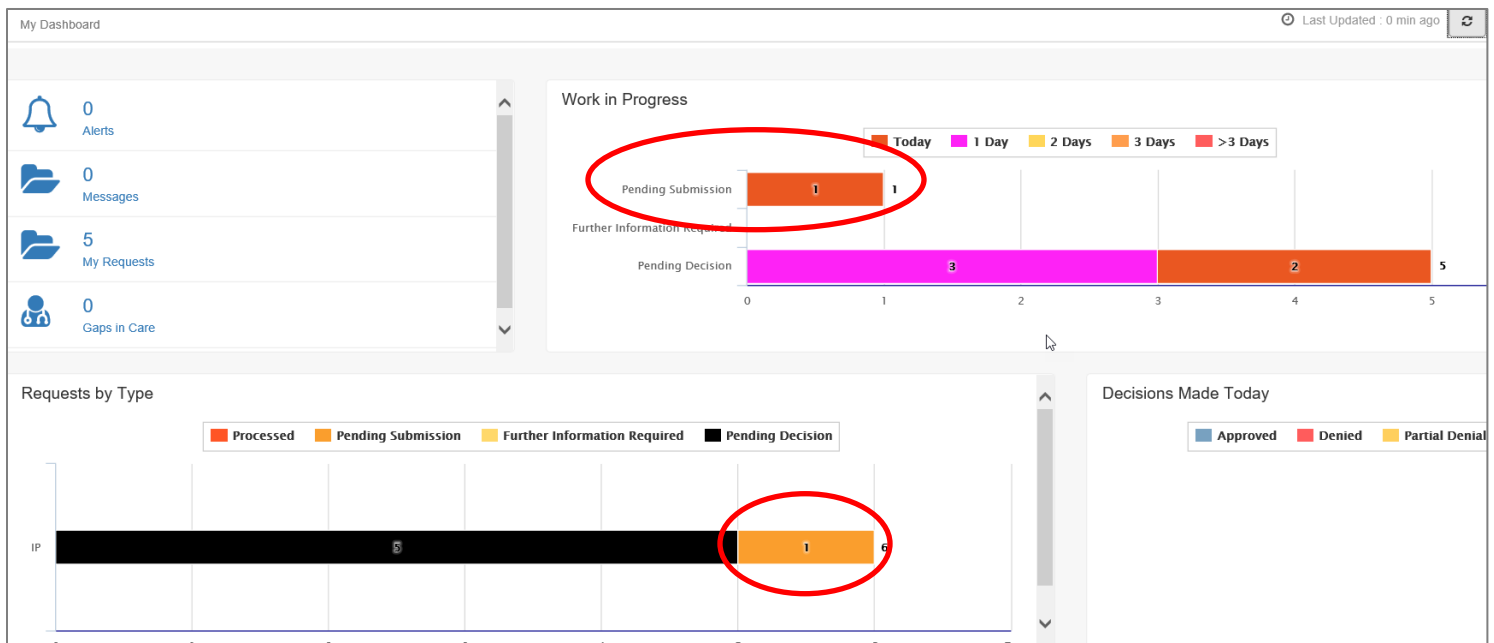


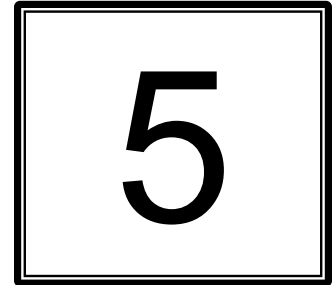
This is a shared note field. Notes can be viewed and entered by both you and the Plan.

Adding a New IP Non-Clinical Request – Save as Draft

The **Non-clinical** request must be saved so it is available to access at a later time in order to add clinical data.

Step	Action
1.	<p>Click on the Save as Draft button to save your request.</p>  <p>Note: The Submit button will not be active until a clinical review has been completed.</p>
2.	<p>You will be taken to the top of the request where you will see that it is now in Draft status (upper left corner).</p> 
3.	<p>You may click on Dashboard to exit the request where you see the request displayed as Pending Submission in the Work in Progress and Requests by Type widgets.</p>



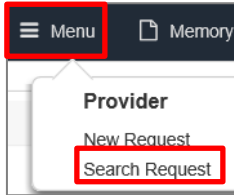


5 ADD CLINICAL TO AN EXISTING IP NON-CLINICAL REQUEST

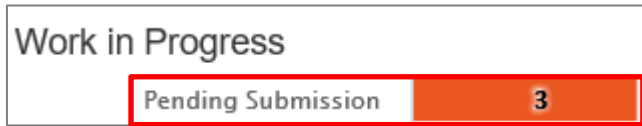
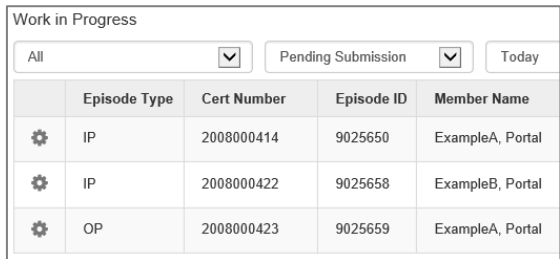
How to Add Clinical Information to Existing IP Non-Clinical Request

There are three options for accessing the non-clinical request.

Option #1: Search Request

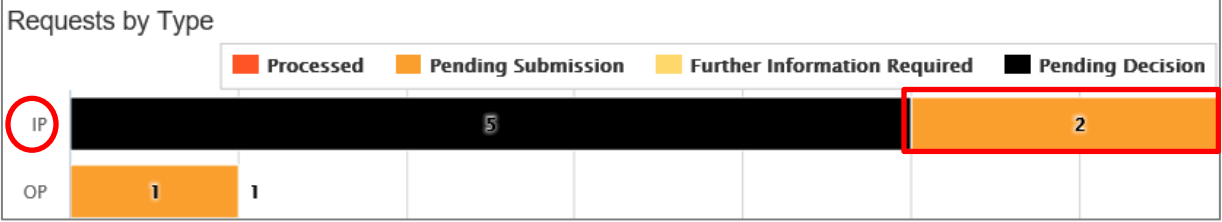
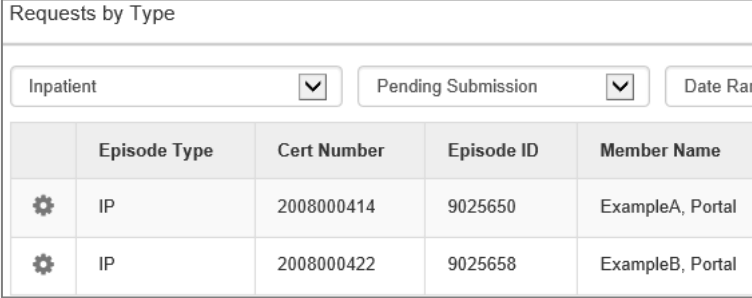
Step	Action
1.	<p>Click on Menu and select Search Request</p> 
2.	<p>Enter the appropriate search criteria and click on the Search button.</p>
3.	<p>What results display will be based on the refinement of the search criteria.</p> <p>Note: <i>Only those episodes for which you are either the Treating or Attending will be displayed.</i></p>

Option #2: Dashboard – Work in Progress Widget

Step	Action																																								
1.	<p>Click on the Pending Submission hyperlink bar in the <i>Work in Progress</i> widget</p> 																																								
2.	<p>All Pending Submission requests, regardless of Episode Type, will be displayed.</p>  <table border="1"> <thead> <tr> <th colspan="5">Work in Progress</th> </tr> <tr> <th colspan="5">All</th> </tr> <tr> <th colspan="5">Pending Submission</th> </tr> <tr> <th colspan="5">Today</th> </tr> <tr> <th></th> <th>Episode Type</th> <th>Cert Number</th> <th>Episode ID</th> <th>Member Name</th> </tr> </thead> <tbody> <tr> <td>⚙</td> <td>IP</td> <td>2008000414</td> <td>9025650</td> <td>ExampleA, Portal</td> </tr> <tr> <td>⚙</td> <td>IP</td> <td>2008000422</td> <td>9025658</td> <td>ExampleB, Portal</td> </tr> <tr> <td>⚙</td> <td>OP</td> <td>2008000423</td> <td>9025659</td> <td>ExampleA, Portal</td> </tr> </tbody> </table>	Work in Progress					All					Pending Submission					Today						Episode Type	Cert Number	Episode ID	Member Name	⚙	IP	2008000414	9025650	ExampleA, Portal	⚙	IP	2008000422	9025658	ExampleB, Portal	⚙	OP	2008000423	9025659	ExampleA, Portal
Work in Progress																																									
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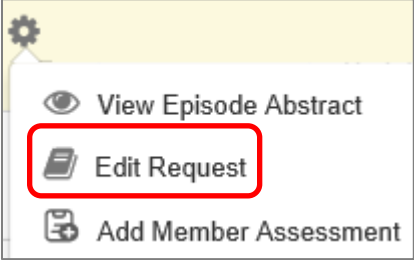
How to Add Clinical Information to Existing IP Non-Clinical Request

Option #3: Dashboard – Requests by Type Widget

Step	Action															
1.	<p>Click on the Pending Submission hyperlink bar in the <i>Request by Type</i> widget</p>  <p>The screenshot shows a 'Requests by Type' widget with a legend: Processed (red), Pending Submission (orange), Further Information Required (yellow), and Pending Decision (black). The bar chart shows 5 Pending Decision requests for IP, 1 Pending Submission request for OP, and 2 Pending Submission requests for IP. The 'IP' label is circled in red, and the 'Pending Submission' bar for IP is highlighted with a red box.</p>															
2.	<p>All Pending Submission requests for that Episode Type will be displayed.</p>  <p>The screenshot shows the 'Requests by Type' widget with filters set to 'Inpatient' and 'Pending Submission'. The table below displays the results:</p> <table border="1" data-bbox="245 743 993 917"> <thead> <tr> <th></th> <th>Episode Type</th> <th>Cert Number</th> <th>Episode ID</th> <th>Member Name</th> </tr> </thead> <tbody> <tr> <td>⚙️</td> <td>IP</td> <td>2008000414</td> <td>9025650</td> <td>ExampleA, Portal</td> </tr> <tr> <td>⚙️</td> <td>IP</td> <td>2008000422</td> <td>9025658</td> <td>ExampleB, Portal</td> </tr> </tbody> </table>		Episode Type	Cert Number	Episode ID	Member Name	⚙️	IP	2008000414	9025650	ExampleA, Portal	⚙️	IP	2008000422	9025658	ExampleB, Portal
	Episode Type	Cert Number	Episode ID	Member Name												
⚙️	IP	2008000414	9025650	ExampleA, Portal												
⚙️	IP	2008000422	9025658	ExampleB, Portal												

Adding Clinical Information to Existing IP Non-Clinical Request – Edit Request

Follow these steps to open the request for editing.


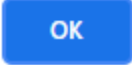
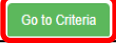
Step	Action
1.	<p>Click on the  icon to the left of the episode and select Edit Request.</p> <div data-bbox="245 436 626 642"></div> <div data-bbox="688 384 1099 642"></div> <p>Note: Depending on how you accessed the episode, you may see different options under the gear.</p>
2.	The request will open and is read to be updated.

Adding Clinical Information to Existing IP Non-Clinical Request – InterQual



If you need training or have questions regarding the use of InterQual Connect criteria, please contact your facility InterQual trainer or contact your Change HealthCare account representative.

The health plan is certified to conduct training for internal associates only.

Step	Action																																				
1.	<p>Click the Check for Review button.</p> 																																				
2.	<p>You will receive the following message. Click OK only if you completed the items listed.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>pr-jv6-ap-pp.amerhealthcaritas.com says</p> <p>There are stay/service lines to be reviewed. Kindly complete the same before submit.</p> <div style="text-align: right;">  </div> </div>																																				
3.	<p>Click the appropriate Go to Criteria button.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%;">If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Only a Stay Request</td> <td> <ul style="list-style-type: none"> Click the Go to Criteria button associated with the Stay Request. </td> </tr> <tr> <td>Both Stay and Service Requests</td> <td> <ul style="list-style-type: none"> The Go to Criteria button associated with the Stay Request will be inactive. Click the Go to Criteria button associated with the Service Request. </td> </tr> </tbody> </table> <div style="margin-top: 10px;"> <p>Stay Request</p> <table style="width: 100%;"> <tr> <td>Treatment Setting *</td> <td>Hospital - Inpatient</td> <td>Actual Admit Date</td> <td>10/12/2021</td> </tr> <tr> <td>Treatment Type</td> <td>Medical</td> <td>LOS Requested</td> <td>1</td> </tr> <tr> <td>Requested Level Of Care</td> <td>Medical</td> <td>Review Status</td> <td></td> </tr> </table> <p style="text-align: center;"></p> </div> <div style="margin-top: 10px;"> <p>Go to Criteria</p> <p>Service Request</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Action</th> <th>Service Code</th> <th>Modifier</th> <th>Requested#</th> <th>Start Date</th> <th>End Date</th> <th>Treatment Setting</th> <th>Treatment Type</th> <th>Review Status</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>58280(CPT)</td> <td></td> <td>1</td> <td>10/15/2021</td> <td>11/15/2021</td> <td>Hospital - Inpatient</td> <td>Medical</td> <td></td> </tr> </tbody> </table> </div>	If...	Then...	Only a Stay Request	<ul style="list-style-type: none"> Click the Go to Criteria button associated with the Stay Request. 	Both Stay and Service Requests	<ul style="list-style-type: none"> The Go to Criteria button associated with the Stay Request will be inactive. Click the Go to Criteria button associated with the Service Request. 	Treatment Setting *	Hospital - Inpatient	Actual Admit Date	10/12/2021	Treatment Type	Medical	LOS Requested	1	Requested Level Of Care	Medical	Review Status		Action	Service Code	Modifier	Requested#	Start Date	End Date	Treatment Setting	Treatment Type	Review Status	<input checked="" type="checkbox"/>	58280(CPT)		1	10/15/2021	11/15/2021	Hospital - Inpatient	Medical	
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Adding Clinical Information to Existing IP Non-Clinical Request – InterQual, cont.

Step	Action						
4.	<p>You will receive the following message. Click OK <u>only</u> if you completed the items listed.</p> <div data-bbox="243 352 1122 688" style="border: 1px solid black; padding: 10px;"> <p>pr-jv6-ap-pp.amerihealthcaritas.com says</p> <p>Click OK only after all diagnoses, stay and/or service detail lines are completed. Edits are not permitted after clicking OK. Click Cancel to edit or OK to continue.</p> <div style="text-align: right;"> <input type="button" value="OK"/> <input type="button" value="Cancel"/> </div> </div>						
5.	<p>The system will connect with InterQual and determine if there is a matching guideline.</p> <table border="1" data-bbox="240 793 1552 1535"> <thead> <tr> <th data-bbox="240 793 584 842">If there is...</th> <th data-bbox="584 793 1552 842">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="240 842 584 1209"> <p>Matching Guideline</p> </td> <td data-bbox="584 842 1552 1209"> <p>You will receive this pop-up similar to this where you may select the appropriate guideline and click on OK. Proceed to Step 6 in this section.</p> <div data-bbox="600 926 1240 1203" style="border: 1px solid gray; padding: 5px;"> <p>Select Guideline</p> <p>InterQual Guideline Selection</p> <p>Code : <input type="text" value="I50.9, G0493"/></p> <p>Guideline : <input checked="" type="radio"/> Home Care Services, Adult, LOC:Home Care Q & A <input type="radio"/> Home Care Services, Pediatric, LOC:Home Care Q & A</p> <div style="text-align: right;"> <input type="button" value="Ok"/> <input type="button" value="Cancel"/> </div> </div> </td> </tr> <tr> <td data-bbox="240 1209 584 1535"> <p>No Matching Guideline</p> </td> <td data-bbox="584 1209 1552 1535"> <p>You will receive this pop-up. Click OK to close the window and you will be returned to the request screen. Proceed to Adding Documents.</p> <div data-bbox="600 1297 1248 1528" style="border: 1px solid gray; padding: 5px;"> <p>Select Guideline X</p> <p>InterQual Guideline Selection</p> <p>Code : <input type="text" value="J40"/></p> <p>Guideline : No matching guideline was found.</p> <div style="text-align: right;"> <input type="button" value="Ok"/> <input type="button" value="Cancel"/> </div> </div> </td> </tr> </tbody> </table>	If there is...	Then...	<p>Matching Guideline</p>	<p>You will receive this pop-up similar to this where you may select the appropriate guideline and click on OK. Proceed to Step 6 in this section.</p> <div data-bbox="600 926 1240 1203" style="border: 1px solid gray; padding: 5px;"> <p>Select Guideline</p> <p>InterQual Guideline Selection</p> <p>Code : <input type="text" value="I50.9, G0493"/></p> <p>Guideline : <input checked="" type="radio"/> Home Care Services, Adult, LOC:Home Care Q & A <input type="radio"/> Home Care Services, Pediatric, LOC:Home Care Q & A</p> <div style="text-align: right;"> <input type="button" value="Ok"/> <input type="button" value="Cancel"/> </div> </div>	<p>No Matching Guideline</p>	<p>You will receive this pop-up. Click OK to close the window and you will be returned to the request screen. Proceed to Adding Documents.</p> <div data-bbox="600 1297 1248 1528" style="border: 1px solid gray; padding: 5px;"> <p>Select Guideline X</p> <p>InterQual Guideline Selection</p> <p>Code : <input type="text" value="J40"/></p> <p>Guideline : No matching guideline was found.</p> <div style="text-align: right;"> <input type="button" value="Ok"/> <input type="button" value="Cancel"/> </div> </div>
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<p>No Matching Guideline</p>	<p>You will receive this pop-up. Click OK to close the window and you will be returned to the request screen. Proceed to Adding Documents.</p> <div data-bbox="600 1297 1248 1528" style="border: 1px solid gray; padding: 5px;"> <p>Select Guideline X</p> <p>InterQual Guideline Selection</p> <p>Code : <input type="text" value="J40"/></p> <p>Guideline : No matching guideline was found.</p> <div style="text-align: right;"> <input type="button" value="Ok"/> <input type="button" value="Cancel"/> </div> </div>						

Adding Clinical Information to Existing IP Non-Clinical Request – InterQual, cont.

Step	Action						
6.	After answering the review questions, the Recommendations page will display either Criteria Met or Criteria Not Met .						
7.	From the Recommendations page: <table border="1" data-bbox="240 420 1554 588"> <thead> <tr> <th data-bbox="240 420 440 464">If you click...</th> <th data-bbox="440 420 1554 464">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="240 464 440 508">Save</td> <td data-bbox="440 464 1554 508">The review will be saved and can be updated, if needed, prior to submitting the request.</td> </tr> <tr> <td data-bbox="240 508 440 588">Complete</td> <td data-bbox="440 508 1554 588">The review will be saved and closed. It cannot be updated even if you have not yet submitted the request.</td> </tr> </tbody> </table>	If you click...	Then...	Save	The review will be saved and can be updated, if needed, prior to submitting the request.	Complete	The review will be saved and closed. It cannot be updated even if you have not yet submitted the request.
If you click...	Then...						
Save	The review will be saved and can be updated, if needed, prior to submitting the request.						
Complete	The review will be saved and closed. It cannot be updated even if you have not yet submitted the request.						
8.	Close the InterQual tab to return to the Provider Portal						
9.	The request line will now display a status in the Decision column.						

Adding Clinical Information to Existing IP Non-Clinical Request – Assessments

If an assessment is associated with the request, an **Assessment** section will be displayed where you may access and complete the associated assessment.

Assessments

New In Progress Completed Voided

Assessment Title	Identified On	Assessment Added By
Sample Assessment	11/23/2020	Sentinel

Start
Void
Trend Report
Print Blank Assessment

Page 1 of 1

Complete Save Save and Generate POC Cancel

Add Activity Notes Assessment (POC) Review Share With Member Last Answered Question

Assessment Score 0 of 9 Provider Portal Delivery Screening Assesmer Copy Group Answers Group Score: 0 of 9

Timer 00:00:09

Sample Question...

Step	Action
1.	In the New Tab of the Assessment section, click on the gear icon to the left of the Assessment and click on Start .
2.	Answer the questions. Note - Questions in red are mandatory.
3.	Click the Complete button to complete the assessment. Note - This will trigger any auto approval rules (if configured.) The Save button will not trigger the auto approval rules.

Adding Clinical Information to Existing IP Non-Clinical Request – Adding Documents

When submitting an **IP Clinical Request**, you must attach the clinical information. Follow these instructions to add **Documents**.

Step	Action												
2.	<p>Complete the following:</p> <ol style="list-style-type: none"> Document Title: enter the title of the document Document Type: defaults to Medical Document, update as needed. Document Description: optional field Click the Browse button to search for the document you wish to upload <ol style="list-style-type: none"> Click the desired document and click the Open button You will see the document name listed next to the Browse button. You may add additional documents by selecting Add. Select Done when you have added all documents you wish to attach. <div data-bbox="228 779 1536 1308" style="border: 1px solid black; padding: 10px;"> <p>Add Documents</p> <p>Document Title * <input type="text" value="Additional Clinical"/></p> <p>Document Type <input style="border: none; border-bottom: 1px solid #ccc;" type="text" value="Medical Document"/> ▼</p> <p>Document Description <input type="text" value="Allows 5000 characters only"/></p> <p>Select Document * <input type="button" value="Browse"/> Document 2- for upload.docx</p> <p style="text-align: center;"><input type="button" value="Add"/></p> <hr/> <p>Selected Files</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;"></th> <th style="width: 30%;">Document Title</th> <th style="width: 20%;">Type</th> <th style="width: 15%;">Date Added</th> <th style="width: 20%;">Added User</th> <th style="width: 10%;">Description</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">⊖</td> <td>Clinical</td> <td>Medical Document</td> <td>10/13/2021</td> <td>Williams, Jessica</td> <td></td> </tr> </tbody> </table> <p style="text-align: center;"><input type="button" value="Done"/></p> </div>		Document Title	Type	Date Added	Added User	Description	⊖	Clinical	Medical Document	10/13/2021	Williams, Jessica	
	Document Title	Type	Date Added	Added User	Description								
⊖	Clinical	Medical Document	10/13/2021	Williams, Jessica									

Adding Clinical Information to Existing IP Non-Clinical Request – Adding Notes

Notes

Note Type: --Select One--

Note Encounter Date: 08/13/2020

Note Encounter Time: 08:49

Note Text

File Edit View Format Tools

B *I* U ABC ✓

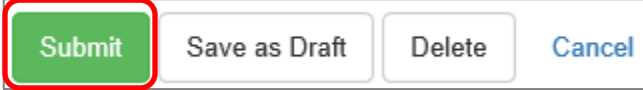
Step	Action
3.	Select the appropriate Note Type from the drop-down menu.
4.	Enter the appropriate notes in the notes section. Be sure to include your name and contact information in the event the Plan needs to contact you.



This is a shared note field. Notes can be viewed and entered by both you and the Plan.

Adding Clinical Information to Existing IP Non-Clinical Request – Submitting the Request

Once all required sections are completed, you are ready to submit the request.

Step	Action
1.	<p>Click on the Submit button to submit your request.</p>  <p>Note: The Submit button will not be active until a clinical review has been completed.</p>
2.	<p>The Request Details information will be displayed, including the Cert Number.</p> <p>Note: If the request is programmed to auto-approve, you will see Approved in the Decision column.</p>

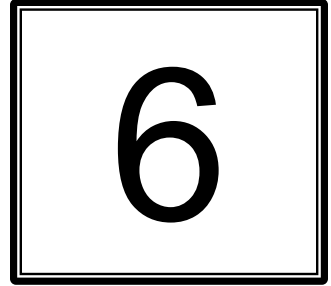
Request Details

Episode Abstract

Expected Decision Date : 08/15/2020 Authorization Type : IP Episode Number : 9025648 Episode Status : OpenRequest **Cert Number 2008000412**

Stay Request	Stay ID	LOS Requested#	LOS Assigned#	LOS Denied	Auth Start Date	Auth End Date	Service Type	Decision
	12548537	1	0	0	08/17/2020	08/18/2020	Inpatient	-

Authorization Details	Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency	Decision
	12548538	27428(CPT)	1	0	0			Inpatient	Per Day	Pending



6 ENTER AN OP CLINICAL REQUEST

How to Enter an Outpatient Clinical Request

When entering a request you have 2 options:

- 1) Enter a clinical request which includes all clinical information.
- 2) Enter a non-clinical request where the clinical information can be added at a later time

The steps in this chapter outline how to enter an OP clinical request. Reference chapter 7 “How to Enter an OP Non-clinical Request” and Chapter 8 “How to Add Clinical Information to an Existing OP Non-clinical Request” for more information.

When entering a **clinical** request, you **must provide** the following information:

- **Episode Details**
- **Diagnosis- primary a must, secondary is optional**
- **Treating Provider**
- **Referring Provider**
- **Add service request**
- **Add Assessments (if triggered)**
- **Clinical Information**

Adding a New OP Clinical Request – Adding Episode Details

After locating the member (following the steps outlined in Chapter 2), click on **Add New Request** and select **Outpatient** from the drop-down list.

The Member Demographics are at the top of the page. You may click the drop-down caret on the right to expand the demographics window.

The screenshot shows the top portion of a web application interface. At the top, there is a header bar with member information: "ExampleA, Portal (Female) DOB: Member ID: Government Id:". Below this is a navigation bar with tabs for "Address 1234 Mulberry L... IA", "Phone & Email (515) 555-5555", "Coverage", "Group", "PCP/PCM", and "Allergies". A red circle highlights a drop-down caret on the right side of the "Allergies" tab. Below the navigation bar is the "Outpatient Request" section. On the left, there is a tab labeled "Episode Details" with a red information icon. To the right of this tab are two dropdown menus: "Request Type *" with "Expected" selected, and "Request Priority *" with "Standard 24" selected. Below these dropdowns is a blue hyperlink labeled "Optional Fields", which is circled in red.

Follow these steps to complete the **Episode Details** section:

Step	Action
1.	Request Type: defaults to Expected , update if appropriate
2.	Request Priority: defaults to Standard 24 , update if appropriate

If you click the **Optional Fields** hyperlink, additional fields will be displayed.

This screenshot shows the "Episode Details" section expanded. It includes the "Request Type *" dropdown (set to "Expected") and the "Request Priority *" dropdown (set to "Standard 24"). Below these, two additional fields are highlighted with a red border: "Time Request" with a text input field containing "24 Hours", and "Reason for Request" with a dropdown menu set to "--Select One--".

- **Time Request:** This field will auto-populated based on the **Request Priority**.
- **Reason for Request:** Select the appropriate reason from the drop down.

Adding a New OP Clinical Request – Adding Diagnosis

You can add multiple diagnoses from this screen or you can utilize the **Favorite Diagnosis** hyperlink to save time and keystrokes. The **Favorite Diagnosis** function will allow you to create and manage a list of frequently used diagnoses. The list is unique to the provider’s account. Reference Chapter 9 “*Favorite Diagnosis List – How to Create a Favorites List.*”

i **Diagnosis**

Code Type *

Diagnosis *

[Advanced Search](#) [Favorite Diagnosis](#)

Step	Action												
1.	Code Type will default to ICD10. You may select a different code type if applicable.												
2.	Type the diagnosis or code in the Diagnosis field. You may also use the Advanced Search function, if needed.												
3.	Once you select the diagnosis, it will display on the screen and be attached to the episode. <table border="1" style="margin: 10px auto; width: 80%; border-collapse: collapse;"> <thead> <tr style="background-color: #cccccc;"> <th style="width: 20%;">Primary Dx</th> <th style="width: 15%;">Code Type</th> <th style="width: 45%;">Diagnosis</th> <th style="width: 20%;">Actions</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">★</td> <td style="text-align: center;">ICD10</td> <td>I50.9--Heart failure, unspecified</td> <td></td> </tr> <tr> <td style="text-align: center;">☆</td> <td style="text-align: center;">ICD10</td> <td>R69--Illness, unspecified</td> <td style="text-align: center;">-</td> </tr> </tbody> </table>	Primary Dx	Code Type	Diagnosis	Actions	★	ICD10	I50.9--Heart failure, unspecified		☆	ICD10	R69--Illness, unspecified	-
Primary Dx	Code Type	Diagnosis	Actions										
★	ICD10	I50.9--Heart failure, unspecified											
☆	ICD10	R69--Illness, unspecified	-										
4.	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #cccccc;"> <th style="width: 40%;">If you...</th> <th style="width: 60%;">Then...</th> </tr> </thead> <tbody> <tr> <td>want to add additional diagnoses</td> <td> Repeat steps 2 and 3. Note: <ul style="list-style-type: none"> - Click the remove icon to remove a diagnosis from the request. - You cannot remove a diagnosis unless there is more than one diagnosis already selected - Click the Star ★ in the Primary Dx column if you need to designate a different diagnosis as primary. </td> </tr> <tr> <td>do not want to add additional diagnoses</td> <td>Proceed to the Providers section of the episode.</td> </tr> </tbody> </table>	If you...	Then...	want to add additional diagnoses	Repeat steps 2 and 3. Note: <ul style="list-style-type: none"> - Click the remove icon to remove a diagnosis from the request. - You cannot remove a diagnosis unless there is more than one diagnosis already selected - Click the Star ★ in the Primary Dx column if you need to designate a different diagnosis as primary. 	do not want to add additional diagnoses	Proceed to the Providers section of the episode.						
If you...	Then...												
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do not want to add additional diagnoses	Proceed to the Providers section of the episode.												

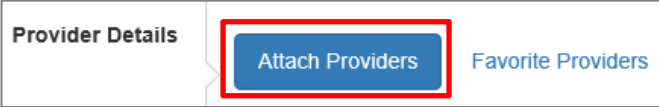
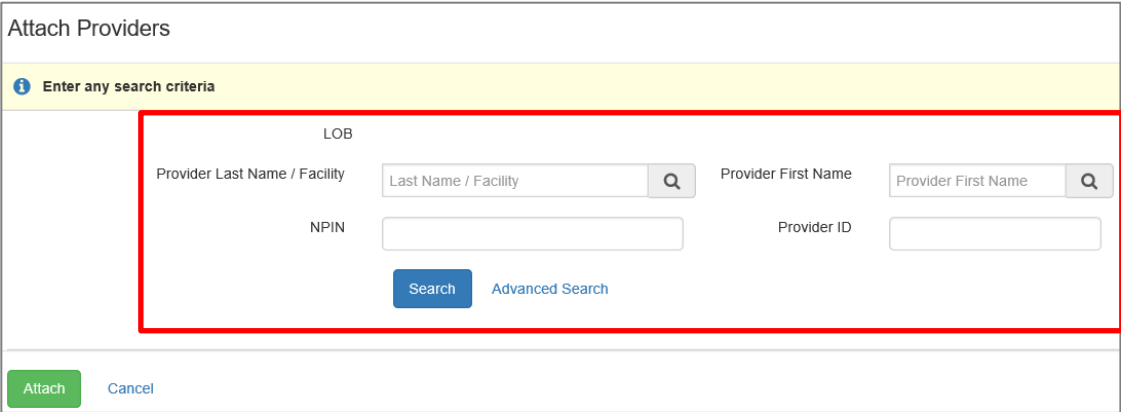
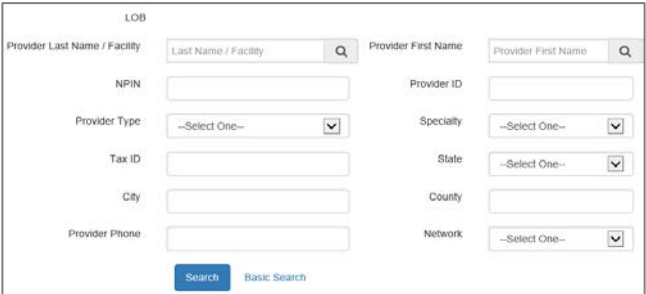
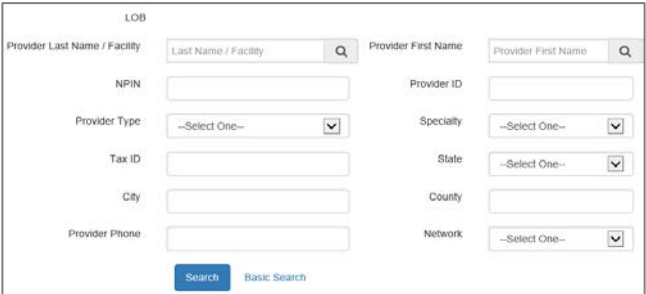
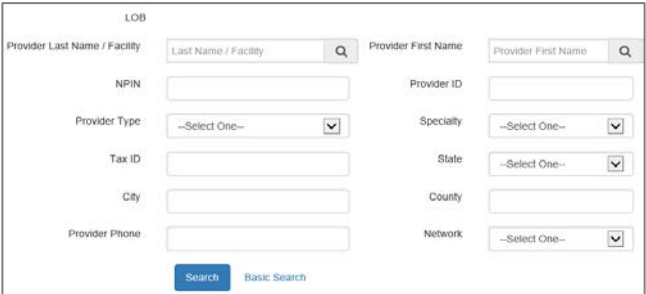
Adding a New OP Clinical Request – Adding Providers

All Outpatient requests should contain a **Treating** provider (Facility or Agency providing the service) and a **Referring** provider (physician or group referring the member for services).

The steps below outline the processes for adding providers to the request.



Favorite Providers - You can utilize the Favorite Providers hyperlink to save time and keystrokes. The **Favorite Providers** list will allow you to create and manage a list of frequently used providers. Reference Chapter 9 “*Favorite Providers List–How to Create a Favorites List.*”

Step	Action						
1.	<p>Click the Attach Providers button.</p> 						
2.	<p>Enter the appropriate search criteria and click on Search.</p> 						
3.	<p>After clicking Search:</p> <table border="1" data-bbox="354 1329 1464 1852"> <thead> <tr> <th data-bbox="354 1329 714 1388">If appropriate provider...</th> <th data-bbox="714 1329 1464 1388">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="354 1388 714 1446">Is displayed</td> <td data-bbox="714 1388 1464 1446">Click the Attach button</td> </tr> <tr> <td data-bbox="354 1446 714 1852"><i>Is not</i> displayed</td> <td data-bbox="714 1446 1464 1852"> <p>You may use the Advanced Search functionality and click the Attach button after locating the provider</p>  </td> </tr> </tbody> </table>	If appropriate provider...	Then...	Is displayed	Click the Attach button	<i>Is not</i> displayed	<p>You may use the Advanced Search functionality and click the Attach button after locating the provider</p> 
If appropriate provider...	Then...						
Is displayed	Click the Attach button						
<i>Is not</i> displayed	<p>You may use the Advanced Search functionality and click the Attach button after locating the provider</p> 						

Adding a New OP Clinical Request – Adding Providers (cont.)

Search Results						
	Provider ID	Provider Name	Location	Type	Provider Role	Partici
	0000000	Hospital A	Any City, PA	Facility/Vendor	Treating	
<div style="border: 1px solid gray; padding: 5px;"> Single Attach Multiple Attach Set as Favorite </div>						

Step	Action
4.	<ul style="list-style-type: none"> Search for the facility. Once you have located the facility, select “Treating” from the drop-down list in the Provider Role column, click the icon next to the provider row and select Single Attach to attach the provider to the episode. <p>Result: The Provider will be attached and listed in the Providers section of the episode.</p>
5.	<ul style="list-style-type: none"> Search for the attending physician. Once you have located the physician, select “Referring” from the drop-down list in the Provider Role column, click the icon next to the provider row and select Single Attach to attach the provider to the episode. <p>Result: The Provider will be attached and listed in the Providers section of the episode.</p>



If you want to ...	Then...
<p><u>Attach multiple providers to an episode at the same time</u></p>	<p>Follow the steps outlined below:</p> <ul style="list-style-type: none"> Search for the desired providers In the row of each desired provider in the search results screen, select the appropriate Provider Role from the drop-down list, click the icon next to the row and select the Multiple Attach option As each provider is selected, they will be added to the “Selected Providers List” at the bottom of the screen When all providers have been added, verify the selected Provider Role and click the Attach button to add them to the episode.

Provider Details	ID	Name	Location	Role	Network	Phone	Action
		Provider A		Referring			
		Provider B		Treating			

NOTE:

- If the incorrect provider is attached, click the **Deactivate** icon to deactivate the facility. The facility will be removed from the episode.

Adding a New OP Clinical Request – Adding Service Request

You will need to complete the **Service/Specialty Drug Request** section.



Favorite Services - You can utilize the Favorite Services hyperlink to save time and keystrokes. The **Favorite Services** list will allow you to create and manage a list of frequently used services. Reference Chapter 9 “*Favorite Services List–How to Create a Favorites List.*”

Service/Specialty Drug Request	Service Type *	--Select One--	Modifier	Search Modifier
	Place of Service	Medical	Start Date *	
	Code Type *	CPT	End Date *	
	Service Code *	Search Service Code	Requested #	1
		Advanced Search Favorite Services		
		Optional Fields		
	UCR Cost	\$	Units	1
	Time Frame	Per Day		
	Time period	1		
		Add		

Step	Action																						
1.	<p>Complete information in the Service Request section (<i>if applicable</i>) using the guidelines outlined below:</p> <table border="1"> <tr> <td>Service Type</td> <td>Choose the appropriate selection from the drop-down list.</td> </tr> <tr> <td>Place of Service</td> <td>Choose the appropriate selection from the drop-down list.</td> </tr> <tr> <td>Code Type</td> <td>Auto-populated to CPT, update if necessary.</td> </tr> <tr> <td>Service Code</td> <td>Enter the requested service code. Note: You can type the service code or a description of the code. As information is typed, the auto coder will automatically display matches in the drop-down list. Select the appropriate service from the list. You can also use the Advanced Search link to initiate a search for the service code.</td> </tr> <tr> <td>Modifier</td> <td>Enter modifier details as appropriate</td> </tr> <tr> <td>Start Date</td> <td>Enter the date of the requested service</td> </tr> <tr> <td>End Date</td> <td>Enter the end date of the service</td> </tr> <tr> <td>Requested #</td> <td>Enter the appropriate units/visits</td> </tr> </table> <p>To view these fields, you may need to click on the Optional Fields hyperlink.</p> <table border="1"> <tr> <td>Time Frame</td> <td>Defaults to Per Day.</td> </tr> <tr> <td>Time Period</td> <td>Defaults to 1.</td> </tr> <tr> <td>Units/Visits</td> <td>Defaults to 1. Enter the appropriate units/visits.</td> </tr> </table>	Service Type	Choose the appropriate selection from the drop-down list.	Place of Service	Choose the appropriate selection from the drop-down list.	Code Type	Auto-populated to CPT, update if necessary.	Service Code	Enter the requested service code. Note: You can type the service code or a description of the code. As information is typed, the auto coder will automatically display matches in the drop-down list. Select the appropriate service from the list. You can also use the Advanced Search link to initiate a search for the service code.	Modifier	Enter modifier details as appropriate	Start Date	Enter the date of the requested service	End Date	Enter the end date of the service	Requested #	Enter the appropriate units/visits	Time Frame	Defaults to Per Day.	Time Period	Defaults to 1.	Units/Visits	Defaults to 1. Enter the appropriate units/visits.
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Adding a New OP Clinical Request – Adding Service Request, cont.

Step	Action																												
2.	<p>Click the Add button.</p> <p>Result: The Service Request line will now be populated (appears below the Service Request fields)</p> <table border="1" data-bbox="233 359 1520 600"> <thead> <tr> <th colspan="7" data-bbox="233 359 1520 405">Service Request</th> </tr> <tr> <th data-bbox="233 405 431 468">Action</th> <th data-bbox="431 405 621 468">Service Code</th> <th data-bbox="621 405 805 468">Requested#</th> <th data-bbox="805 405 964 468">Start Date</th> <th data-bbox="964 405 1118 468">End Date</th> <th data-bbox="1118 405 1300 468">Service Type</th> <th data-bbox="1300 405 1520 468">Place of Service</th> </tr> </thead> <tbody> <tr> <td data-bbox="233 468 431 531">-</td> <td data-bbox="431 468 621 531">G0493(HCPC)</td> <td data-bbox="621 468 805 531">5</td> <td data-bbox="805 468 964 531">08/17/2020</td> <td data-bbox="964 468 1118 531">09/01/2020</td> <td data-bbox="1118 468 1300 531">Home</td> <td data-bbox="1300 468 1520 531">Medical</td> </tr> <tr> <td data-bbox="233 531 431 600">-</td> <td data-bbox="431 531 621 600">S9131(HCPC)</td> <td data-bbox="621 531 805 600">14</td> <td data-bbox="805 531 964 600">08/19/2020</td> <td data-bbox="964 531 1118 600">09/02/2020</td> <td data-bbox="1118 531 1300 600">Home</td> <td data-bbox="1300 531 1520 600">Medical</td> </tr> </tbody> </table> <p>Note: If a Service Request was added in error or with incorrect information, you may click the icon in the Action column to remove the given line.</p>	Service Request							Action	Service Code	Requested#	Start Date	End Date	Service Type	Place of Service	-	G0493(HCPC)	5	08/17/2020	09/01/2020	Home	Medical	-	S9131(HCPC)	14	08/19/2020	09/02/2020	Home	Medical
Service Request																													
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-	S9131(HCPC)	14	08/19/2020	09/02/2020	Home	Medical																							
3.	Repeat Steps 2 & 3 if additional service requests need to be added																												


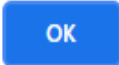
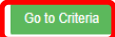
Adding a New OP Clinical Request – InterQual

Access and complete InterQual Connect Clinical Criteria



If you need training or have questions regarding the use of InterQual Connect criteria, please contact your facility InterQual trainer or contact your Change HealthCare account representative.

The health plan is certified to conduct training for internal associates only.

Step	Action																																				
1.	<p>Click the Check for Review button.</p> 																																				
2.	<p>Once determined that one or both exists, you will receive the following pop-up message. Click OK.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>pr-jv6-ap-pp.amerihhealthcaritas.com says</p> <p>There are stay/service lines to be reviewed. Kindly complete the same before submit.</p> <div style="text-align: right;">  </div> </div>																																				
3.	<p>Click the appropriate Go to Criteria button.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">If...</th> <th style="width: 50%;">Then...</th> </tr> </thead> <tbody> <tr> <td>Only a Stay Request</td> <td> <ul style="list-style-type: none"> Click the Go to Criteria button associated with the Stay Request. </td> </tr> <tr> <td>Both Stay and Service Requests</td> <td> <ul style="list-style-type: none"> The Go to Criteria button associated with the Stay Request will be inactive. Click the Go to Criteria button associated with the Service Request. </td> </tr> </tbody> </table> <div style="margin-top: 10px;"> <p>Stay Request</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 20%;">Treatment Setting *</td> <td style="width: 30%;">Hospital - Inpatient</td> <td style="width: 20%;">Actual Admit Date</td> <td style="width: 30%;">10/12/2021</td> </tr> <tr> <td>Treatment Type</td> <td>Medical</td> <td>LOS Requested</td> <td>1</td> </tr> <tr> <td>Requested Level Of Care</td> <td>Medical</td> <td>Review Status</td> <td></td> </tr> </table> <p style="text-align: center;"></p> </div> <div style="margin-top: 10px;"> <p>Go to Criteria</p> <p>Service Request</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Action</th> <th>Service Code</th> <th>Modifier</th> <th>Requested#</th> <th>Start Date</th> <th>End Date</th> <th>Treatment Setting</th> <th>Treatment Type</th> <th>Review Status</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td>58280(CPT)</td> <td></td> <td style="text-align: center;">1</td> <td style="text-align: center;">10/15/2021</td> <td style="text-align: center;">11/15/2021</td> <td style="text-align: center;">Hospital - Inpatient</td> <td style="text-align: center;">Medical</td> <td></td> </tr> </tbody> </table> </div>	If...	Then...	Only a Stay Request	<ul style="list-style-type: none"> Click the Go to Criteria button associated with the Stay Request. 	Both Stay and Service Requests	<ul style="list-style-type: none"> The Go to Criteria button associated with the Stay Request will be inactive. Click the Go to Criteria button associated with the Service Request. 	Treatment Setting *	Hospital - Inpatient	Actual Admit Date	10/12/2021	Treatment Type	Medical	LOS Requested	1	Requested Level Of Care	Medical	Review Status		Action	Service Code	Modifier	Requested#	Start Date	End Date	Treatment Setting	Treatment Type	Review Status	<input checked="" type="checkbox"/>	58280(CPT)		1	10/15/2021	11/15/2021	Hospital - Inpatient	Medical	
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Adding a New OP Clinical Request – InterQual, cont.

Step	Action						
4.	<p>You will receive the following message. Click OK <u>only</u> if you completed the items listed.</p> <div data-bbox="243 310 1084 646" style="border: 1px solid black; padding: 10px;"> <p>pr-jv6-ap-pp.amerihealthcaritas.com says</p> <p>Click OK only after all diagnoses, stay and/or service detail lines are completed. Edits are not permitted after clicking OK. Click Cancel to edit or OK to continue.</p> <div style="text-align: right;"> <input type="button" value="OK"/> <input type="button" value="Cancel"/> </div> </div>						
5.	<p>The system will connect with InterQual and determine if there is a matching guideline.</p> <table border="1" data-bbox="240 751 1550 1497"> <thead> <tr> <th data-bbox="240 751 581 804">If there is...</th> <th data-bbox="581 751 1550 804">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="240 804 581 1171"> <p>Matching Guideline</p> </td> <td data-bbox="581 804 1550 1171"> <p>You will receive this pop-up similar to this where you may select the appropriate guideline and click on OK. <i>Proceed to Step 6 in this section.</i></p> <div data-bbox="597 888 1239 1161" style="border: 1px solid gray; padding: 5px;"> <p>Select Guideline</p> <p>InterQual Guideline Selection</p> <p>Code : <input type="text" value="I50.9, G0493"/></p> <p>Guideline : <input checked="" type="radio"/> Home Care Services, Adult, LOC:Home Care Q & A <input type="radio"/> Home Care Services, Pediatric, LOC:Home Care Q & A</p> <p style="text-align: right;"><input type="button" value="Ok"/> <input type="button" value="Cancel"/></p> </div> </td> </tr> <tr> <td data-bbox="240 1171 581 1497"> <p>No Matching Guideline</p> </td> <td data-bbox="581 1171 1550 1497"> <p>You will receive this pop-up. Click OK to close the window and you will be returned to the request screen. <i>Proceed to Adding Documents.</i></p> <div data-bbox="597 1266 1247 1486" style="border: 1px solid gray; padding: 5px;"> <p>Select Guideline</p> <p>InterQual Guideline Selection</p> <p>Code : <input type="text" value="J40"/></p> <p>Guideline : No matching guideline was found.</p> <p style="text-align: right;"><input type="button" value="Ok"/> <input type="button" value="Cancel"/></p> </div> </td> </tr> </tbody> </table>	If there is...	Then...	<p>Matching Guideline</p>	<p>You will receive this pop-up similar to this where you may select the appropriate guideline and click on OK. <i>Proceed to Step 6 in this section.</i></p> <div data-bbox="597 888 1239 1161" style="border: 1px solid gray; padding: 5px;"> <p>Select Guideline</p> <p>InterQual Guideline Selection</p> <p>Code : <input type="text" value="I50.9, G0493"/></p> <p>Guideline : <input checked="" type="radio"/> Home Care Services, Adult, LOC:Home Care Q & A <input type="radio"/> Home Care Services, Pediatric, LOC:Home Care Q & A</p> <p style="text-align: right;"><input type="button" value="Ok"/> <input type="button" value="Cancel"/></p> </div>	<p>No Matching Guideline</p>	<p>You will receive this pop-up. Click OK to close the window and you will be returned to the request screen. <i>Proceed to Adding Documents.</i></p> <div data-bbox="597 1266 1247 1486" style="border: 1px solid gray; padding: 5px;"> <p>Select Guideline</p> <p>InterQual Guideline Selection</p> <p>Code : <input type="text" value="J40"/></p> <p>Guideline : No matching guideline was found.</p> <p style="text-align: right;"><input type="button" value="Ok"/> <input type="button" value="Cancel"/></p> </div>
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Adding a New OP Clinical Request – InterQual, cont.

Step	Action						
6.	After answering the review questions, the Recommendations page will display either Criteria Met or Criteria Not Met .						
7.	From the Recommendations page: <table border="1" data-bbox="240 422 1555 590"> <thead> <tr> <th data-bbox="240 422 443 464">If you click...</th> <th data-bbox="443 422 1555 464">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="240 464 443 506">Save</td> <td data-bbox="443 464 1555 506">The review will be saved and can be updated, if needed, prior to submitting the request.</td> </tr> <tr> <td data-bbox="240 506 443 590">Complete</td> <td data-bbox="443 506 1555 590">The review will be saved and closed. It cannot be updated even if you have not yet submitted the request.</td> </tr> </tbody> </table>	If you click...	Then...	Save	The review will be saved and can be updated, if needed, prior to submitting the request.	Complete	The review will be saved and closed. It cannot be updated even if you have not yet submitted the request.
If you click...	Then...						
Save	The review will be saved and can be updated, if needed, prior to submitting the request.						
Complete	The review will be saved and closed. It cannot be updated even if you have not yet submitted the request.						
8.	Close the InterQual tab to return to the Provider Portal						
9.	The request line will now display a status in the Decision column.						

Adding a New OP Clinical Request – Adding Assessments

If an assessment is associated with the request, an **Assessment** section will be displayed where you may access and complete the associated assessment.

Assessments

New In Progress Completed Voided

Assessment Title	Identified On	Assessment Added By
Sample Assessment	11/23/2020	Sentinel

Start
Void
Trend Report
Print Blank Assessment

Page 1 of 1

Complete Save Save and Generate POC Cancel

Add Activity Notes Assessment (POC) Review Share With Member Last Answered Question

Assessment Score 0 of 9 Provider Portal Delivery Screening Assesmer Copy Group Answers Group Score: 0 of 9

Timer 00:00:09

Sample Question...

Step	Action
1.	In the New Tab of the Assessment section, click on the gear icon to the left of the Assessment and click on Start .
2.	Answer the questions. Note - Questions in red are mandatory.
3.	Click the Complete button to complete the assessment. Note - This will trigger any auto approval rules (if configured.) The Save button will not trigger the auto approval rules.

Adding a New OP Clinical Request – Adding Documents

When submitting an **OP Clinical Request**, you must attach the clinical information. Follow these instructions to add **Documents**.

Step	Action												
1.	<p>Complete the following:</p> <ol style="list-style-type: none"> Document Title: enter the title of the document Document Type: defaults to Medical Document, update as needed. Document Description: optional field Click the Browse button to search for the document you wish to upload <ol style="list-style-type: none"> Click the desired document and click the Open button You will see the document name listed next to the Browse button. You may add additional documents by selecting Add. Select Done when you have added all documents you wish to attach. <div data-bbox="261 741 1477 1209" style="border: 1px solid black; padding: 10px;"> <p>Add Documents</p> <p>Document Title * <input type="text" value="Additional Clinical"/></p> <p>Document Type <input type="text" value="Medical Document"/></p> <p>Document Description <input type="text" value="Allows 5000 characters only"/></p> <p>Select Document * <input type="button" value="Browse"/> Document 2- for upload.docx</p> <p><input type="button" value="Add"/></p> <hr/> <p>Selected Files</p> <table border="1"> <thead> <tr> <th></th> <th>Document Title</th> <th>Type</th> <th>Date Added</th> <th>Added User</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td></td> <td>Clinical</td> <td>Medical Document</td> <td>10/13/2021</td> <td>Williams, Jessica</td> <td></td> </tr> </tbody> </table> <p><input type="button" value="Done"/></p> </div>		Document Title	Type	Date Added	Added User	Description		Clinical	Medical Document	10/13/2021	Williams, Jessica	
	Document Title	Type	Date Added	Added User	Description								
	Clinical	Medical Document	10/13/2021	Williams, Jessica									

Adding a New OP Clinical Request – Adding Notes

Notes

Note Type:

Note Encounter Date: 08/13/2020

Note Encounter Time: 08:49

Note Text:

File Edit View Format Tools

B *I* U ABC ✓

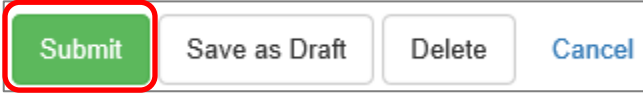
Step	Action
1.	Select the appropriate Note Type from the drop-down menu.
2.	Enter the appropriate notes in the notes section. Be sure to include your name and contact information in the event the Plan needs to contact you.



This is a shared note field. Notes can be viewed and entered by both you and the Plan.

Adding a New OP Clinical Request – Submitting the Request

Once all required sections are completed, you are ready to submit the request.

Step	Action
1.	<p>Click on the Submit button to submit your request.</p>  <p>Note: The Submit button will not be active until a clinical review has been completed.</p>
2.	<p>The Request Details information will be displayed, including the Cert Number.</p> <p>Note: If the request is programmed to auto-approve, you will see Approved in the Decision column.</p>

Request Details										
Episode Abstract										
Expected Decision Date :		Authorization Type		Episode Number :		Episode Status :		Cert Number		
08/15/2020		OP		9025648		OpenRequest		2008000412		
Authorization Details										
Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency	Decision	
12548538	27428(CPT)	1	0	0			Inpatient	Per Day	Pending	



7 ENTER AN OP NON-CLINICAL REQUEST

How to Enter an Outpatient Non-Clinical Request

A non-clinical request can be started by non-clinical staff or anyone who does not have clinical information available at the time of entry.

The non-clinical request can be saved and is available to access at a later time in order to add clinical data.

When entering a **non-clinical** request, you **must provide** the following information:

- **Episode Details**
- **Diagnosis- primary a must, secondary is optional**
- **Treating Provider**
- **Referring Provider**
- **Add service request**

Adding a New OP Non-Clinical Request – Adding Episode Details

After locating the member (following the steps outlined in Chapter 2), click on **Add New Request** and select **Outpatient** from the drop-down list.

The Member Demographics are at the top of the page. You may click the drop-down caret on the right to expand the demographics window.

ExampleA, Portal (Female) DOB: Member ID: Government Id: [dropdown]

Address 1234 Mulberry L... IA Phone & Email (515) 555-5555 Coverage Group PCP/PCM Allergies [dropdown]

Outpatient Request

Episode Details

Request Type * Expected [dropdown]

Request Priority * Standard 24 [dropdown]

[Optional Fields](#)

Follow these steps to complete the **Episode Details** section:

Step	Action
1.	Request Type: defaults to Expected , update if appropriate
2.	Request Priority: defaults to Standard 24 , update if appropriate

If you click the **Optional Fields** hyperlink, additional fields will be displayed.

Episode Details

Request Type * Expected [dropdown]

Request Priority * Standard 24 [dropdown]

Time Request 24 Hours

Reason for Request --Select One-- [dropdown]

- **Time Request:** This field will auto-populated based on the **Request Priority**.
- **Reason for Request:** Select the appropriate reason from the drop down.

Adding a New OP Non-Clinical Request – Adding Diagnosis

You can add multiple diagnoses from this screen or you can utilize the **Favorite Diagnosis** hyperlink to save time and keystrokes. The **Favorite Diagnosis** function will allow you to create and manage a list of frequently used diagnoses. The list is unique to the provider’s account. Reference Chapter 9 “*Favorite Diagnosis List – How to Create a Favorites List.*”

i **Diagnosis**

Code Type *

Diagnosis *

[Advanced Search](#)

[Favorite Diagnosis](#)

Step	Action												
1.	Code Type will default to ICD10. You may select a different code type if applicable.												
2.	Type the diagnosis or code in the Diagnosis field. You may also use the Advanced Search function, if needed.												
3.	Once you select the diagnosis, it will display on the screen and be attached to the episode. <table border="1" style="margin: 10px auto; width: 80%; border-collapse: collapse;"> <thead> <tr style="background-color: #cccccc;"> <th style="width: 20%;">Primary Dx</th> <th style="width: 15%;">Code Type</th> <th style="width: 45%;">Diagnosis</th> <th style="width: 20%;">Actions</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">★</td> <td style="text-align: center;">ICD10</td> <td>I50.9--Heart failure, unspecified</td> <td></td> </tr> <tr> <td style="text-align: center;">☆</td> <td style="text-align: center;">ICD10</td> <td>R69--Illness, unspecified</td> <td style="text-align: center;">-</td> </tr> </tbody> </table>	Primary Dx	Code Type	Diagnosis	Actions	★	ICD10	I50.9--Heart failure, unspecified		☆	ICD10	R69--Illness, unspecified	-
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☆	ICD10	R69--Illness, unspecified	-										
4.	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #cccccc;"> <th style="width: 40%;">If you...</th> <th style="width: 60%;">Then...</th> </tr> </thead> <tbody> <tr> <td>want to add additional diagnoses</td> <td> Repeat steps 2 and 3. Note: <ul style="list-style-type: none"> - Click the remove icon to remove a diagnosis from the request. - You cannot remove a diagnosis unless there is more than one diagnosis already selected - Click the Star ★ in the Primary Dx column if you need to designate a different diagnosis as primary. </td> </tr> <tr> <td>do not want to add additional diagnoses</td> <td>Proceed to the Providers section of the episode.</td> </tr> </tbody> </table>	If you...	Then...	want to add additional diagnoses	Repeat steps 2 and 3. Note: <ul style="list-style-type: none"> - Click the remove icon to remove a diagnosis from the request. - You cannot remove a diagnosis unless there is more than one diagnosis already selected - Click the Star ★ in the Primary Dx column if you need to designate a different diagnosis as primary. 	do not want to add additional diagnoses	Proceed to the Providers section of the episode.						
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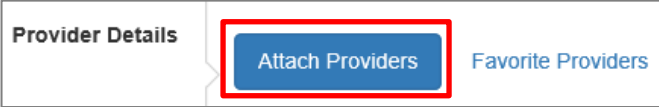
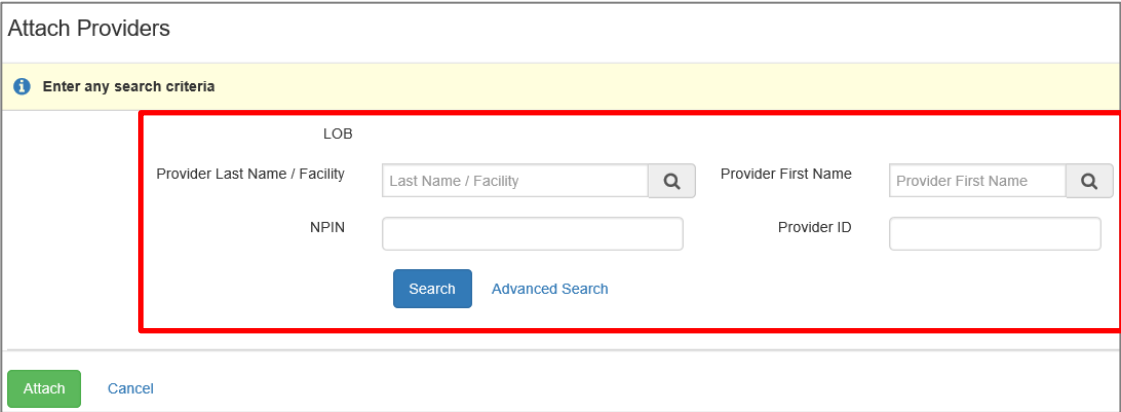
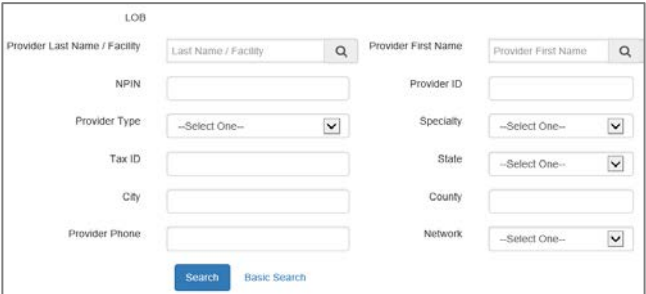
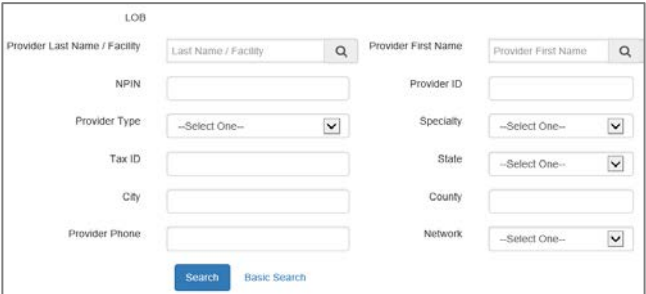
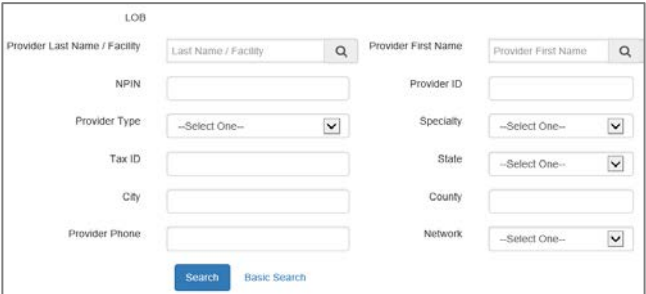
Adding a New OP Non-Clinical Request – Adding Providers

All Outpatient requests should contain a **Treating** provider (Facility or Agency providing the service) and a **Referring** provider (physician or group referring the member for services).

The steps below outline the processes for adding providers to the request.



Favorite Providers - You can utilize the Favorite Providers hyperlink to save time and keystrokes. The **Favorite Providers** list will allow you to create and manage a list of frequently used providers. Reference Chapter 9 “*Favorite Providers List–How to Create a Favorites List.*”

Step	Action						
1.	<p>Click the Attach Providers button.</p> 						
2.	<p>Enter the appropriate search criteria and click on Search.</p> 						
3.	<p>After clicking Search:</p> <table border="1" data-bbox="354 1329 1464 1852"> <thead> <tr> <th data-bbox="354 1329 716 1388">If appropriate provider...</th> <th data-bbox="716 1329 1464 1388">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="354 1388 716 1446">Is displayed</td> <td data-bbox="716 1388 1464 1446">Click the Attach button</td> </tr> <tr> <td data-bbox="354 1446 716 1852"><i>Is not</i> displayed</td> <td data-bbox="716 1446 1464 1852"> <p>You may use the Advanced Search functionality and click the Attach button after locating the provider</p>  </td> </tr> </tbody> </table>	If appropriate provider...	Then...	Is displayed	Click the Attach button	<i>Is not</i> displayed	<p>You may use the Advanced Search functionality and click the Attach button after locating the provider</p> 
If appropriate provider...	Then...						
Is displayed	Click the Attach button						
<i>Is not</i> displayed	<p>You may use the Advanced Search functionality and click the Attach button after locating the provider</p> 						

Adding a New OP Non-Clinical Request – Adding Providers (cont.)

Search Results						
	Provider ID	Provider Name	Location	Type	Provider Role	Partici
	0000000	Hospital A	Any City, PA	Facility/Vendor	Treating	
<div style="border: 1px solid gray; padding: 5px; width: fit-content;"> <ul style="list-style-type: none"> Single Attach Multiple Attach Set as Favorite </div>						

Step	Action
4.	<ul style="list-style-type: none"> Search for the facility. Once you have located the facility, select “Treating” from the drop-down list in the Provider Role column, click the icon next to the provider row and select to attach the provider to the episode. <p>Result: The Provider will be attached and listed in the Providers section of the episode.</p>
5.	<ul style="list-style-type: none"> Search for the attending physician. Once you have located the physician, select “Referring” from the drop-down list in the Provider Role column, click the icon next to the provider row and select to attach the provider to the episode. <p>Result: The Provider will be attached and listed in the Providers section of the episode.</p>



If you want to ...	Then...
<p><u>Attach multiple providers to an episode at the same time</u></p>	<p>Follow the steps outlined below:</p> <ul style="list-style-type: none"> Search for the desired providers In the row of each desired provider in the search results screen, select the appropriate Provider Role from the drop-down list, click the icon next to the row and select the option As each provider is selected, they will be added to the “Selected Providers List” at the bottom of the screen When all providers have been added, verify the selected Provider Role and click the button to add them to the episode.

Provider Details	ID	Name	Location	Role	Network	Phone	Action
		Provider A		Referring			-
		Provider B		Treating			

NOTE:

- If the incorrect provider is attached, click the **Deactivate** icon to deactivate the facility. The facility will be removed from the episode.

Adding a New OP Non-Clinical Request – Adding Service Request

You will need to complete the **Service/Specialty Drug Request** section.



Favorite Services - You can utilize the Favorite Services hyperlink to save time and keystrokes. The **Favorite Services** list will allow you to create and manage a list of frequently used services. Reference Chapter 9 “*Favorite Services List–How to Create a Favorites List.*”

Service/Specialty Drug Request	Service Type *	--Select One--	Modifier	Search Modifier
	Place of Service	Medical	Start Date *	
	Code Type *	CPT	End Date *	
	Service Code *	Search Service Code	Requested #	1
		Advanced Search Favorite Services		
		Optional Fields		
	UCR Cost	\$	Units	1
	Time Frame	Per Day		
	Time period	1		
		Add		

Step	Action																						
1.	<p>Complete information in the Service Request section (<i>if applicable</i>) using the guidelines outlined below:</p> <table border="1"> <tr> <td>Service Type</td> <td>Choose the appropriate selection from the drop-down list.</td> </tr> <tr> <td>Place of Service</td> <td>Choose the appropriate selection from the drop-down list.</td> </tr> <tr> <td>Code Type</td> <td>Auto-populated to CPT, update if necessary.</td> </tr> <tr> <td>Service Code</td> <td>Enter the requested service code. Note: You can type the service code or a description of the code. As information is typed, the auto coder will automatically display matches in the drop-down list. Select the appropriate service from the list. You can also use the Advanced Search link to initiate a search for the service code.</td> </tr> <tr> <td>Modifier</td> <td>Enter modifier details as appropriate</td> </tr> <tr> <td>Start Date</td> <td>Enter the date of the requested service</td> </tr> <tr> <td>End Date</td> <td>Enter the end date of the service</td> </tr> <tr> <td>Requested #</td> <td>Enter the appropriate units/visits</td> </tr> </table> <p>To view these fields, you may need to click on the Optional Fields hyperlink.</p> <table border="1"> <tr> <td>Time Frame</td> <td>Defaults to Per Day.</td> </tr> <tr> <td>Time Period</td> <td>Defaults to 1.</td> </tr> <tr> <td>Units/Visits</td> <td>Defaults to 1. Enter the appropriate units/visits.</td> </tr> </table>	Service Type	Choose the appropriate selection from the drop-down list.	Place of Service	Choose the appropriate selection from the drop-down list.	Code Type	Auto-populated to CPT, update if necessary.	Service Code	Enter the requested service code. Note: You can type the service code or a description of the code. As information is typed, the auto coder will automatically display matches in the drop-down list. Select the appropriate service from the list. You can also use the Advanced Search link to initiate a search for the service code.	Modifier	Enter modifier details as appropriate	Start Date	Enter the date of the requested service	End Date	Enter the end date of the service	Requested #	Enter the appropriate units/visits	Time Frame	Defaults to Per Day.	Time Period	Defaults to 1.	Units/Visits	Defaults to 1. Enter the appropriate units/visits.
Service Type	Choose the appropriate selection from the drop-down list.																						
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End Date	Enter the end date of the service																						
Requested #	Enter the appropriate units/visits																						
Time Frame	Defaults to Per Day.																						
Time Period	Defaults to 1.																						
Units/Visits	Defaults to 1. Enter the appropriate units/visits.																						

Adding a New OP Non-Clinical Request – Adding Service Request, cont.

Step	Action																												
2.	<p>Click the Add button.</p> <p>Result: The Service Request line will now be populated (appears below the Service Request fields)</p> <table border="1" data-bbox="233 359 1516 600"> <thead> <tr> <th colspan="7" data-bbox="233 359 1516 405">Service Request</th> </tr> <tr> <th data-bbox="233 405 431 468">Action</th> <th data-bbox="431 405 621 468">Service Code</th> <th data-bbox="621 405 805 468">Requested#</th> <th data-bbox="805 405 964 468">Start Date</th> <th data-bbox="964 405 1118 468">End Date</th> <th data-bbox="1118 405 1300 468">Service Type</th> <th data-bbox="1300 405 1516 468">Place of Service</th> </tr> </thead> <tbody> <tr> <td data-bbox="233 468 431 531">-</td> <td data-bbox="431 468 621 531">G0493(HCPC)</td> <td data-bbox="621 468 805 531">5</td> <td data-bbox="805 468 964 531">08/17/2020</td> <td data-bbox="964 468 1118 531">09/01/2020</td> <td data-bbox="1118 468 1300 531">Home</td> <td data-bbox="1300 468 1516 531">Medical</td> </tr> <tr> <td data-bbox="233 531 431 600">-</td> <td data-bbox="431 531 621 600">S9131(HCPC)</td> <td data-bbox="621 531 805 600">14</td> <td data-bbox="805 531 964 600">08/19/2020</td> <td data-bbox="964 531 1118 600">09/02/2020</td> <td data-bbox="1118 531 1300 600">Home</td> <td data-bbox="1300 531 1516 600">Medical</td> </tr> </tbody> </table> <p>Note: If a Service Request was added in error or with incorrect information, you may click the icon in the Action column to remove the given line.</p>	Service Request							Action	Service Code	Requested#	Start Date	End Date	Service Type	Place of Service	-	G0493(HCPC)	5	08/17/2020	09/01/2020	Home	Medical	-	S9131(HCPC)	14	08/19/2020	09/02/2020	Home	Medical
Service Request																													
Action	Service Code	Requested#	Start Date	End Date	Service Type	Place of Service																							
-	G0493(HCPC)	5	08/17/2020	09/01/2020	Home	Medical																							
-	S9131(HCPC)	14	08/19/2020	09/02/2020	Home	Medical																							
3.	Repeat Steps 2 & 3 if additional service requests need to be added																												

Adding a New OP Non-Clinical Request – Adding Documents

Follow these instructions to add **Documents**.

Step	Action												
1.	<p>Complete the following:</p> <ol style="list-style-type: none">Document Title: enter the title of the documentDocument Type: defaults to Medical Document, update as needed.Document Description: optional fieldClick the Browse button to search for the document you wish to upload<ol style="list-style-type: none">Click the desired document and click the Open buttonYou will see the document name listed next to the Browse button.You may add additional documents by selecting Add.Select Done when you have added all documents you wish to attach. <div data-bbox="263 747 1406 1276"><p>Add Documents</p><p>Document Title * <input type="text" value="Additional Clinical"/></p><p>Document Type <input type="text" value="Medical Document"/></p><p>Document Description <input type="text" value="Allows 5000 characters only"/></p><p>Select Document * <input type="button" value="Browse"/> Document 2- for upload.docx</p><p><input type="button" value="Add"/></p><p>Selected Files</p><table border="1"><thead><tr><th></th><th>Document Title</th><th>Type</th><th>Date Added</th><th>Added User</th><th>Description</th></tr></thead><tbody><tr><td>⊖</td><td>Clinical</td><td>Medical Document</td><td>10/13/2021</td><td>Williams, Jessica</td><td></td></tr></tbody></table><p><input type="button" value="Done"/></p></div>		Document Title	Type	Date Added	Added User	Description	⊖	Clinical	Medical Document	10/13/2021	Williams, Jessica	
	Document Title	Type	Date Added	Added User	Description								
⊖	Clinical	Medical Document	10/13/2021	Williams, Jessica									

Adding a New OP Non-Clinical Request – Adding Notes

Notes

Note Type:

Note Encounter Date:

Note Encounter Time:

Note Text

File ▾ Edit ▾ View ▾ Format ▾ Tools ▾

B *I* U ABC



Step	Action
1.	Select the appropriate Note Type from the drop-down menu.
2.	Enter the appropriate notes in the notes section. Be sure to include your name and contact information in the event the Plan needs to contact you.

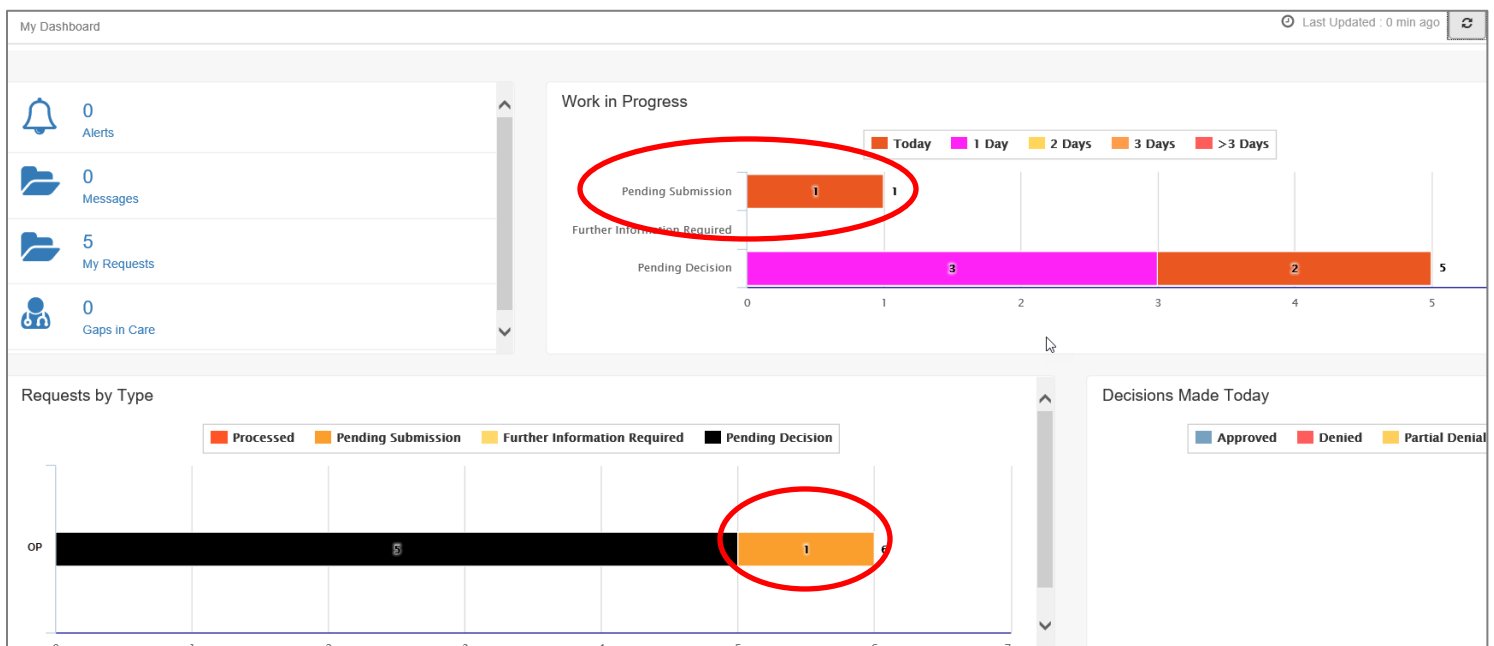


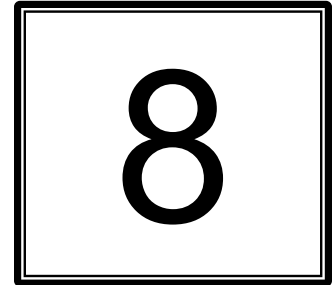
This is a shared note field. Notes can be viewed and entered by both you and the Plan.

Adding a New OP Non-Clinical Request – Saving as Draft

The **Non-clinical** request must be saved so it is available to access at a later time in order to add clinical data.

Step	Action
1.	<p>Click on the Save as Draft button to submit your request.</p>  <p>Note: The Submit button will not be active until a clinical review has been completed.</p>
2.	<p>You will be taken to the top of the request where you will see that it is now in Draft status (upper left corner).</p> 
3.	<p>You may click on Dashboard to exit the request where you see the request displayed as Pending Submission in the Work in Progress and Requests by Type widgets.</p>



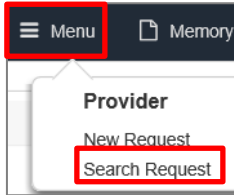
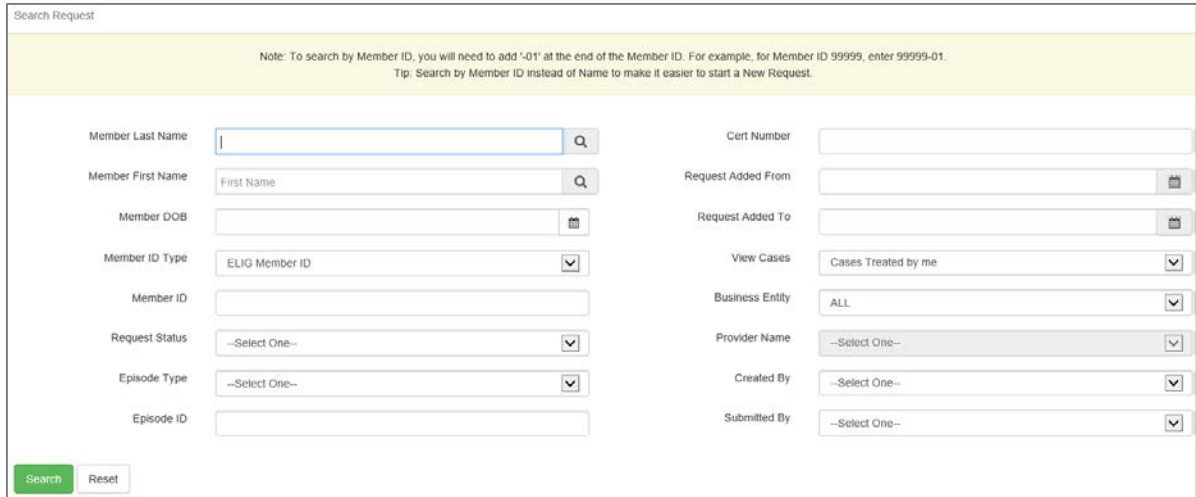


8 ADD CLINICAL TO AN EXISTING OP NON-CLINICAL REQUEST

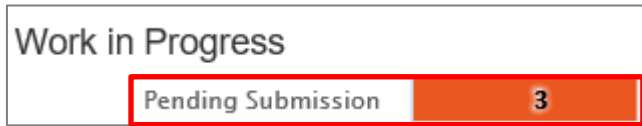
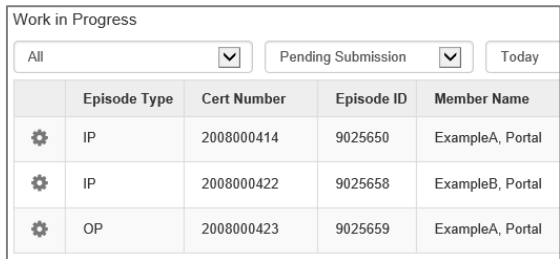
Adding Clinical Information to an Existing OP Non-clinical Request

There are three options for accessing the non-clinical request.

Option #1: Search Request

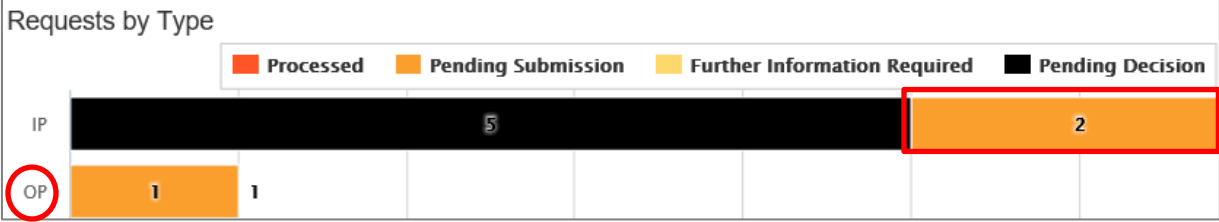
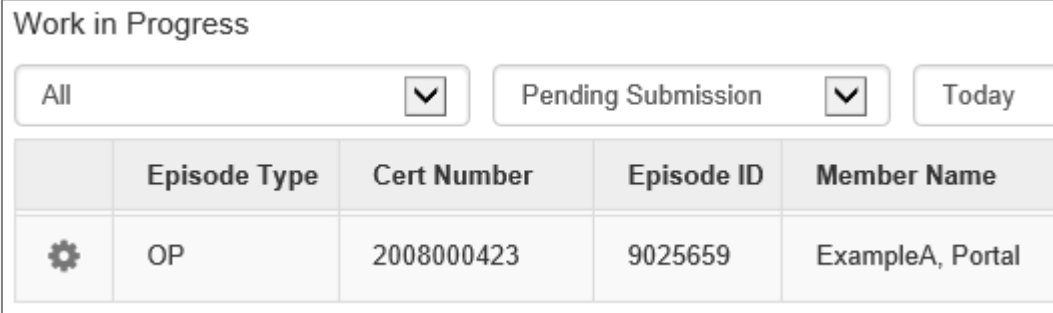
Step	Action
1.	<p>Click on Menu and select Search Request</p> 
2.	<p>Enter the appropriate search criteria and click on the Search button.</p> 
3.	<p>What results display will be based on the refinement of the search criteria. Note: <i>Only those episodes for which you are either the Treating or Attending will be displayed.</i></p>

Option #2: Dashboard – Work in Progress Widget

Step	Action																
1.	<p>Click on the Pending Submission hyperlink bar in the <i>Work in Progress</i> widget</p> 																
2.	<p>All Pending Submission requests, regardless of Episode Type, will be displayed.</p>  <table border="1"> <thead> <tr> <th>Episode Type</th> <th>Cert Number</th> <th>Episode ID</th> <th>Member Name</th> </tr> </thead> <tbody> <tr> <td>IP</td> <td>2008000414</td> <td>9025650</td> <td>ExampleA, Portal</td> </tr> <tr> <td>IP</td> <td>2008000422</td> <td>9025658</td> <td>ExampleB, Portal</td> </tr> <tr> <td>OP</td> <td>2008000423</td> <td>9025659</td> <td>ExampleA, Portal</td> </tr> </tbody> </table>	Episode Type	Cert Number	Episode ID	Member Name	IP	2008000414	9025650	ExampleA, Portal	IP	2008000422	9025658	ExampleB, Portal	OP	2008000423	9025659	ExampleA, Portal
Episode Type	Cert Number	Episode ID	Member Name														
IP	2008000414	9025650	ExampleA, Portal														
IP	2008000422	9025658	ExampleB, Portal														
OP	2008000423	9025659	ExampleA, Portal														


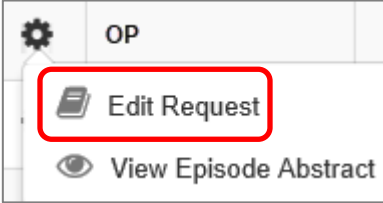
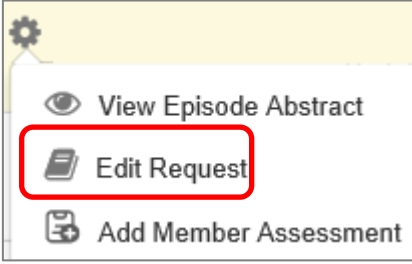
Adding Clinical Information to Existing OP Non-Clinical Request, continued

Option #3: Dashboard – Requests by Type Widget

Step	Action														
1.	<p>Click on the Pending Submission hyperlink bar in the <i>Request by Type</i> widget</p>  <p>Requests by Type</p> <p> ■ Processed ■ Pending Submission ■ Further Information Required ■ Pending Decision </p> <table border="1" data-bbox="245 409 1458 537"> <tr> <td>IP</td> <td colspan="4" style="background-color: black; color: white; text-align: center;">5</td> <td colspan="2" style="background-color: orange; color: white; text-align: center;">2</td> </tr> <tr> <td>OP</td> <td colspan="2" style="background-color: orange; color: white; text-align: center;">1</td> <td colspan="2"></td> <td colspan="2"></td> </tr> </table>	IP	5				2		OP	1					
IP	5				2										
OP	1														
2.	<p>All Pending Submission requests for that Episode Type will be displayed.</p>  <p>Work in Progress</p> <p> <input type="button" value="All"/> <input type="button" value="Pending Submission"/> <input type="button" value="Today"/> </p> <table border="1" data-bbox="245 758 1292 932"> <thead> <tr> <th></th> <th>Episode Type</th> <th>Cert Number</th> <th>Episode ID</th> <th>Member Name</th> </tr> </thead> <tbody> <tr> <td></td> <td>OP</td> <td>2008000423</td> <td>9025659</td> <td>ExampleA, Portal</td> </tr> </tbody> </table>		Episode Type	Cert Number	Episode ID	Member Name		OP	2008000423	9025659	ExampleA, Portal				
	Episode Type	Cert Number	Episode ID	Member Name											
	OP	2008000423	9025659	ExampleA, Portal											

Adding Clinical Information to Existing OP Non-Clinical Request – Edit Request

Follow these steps to open the request for editing.

Step	Action
1.	<p>Click on the  icon to the left of the episode and select Edit Request.</p> <div data-bbox="253 405 634 606"><p>The screenshot shows a card with a gear icon on the left and the text 'OP' at the top. Below the gear icon, there are two options: 'Edit Request' (with a document icon) and 'View Episode Abstract' (with an eye icon). The 'Edit Request' option is circled in red.</p></div> <div data-bbox="696 350 1105 611"><p>The screenshot shows a dropdown menu with a gear icon at the top left. Below it, there are three options: 'View Episode Abstract' (with an eye icon), 'Edit Request' (with a document icon), and 'Add Member Assessment' (with a person icon). The 'Edit Request' option is circled in red.</p></div> <p>Note: Depending on how you accessed the episode, you may see different options under the gear.</p>
2.	<p>The request will open and is read to be updated.</p>


Adding Clinical Information to Existing OP Non-Clinical Request – InterQual

Access and complete InterQual Connect Clinical Criteria



If you need training or have questions regarding the use of InterQual Connect criteria, please contact your facility InterQual trainer or contact your Change HealthCare account representative.

The health plan is certified to conduct training for internal associates only.

Step	Action																								
1.	<p>Click the Check for Review button.</p> 																								
2.	<p>Once determined that one or both exists, you will receive the following pop-up message. Click OK.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>pr-jv6-ap-pp.amerihealthcaritas.com says</p> <p>There are stay/service lines to be reviewed. Kindly complete the same before submit.</p> <p style="text-align: right;">OK</p> </div>																								
3.	<p>Click the appropriate Go to Criteria button.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">If...</th> <th style="width: 50%;">Then...</th> </tr> </thead> <tbody> <tr> <td>Only a Stay Request</td> <td> <ul style="list-style-type: none"> Click the Go to Criteria button associated with the Stay Request. </td> </tr> <tr> <td>Both Stay and Service Requests</td> <td> <ul style="list-style-type: none"> The Go to Criteria button associated with the Stay Request will be inactive. Click the Go to Criteria button associated with the Service Request. </td> </tr> </tbody> </table> <div style="margin-top: 10px;"> <p>Stay Request</p> <p>Treatment Setting * <input type="text" value="Hospital - Inpatient"/> Actual Admit Date <input type="text" value="10/12/2021"/></p> <p>Treatment Type <input type="text" value="Medical"/></p> <p>Requested Level Of Care <input type="text" value="Medical"/> LOS Requested <input type="text" value="1"/></p> <p>Review Status <input type="text"/></p> <p style="text-align: center;">Go to Criteria</p> </div> <div style="margin-top: 10px;"> <p>Go to Criteria</p> <p>Service Request</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Action</th> <th>Service Code</th> <th>Modifier</th> <th>Requested#</th> <th>Start Date</th> <th>End Date</th> <th>Treatment Setting</th> <th>Treatment Type</th> <th>Review Status</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>58280(CPT)</td> <td></td> <td>1</td> <td>10/15/2021</td> <td>11/15/2021</td> <td>Hospital - Inpatient</td> <td>Medical</td> <td></td> </tr> </tbody> </table> </div>	If...	Then...	Only a Stay Request	<ul style="list-style-type: none"> Click the Go to Criteria button associated with the Stay Request. 	Both Stay and Service Requests	<ul style="list-style-type: none"> The Go to Criteria button associated with the Stay Request will be inactive. Click the Go to Criteria button associated with the Service Request. 	Action	Service Code	Modifier	Requested#	Start Date	End Date	Treatment Setting	Treatment Type	Review Status	<input checked="" type="checkbox"/>	58280(CPT)		1	10/15/2021	11/15/2021	Hospital - Inpatient	Medical	
If...	Then...																								
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Action	Service Code	Modifier	Requested#	Start Date	End Date	Treatment Setting	Treatment Type	Review Status																	
<input checked="" type="checkbox"/>	58280(CPT)		1	10/15/2021	11/15/2021	Hospital - Inpatient	Medical																		

Adding Clinical Information to Existing OP Non-clinical Request – InterQual, cont.

Step	Action						
4.	<p>You will receive the following message. Click OK <u>only</u> if you completed the items listed.</p> <div data-bbox="240 310 1084 646" style="border: 1px solid black; padding: 10px;"> <p>pr-jv6-ap-pp.amerihealthcaritas.com says</p> <p>Click OK only after all diagnoses, stay and/or service detail lines are completed. Edits are not permitted after clicking OK. Click Cancel to edit or OK to continue.</p> <div style="text-align: right;"> <input type="button" value="OK"/> <input type="button" value="Cancel"/> </div> </div>						
5.	<p>The system will connect with InterQual and determine if there is a matching guideline.</p> <table border="1" data-bbox="240 751 1555 1499"> <thead> <tr> <th data-bbox="240 751 581 804">If there is...</th> <th data-bbox="581 751 1555 804">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="240 804 581 1171"> <p>Matching Guideline</p> </td> <td data-bbox="581 804 1555 1171"> <p>You will receive this pop-up similar to this where you may select the appropriate guideline and click on OK. Proceed to Step 6 in this section.</p> <div data-bbox="597 888 1239 1161" style="border: 1px solid gray; padding: 5px;"> <p>Select Guideline</p> <p>InterQual Guideline Selection</p> <p>Code : <input type="text" value="I50.9, G0493"/></p> <p>Guideline : <input checked="" type="radio"/> Home Care Services, Adult, LOC:Home Care Q & A <input type="radio"/> Home Care Services, Pediatric, LOC:Home Care Q & A</p> <div style="text-align: right;"> <input type="button" value="Ok"/> <input type="button" value="Cancel"/> </div> </div> </td> </tr> <tr> <td data-bbox="240 1171 581 1499"> <p>No Matching Guideline</p> </td> <td data-bbox="581 1171 1555 1499"> <p>You will receive this pop-up. Click OK to close the window and you will be returned to the request screen. Proceed to Adding Documents.</p> <div data-bbox="597 1260 1247 1486" style="border: 1px solid gray; padding: 5px;"> <p>Select Guideline</p> <p>InterQual Guideline Selection</p> <p>Code : <input type="text" value="J40"/></p> <p>Guideline : No matching guideline was found.</p> <div style="text-align: right;"> <input type="button" value="Ok"/> <input type="button" value="Cancel"/> </div> </div> </td> </tr> </tbody> </table>	If there is...	Then...	<p>Matching Guideline</p>	<p>You will receive this pop-up similar to this where you may select the appropriate guideline and click on OK. Proceed to Step 6 in this section.</p> <div data-bbox="597 888 1239 1161" style="border: 1px solid gray; padding: 5px;"> <p>Select Guideline</p> <p>InterQual Guideline Selection</p> <p>Code : <input type="text" value="I50.9, G0493"/></p> <p>Guideline : <input checked="" type="radio"/> Home Care Services, Adult, LOC:Home Care Q & A <input type="radio"/> Home Care Services, Pediatric, LOC:Home Care Q & A</p> <div style="text-align: right;"> <input type="button" value="Ok"/> <input type="button" value="Cancel"/> </div> </div>	<p>No Matching Guideline</p>	<p>You will receive this pop-up. Click OK to close the window and you will be returned to the request screen. Proceed to Adding Documents.</p> <div data-bbox="597 1260 1247 1486" style="border: 1px solid gray; padding: 5px;"> <p>Select Guideline</p> <p>InterQual Guideline Selection</p> <p>Code : <input type="text" value="J40"/></p> <p>Guideline : No matching guideline was found.</p> <div style="text-align: right;"> <input type="button" value="Ok"/> <input type="button" value="Cancel"/> </div> </div>
If there is...	Then...						
<p>Matching Guideline</p>	<p>You will receive this pop-up similar to this where you may select the appropriate guideline and click on OK. Proceed to Step 6 in this section.</p> <div data-bbox="597 888 1239 1161" style="border: 1px solid gray; padding: 5px;"> <p>Select Guideline</p> <p>InterQual Guideline Selection</p> <p>Code : <input type="text" value="I50.9, G0493"/></p> <p>Guideline : <input checked="" type="radio"/> Home Care Services, Adult, LOC:Home Care Q & A <input type="radio"/> Home Care Services, Pediatric, LOC:Home Care Q & A</p> <div style="text-align: right;"> <input type="button" value="Ok"/> <input type="button" value="Cancel"/> </div> </div>						
<p>No Matching Guideline</p>	<p>You will receive this pop-up. Click OK to close the window and you will be returned to the request screen. Proceed to Adding Documents.</p> <div data-bbox="597 1260 1247 1486" style="border: 1px solid gray; padding: 5px;"> <p>Select Guideline</p> <p>InterQual Guideline Selection</p> <p>Code : <input type="text" value="J40"/></p> <p>Guideline : No matching guideline was found.</p> <div style="text-align: right;"> <input type="button" value="Ok"/> <input type="button" value="Cancel"/> </div> </div>						

Adding Clinical Information to Existing OP Non-clinical Request – InterQual, cont.

Step	Action						
6.	After answering the review questions, the Recommendations page will display either Criteria Met or Criteria Not Met .						
7.	From the Recommendations page: <table border="1" data-bbox="240 422 1555 590"> <thead> <tr> <th data-bbox="240 422 440 464">If you click...</th> <th data-bbox="440 422 1555 464">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="240 464 440 506">Save</td> <td data-bbox="440 464 1555 506">The review will be saved and can be updated, if needed, prior to submitting the request.</td> </tr> <tr> <td data-bbox="240 506 440 590">Complete</td> <td data-bbox="440 506 1555 590">The review will be saved and closed. It cannot be updated even if you have not yet submitted the request.</td> </tr> </tbody> </table>	If you click...	Then...	Save	The review will be saved and can be updated, if needed, prior to submitting the request.	Complete	The review will be saved and closed. It cannot be updated even if you have not yet submitted the request.
If you click...	Then...						
Save	The review will be saved and can be updated, if needed, prior to submitting the request.						
Complete	The review will be saved and closed. It cannot be updated even if you have not yet submitted the request.						
8.	Close the InterQual tab to return to the Provider Portal						
9.	The request line will now display a status in the Decision column.						

Adding Clinical Information to Existing OP Non-Clinical Request – Assessments

If an assessment is associated with the request, an **Assessment** section will be displayed where you may access and complete the associated assessment.

Assessments

New In Progress Completed Voided

Assessment Title	Identified On	Assessment Added By
Sample Assessment	11/23/2020	Sentinel

Start
Void
Trend Report
Print Blank Assessment

Page 1 of 1

Complete Save Save and Generate POC Cancel

Add Activity Notes Assessment (POC) Review Share With Member Last Answered Question

Assessment Score 0 of 9 Provider Portal Delivery Screening Assesmer Copy Group Answers Group Score: 0 of 9

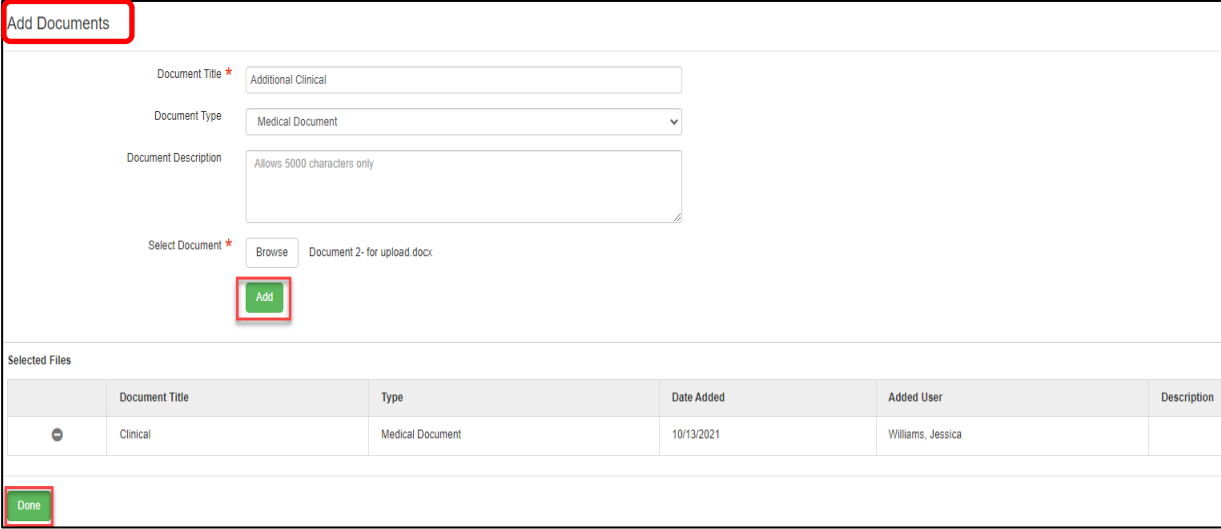
Timer 00:00:09

Sample Question...

Step	Action
1.	In the New Tab of the Assessment section, click on the gear icon to the left of the Assessment and click on Start .
2.	Answer the questions. Note - Questions in red are mandatory.
3.	Click the Complete button to complete the assessment. Note - This will trigger any auto approval rules (if configured.) The Save button will not trigger the auto approval rules.

Adding Clinical Information to Existing OP Non-Clinical Request – Adding Documents

When submitting an **OP Clinical Request**, you must attach the clinical information. Follow these instructions to add **Documents**.

Step	Action
1.	<p>Complete the following:</p> <ol style="list-style-type: none"> Document Title: enter the title of the document Document Type: defaults to Medical Document, update as needed. Document Description: optional field Click the Browse button to search for the document you wish to upload <ol style="list-style-type: none"> Click the desired document and click the Open button You will see the document name listed next to the Browse button. You may add additional documents by selecting Add. Select Done when you have added all documents you wish to attach. 

Adding Clinical Information to Existing OP Non-Clinical Request – Adding Notes

Notes

Note Type: --Select One--

Note Encounter Date: 08/13/2020

Note Encounter Time: 08:49

Note Text

File Edit View Format Tools

B *I* U ABC ✓

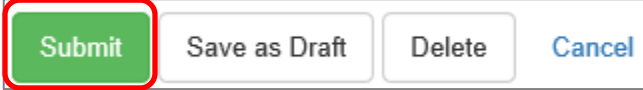
Step	Action
1.	Select the appropriate Note Type from the drop-down menu.
2.	Enter the appropriate notes in the notes section. Be sure to include your name and contact information in the event the Plan needs to contact you.



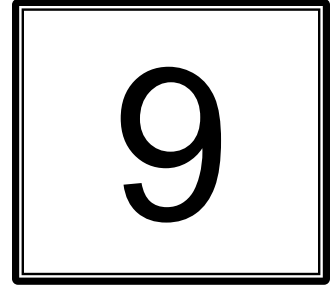
This is a shared note field. Notes can be viewed and entered by both you and the Plan.

Adding Clinical Information to Existing OP Non-Clinical Request – Submitting Request

Once all required sections are completed, you are ready to submit the request.

Step	Action
1.	<p>Click on the Submit button to submit your request.</p>  <p>Note: The Submit button will not be active until a clinical review has been completed.</p>
2.	<p>The Request Details information will be displayed, including the Cert Number.</p> <p>Note: If the request is programmed to auto-approve, you will see Approved in the Decision column.</p>

Request Details										
Episode Abstract										
Expected Decision Date :		Authorization Type OP		Episode Number : 9025648		Episode Status : OpenRequest		Cert Number 2008000412		
08/15/2020										
Authorization Details										
Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency	Decision	
12548538	27428(CPT)	1	0	0			Inpatient	Per Day	Pending	



9 ADDITIONAL PROCESSES

Search for Determination

Search Request

Note: To search by Member ID, you will need to add '-01' at the end of the Member ID. For example, for Member ID 99999, enter 99999-01.
Tip: Search by Member ID instead of Name to make it easier to start a New Request.

Member Last Name: Cert Number:

Member First Name: Request Added From:

Member DOB: Request Added To:

Member ID Type: View Cases:

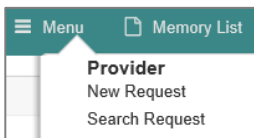
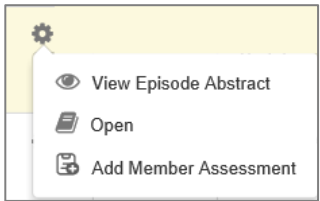
Member ID: Business Entity:

Request Status: Provider Name:

Episode Type: Created By:

Episode ID: Submitted By:

Action	Episode ID	Member Name	Episode Type	Date of Service	Cert Number	Diagnosis	Created By	Submitted By	Initial Due Date	Status	Decision	Decision Reason
<input type="button" value="⚙️"/>	9026508	ExampleA, Portal	IP	09/14/2020	92009000160	J40 (Bronchitis, not specified as acute or chronic)	Westre, Kristi	Westre, Kristi		Pending Decision	Pending	
<input type="button" value="⚙️"/>	9026454	ExampleA, Portal	IP	09/10/2020	92009000124	R69 (Illness, unspecified)	Westre, Kristi			Pending Submission		
<input type="button" value="⚙️"/>	9025648	ExampleA, Portal	IP	08/13/2020	2008000412	M13.169 (Monoarthritis, not elsewhere classified, unspecified knee)	Westre, Kristi	Westre, Kristi		Processed	Approved	Clinical Reviewer Approval

Step	Action
1.	Click Menu and select Search Request
	
2.	Enter the “certification number” in the Cert Number field. Note – You can also search using the member ID or name/DOB.
3.	Select “ Cases Treated By Me ” from the View Cases drop down box.
4.	Verify that “ All ” is in the Business Entity field.
5.	Click the Search button.
6.	The determination will be in the Decision column (Approved, Pending or Denied).
7.	Clicking on the gear icon in the Action column will allow you to do the following:
	

Extending an Existing Request

Closed Episodes will be accessible in a 'view only' format. If you would like to extend the request or add notes to a closed case, you will need to contact the Utilization Management Department to request to have the case reopened.

If the case is **Open**, you may follow the instructions below.

Search Request

Note: To search by Member ID, you will need to add '-01' at the end of the Member ID. For example, for Member ID 99999, enter 99999-01.
Tip: Search by Member ID instead of Name to make it easier to start a New Request.

Member Last Name:

Member First Name:

Member DOB:

Member ID Type:

Member ID:

Request Status:

Episode Type:

Episode ID:

Cert Number:

Request Added From:

Request Added To:


View Cases:

Business Entity:

Provider Name:

Created By:

Submitted By:

Action	Episode ID	Member Name	Episode Type	Date of Service	Cert Number	Diagnosis	Created By	Submitted By	Initial Due Date	Status	Decision	Decision Reason
	9026532	ExampleB, Portal	IP	09/15/2020	92009000176	I50.9 (Heart failure, unspecified)	Westre, Kristi	Westre, Kristi		Processed	Approved	Clinical Reviewer Approval

Step	Action
1.	Click Menu and select Search Request
2.	Enter the "certification number" in the Cert Number field. Note – You can also search using the member ID or name/DOB.
3.	Select " Cases Treated By Me " from the View Cases drop down box.
4.	Verify that " All " is in the Business Entity field.
5.	Click the Search button.
6.	Click the gear icon in the Action column and select Open

Extending an Existing Request, cont.

Member Overview > IP(9026529)

Status: OpenRequest | Primary Dx: J40 | Assigned To: Westre, Kristi | Assigned Reviewer: | Cert Number: 92009000173 | Auth Coverage: Keystone First - Adult Medicaid 21 and Over

Buttons: Review, **Extension**, Add

Stay Request	Treatment Type	Due Date	Decision	Reason for Decision	Auth Start Date	Auth End D
<input checked="" type="checkbox"/>	Initial	Medical	09/17/2020 09:03	Approved	Clinical Reviewer Approval	09/14/2020 09/15/2020

Page 1 of 1

Step	Action
1.	Select the line that needs to be extended. Note: You can only select one line at a time.
2.	Click the Extension button
3.	Complete the required fields with the appropriate information and click Save

Buttons: **Save**, Cancel

Treatment Setting	Treatment Type	Level of Care	LOS Requested #	Admit Date
Hospital - Inpatient	Medical		1	09/14/2020

Requested Date *

Request Received Time *

Request Type *

Request Priority *

Time Request

Due Date

Buttons: **Save**, Cancel

4. After clicking Save, you will be returned to the episode where you will now see the Extension line.

Member Overview > IP(9026532)

Status: OpenRequest | Primary Dx: I50.9 | Assigned To: IP Pending Cases | Assigned Reviewer: | Cert Number: 92009000176 | Auth Coverage: | Related Episodes

Buttons: Add

Immediate Due Date: 09/16/2020 10:11

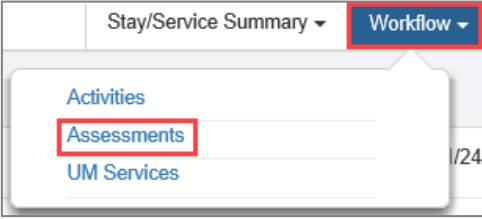
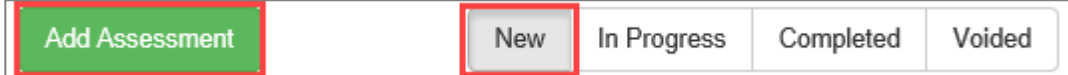
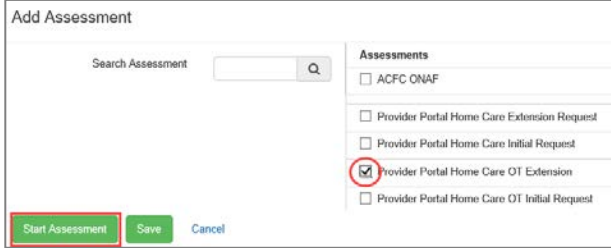
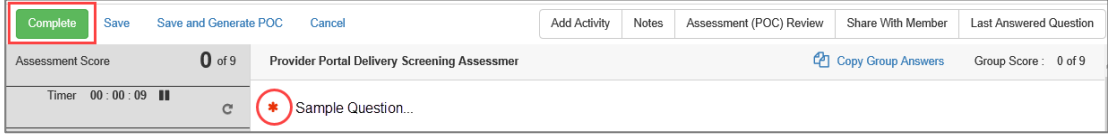
Stay Request	Treatment Type	Due Date	Decision	Reason for Decision
<input type="checkbox"/>	Initial	Medical	09/17/2020 10:05	Approved Clinical Reviewer Approval
<input type="checkbox"/>	Extension	Medical	09/16/2020 10:11	-



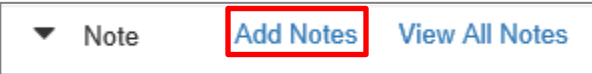
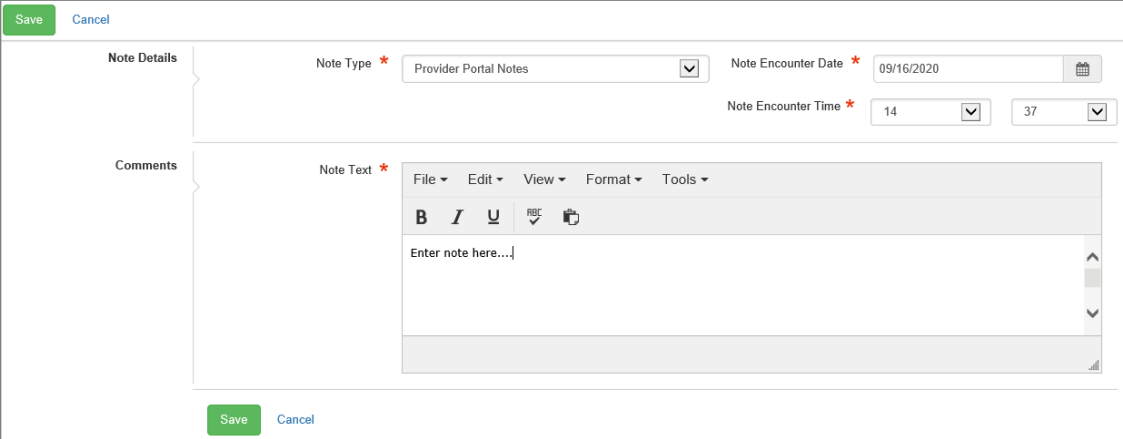
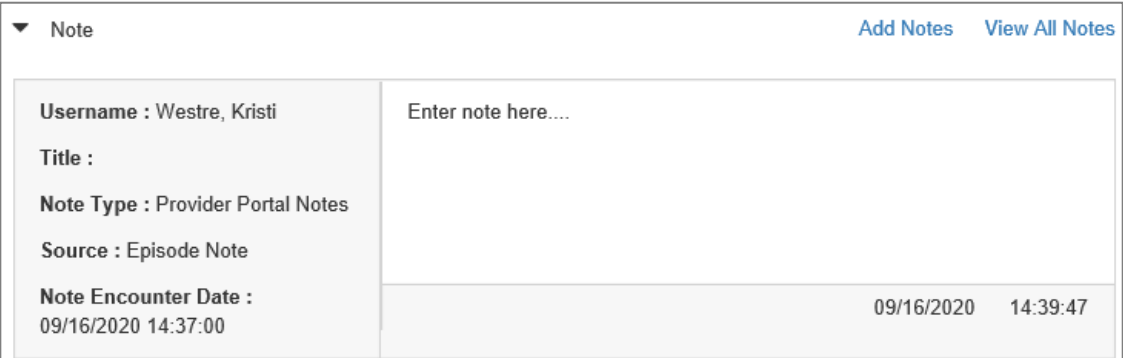
Clicking Save will submit your extension request. However, you must enter a note and attach any appropriate documentation to support the extension request.

Extending an Existing Request – Adding Assessments

If an assessment is to be completed, you will need to follow the guidelines below.

Step	Action
1.	<p>Click on Workflows in the upper right corner of the episode and click on the Assessments hyperlink.</p> 
	<p>In the New Tab of the Assessment section, click on the Add Assessment button.</p> 
	<p>Select the appropriate assessment and click on the Start Assessment button.</p> 
2.	<p>Answer the questions.</p>  <p>Note - Questions in red are mandatory.</p>
3.	<p>Click the Complete button to complete the assessment.</p>

Extending an Existing Request – Adding Notes

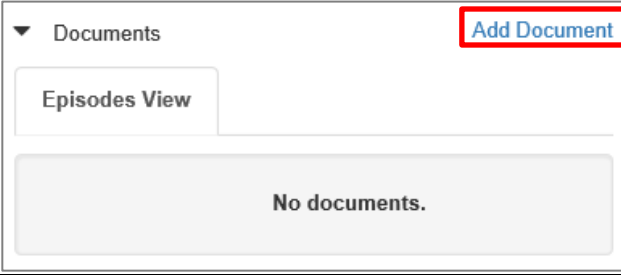
Step	Action
1.	<p>Within the Note widget on the right side of the episode screen, click on Add Notes</p> 
2.	<p>Enter the appropriate notes for the extension in the notes section. Be sure to include your name and contact information in the event the Plan needs to contact you.</p> 
3.	<p>Click the Save button Your note will now be displayed in the Notes widget.</p> 



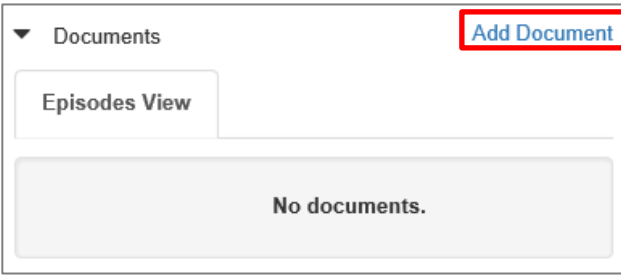
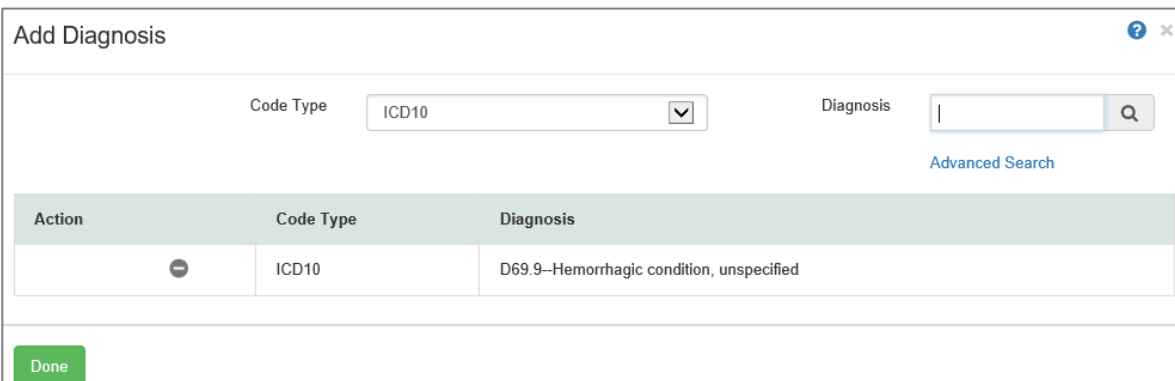
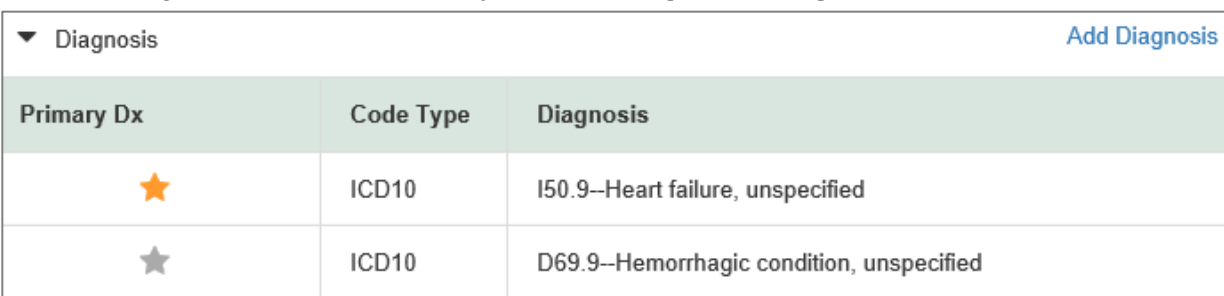
This is a shared note field. Notes can be viewed and entered by both you and the plan.

Extending an Existing Request – Adding Documents

IMPORTANT: Be sure to attach any clinical documentation to support the request for extension


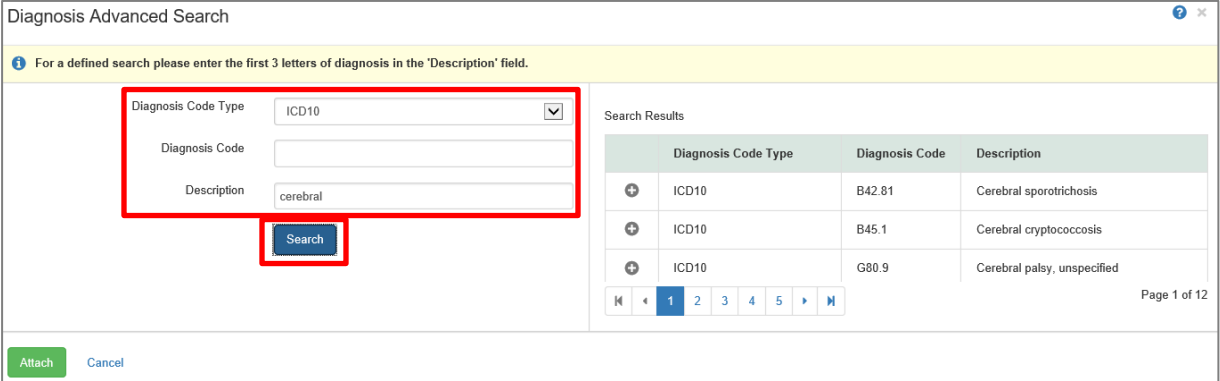
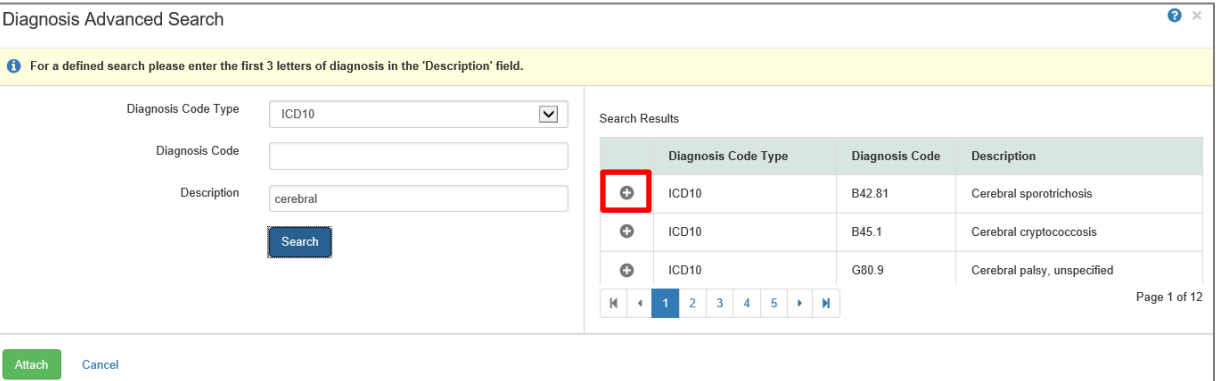
Step	Action
1.	<p>Within the Documents widget on the right side of the episode screen, click on Add Document</p>  <p>The screenshot shows a 'Documents' widget. At the top left, there is a dropdown menu with a downward arrow and the text 'Documents'. To the right of this menu is a blue button labeled 'Add Document', which is highlighted with a red rectangular box. Below the dropdown menu is a tab labeled 'Episodes View'. Underneath the tab is a large, light gray rectangular area containing the text 'No documents.'</p>
2.	Upload any clinical documentation to support the request for extension

Add Additional Diagnoses to an Existing Request





Step	Action									
1.	Locate and open the appropriate episode.									
2.	<p>Within the Diagnosis widget on the right side of the episode screen, click on Add Diagnosis</p>  <p>The screenshot shows a 'Documents' widget with a dropdown arrow, an 'Add Document' button (highlighted with a red box), an 'Episodes View' tab, and a message that says 'No documents.'</p>									
3.	<p>From the Add Diagnosis screen, search for the appropriate diagnosis by either entering the code or using the Advanced Search, and attach to the episode.</p>  <p>The screenshot shows the 'Add Diagnosis' screen with a 'Code Type' dropdown set to 'ICD10' and a search box containing 'D69.9--Hemorrhagic condition, unspecified'. Below the search box is a table with one row: 'D69.9--Hemorrhagic condition, unspecified'. A 'Done' button is at the bottom left.</p> <table border="1" data-bbox="243 924 1412 1029"> <thead> <tr> <th>Action</th> <th>Code Type</th> <th>Diagnosis</th> </tr> </thead> <tbody> <tr> <td>⊖</td> <td>ICD10</td> <td>D69.9--Hemorrhagic condition, unspecified</td> </tr> </tbody> </table>	Action	Code Type	Diagnosis	⊖	ICD10	D69.9--Hemorrhagic condition, unspecified			
Action	Code Type	Diagnosis								
⊖	ICD10	D69.9--Hemorrhagic condition, unspecified								
4.	<p>The new diagnosis will now be displayed in the Diagnosis widget</p>  <p>The screenshot shows a 'Diagnosis' widget with an 'Add Diagnosis' button. Below it is a table with two rows of diagnoses. The first row is marked as 'Primary Dx' with an orange star.</p> <table border="1" data-bbox="243 1239 1461 1470"> <thead> <tr> <th>Primary Dx</th> <th>Code Type</th> <th>Diagnosis</th> </tr> </thead> <tbody> <tr> <td>★</td> <td>ICD10</td> <td>I50.9--Heart failure, unspecified</td> </tr> <tr> <td>★</td> <td>ICD10</td> <td>D69.9--Hemorrhagic condition, unspecified</td> </tr> </tbody> </table>	Primary Dx	Code Type	Diagnosis	★	ICD10	I50.9--Heart failure, unspecified	★	ICD10	D69.9--Hemorrhagic condition, unspecified
Primary Dx	Code Type	Diagnosis								
★	ICD10	I50.9--Heart failure, unspecified								
★	ICD10	D69.9--Hemorrhagic condition, unspecified								

Favorite Diagnosis List – How to Create

The **Favorites Diagnosis** function will allow you to create and manage a list of frequently used diagnoses. The list is unique to the provider's account.


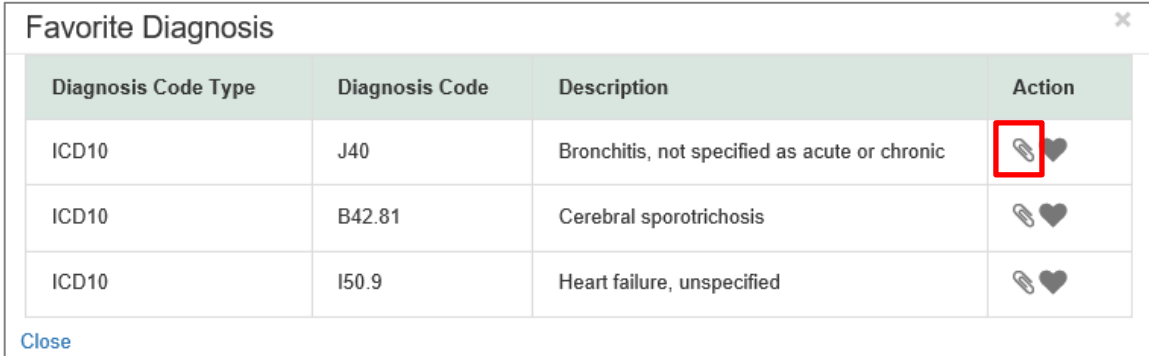
Step	Action												
1.	<p>When creating an episode, click on the Advanced Search hyperlink to search for a diagnosis</p>  <p>The screenshot shows a form with a 'Diagnosis' section. It includes a 'Code Type' dropdown menu set to 'ICD10' and a 'Diagnosis' text input field. Below these fields are two buttons: 'Advanced Search' (highlighted with a red box) and 'Favorite Diagnosis'.</p>												
2.	<p>Type the code or description in the appropriate field and click on Search</p>  <p>The screenshot shows the 'Diagnosis Advanced Search' dialog box. It has a yellow header with a message: 'For a defined search please enter the first 3 letters of diagnosis in the 'Description' field.' Below this are three input fields: 'Diagnosis Code Type' (set to ICD10), 'Diagnosis Code', and 'Description' (containing 'cerebral'). A 'Search' button is highlighted with a red box. To the right is a 'Search Results' table with three rows of results.</p> <table border="1" data-bbox="894 730 1498 905"> <thead> <tr> <th>Diagnosis Code Type</th> <th>Diagnosis Code</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>ICD10</td> <td>B42.81</td> <td>Cerebral sporotrichosis</td> </tr> <tr> <td>ICD10</td> <td>B45.1</td> <td>Cerebral cryptococcosis</td> </tr> <tr> <td>ICD10</td> <td>G80.9</td> <td>Cerebral palsy, unspecified</td> </tr> </tbody> </table>	Diagnosis Code Type	Diagnosis Code	Description	ICD10	B42.81	Cerebral sporotrichosis	ICD10	B45.1	Cerebral cryptococcosis	ICD10	G80.9	Cerebral palsy, unspecified
Diagnosis Code Type	Diagnosis Code	Description											
ICD10	B42.81	Cerebral sporotrichosis											
ICD10	B45.1	Cerebral cryptococcosis											
ICD10	G80.9	Cerebral palsy, unspecified											
3.	<p>Click on the + sign next to the appropriate diagnosis code</p>  <p>The screenshot shows the same 'Diagnosis Advanced Search' dialog box as in step 2. The '+ sign' next to the first search result, 'Cerebral sporotrichosis', is highlighted with a red box.</p> <table border="1" data-bbox="894 1203 1498 1377"> <thead> <tr> <th>Diagnosis Code Type</th> <th>Diagnosis Code</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>ICD10</td> <td>B42.81</td> <td>Cerebral sporotrichosis</td> </tr> <tr> <td>ICD10</td> <td>B45.1</td> <td>Cerebral cryptococcosis</td> </tr> <tr> <td>ICD10</td> <td>G80.9</td> <td>Cerebral palsy, unspecified</td> </tr> </tbody> </table>	Diagnosis Code Type	Diagnosis Code	Description	ICD10	B42.81	Cerebral sporotrichosis	ICD10	B45.1	Cerebral cryptococcosis	ICD10	G80.9	Cerebral palsy, unspecified
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ICD10	B42.81	Cerebral sporotrichosis											
ICD10	B45.1	Cerebral cryptococcosis											
ICD10	G80.9	Cerebral palsy, unspecified											

Favorite Diagnosis List – How to Create (cont.)

Step	Action																
4.	<p>The diagnosis will then appear in the Selected Diagnosis List at the bottom of the Search window.</p> <p><i>Tip: You may need to enlarge the search window or scroll down to see the Selected Diagnosis List section.</i></p> <div data-bbox="245 422 1560 726" style="border: 1px solid black; padding: 5px;"> <p>Selected Diagnosis List </p> <table border="1" data-bbox="253 485 1552 638"> <thead> <tr> <th data-bbox="253 485 493 558"></th> <th data-bbox="493 485 818 558">Diagnosis Code Type</th> <th data-bbox="818 485 1066 558">Diagnosis Code</th> <th data-bbox="1066 485 1382 558">Description</th> <th data-bbox="1382 485 1552 558">Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="253 558 493 638" style="text-align: center;">-</td> <td data-bbox="493 558 818 638">ICD10</td> <td data-bbox="818 558 1066 638">B42.81</td> <td data-bbox="1066 558 1382 638">Cerebral sporotrichosis</td> <td data-bbox="1382 558 1552 638" style="text-align: center;"></td> </tr> </tbody> </table> <p data-bbox="253 659 367 716" style="background-color: #4CAF50; color: white; padding: 2px 5px; display: inline-block; margin-right: 10px;">Attach</p> <p data-bbox="402 674 480 705" style="color: #0070C0; text-decoration: none;">Cancel</p> </div> <table border="1" data-bbox="240 772 1544 1024" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th data-bbox="240 772 824 831">If...</th> <th data-bbox="824 772 1544 831">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="240 831 824 930">You wish to add the diagnosis to your Favorite Diagnosis list</td> <td data-bbox="824 831 1544 930">Click on the heart icon in the Action column</td> </tr> <tr> <td data-bbox="240 930 824 1024">You wish to add the diagnosis to the episode</td> <td data-bbox="824 930 1544 1024">Click the Attach button</td> </tr> </tbody> </table>		Diagnosis Code Type	Diagnosis Code	Description	Action	-	ICD10	B42.81	Cerebral sporotrichosis		If...	Then...	You wish to add the diagnosis to your Favorite Diagnosis list	Click on the heart icon in the Action column	You wish to add the diagnosis to the episode	Click the Attach button
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5.	<p>Repeat steps 1-4 as needed or desired</p> <p>Note: You may add diagnoses to your Favorite Diagnosis list through this method even if you do not need to attach them to this given request.</p>																

Favorite Diagnosis List – Utilizing the List

Once your **Favorite Diagnosis** list is set up, you do not need to search for these diagnoses in order to add them to the request.

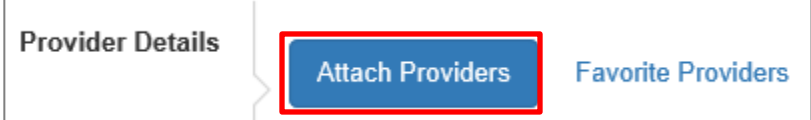

Step	Action
1.	<p>When creating an episode, click on the Favorite Diagnosis hyperlink</p> 
2.	<p>Click on the Attach Icon (paperclip) to add the diagnosis to the request.</p> 



Click the heart icon  to remove a diagnosis from your **Favorite Diagnosis** list.


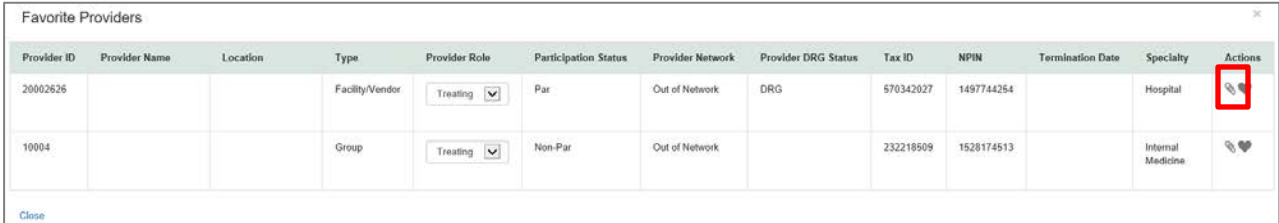
Favorite Providers List – How to Create

The **Favorite Provider** functionality will allow you to create and manage a list of frequently used providers. The list is unique to the provider's account.

Step	Action
1.	<p>When creating an episode, click on the Attach Providers button</p>  <p>The screenshot shows a navigation bar with three items: 'Provider Details', 'Attach Providers', and 'Favorite Providers'. The 'Attach Providers' button is highlighted with a red rectangular box.</p>
2.	<p>Enter the appropriate criteria from the Basic Search screen or from the Advanced Search screen and click on Search</p>
3.	<p>The Provider will then appear in the Search Results section</p> <p>To add the provider as a favorite:</p> <ol style="list-style-type: none"> Click on the gear icon Click on Set as Favorite  <p>The screenshot shows a table titled 'Search Results' with the following columns: Provider ID, Provider Name, Location, Type, and Provider Role. The first row contains a gear icon in the Provider ID column, which is highlighted with a red box. A dropdown menu is open below the gear icon, showing three options: 'Single Attach', 'Multiple Attach', and 'Set as Favorite'. The 'Set as Favorite' option is highlighted with a red box. The 'Type' column contains 'Facility/Vendor' and the 'Provider Role' column contains 'Treating' with a dropdown arrow.</p>

Favorite Providers List – Utilizing the List

Once your **Favorites List** is set up, you do not need to search for those providers in order to add them to the request.

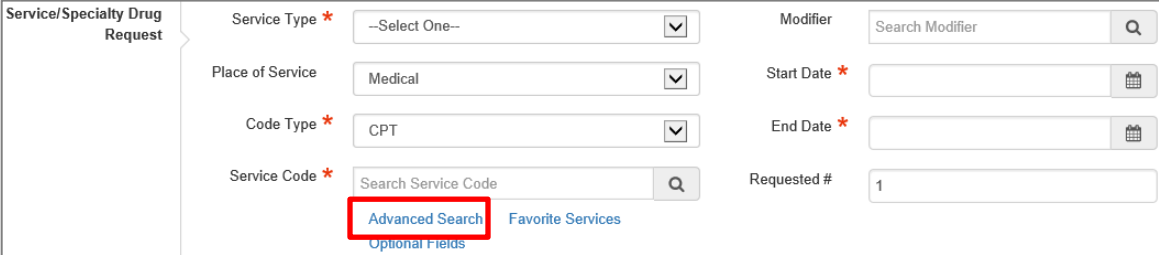
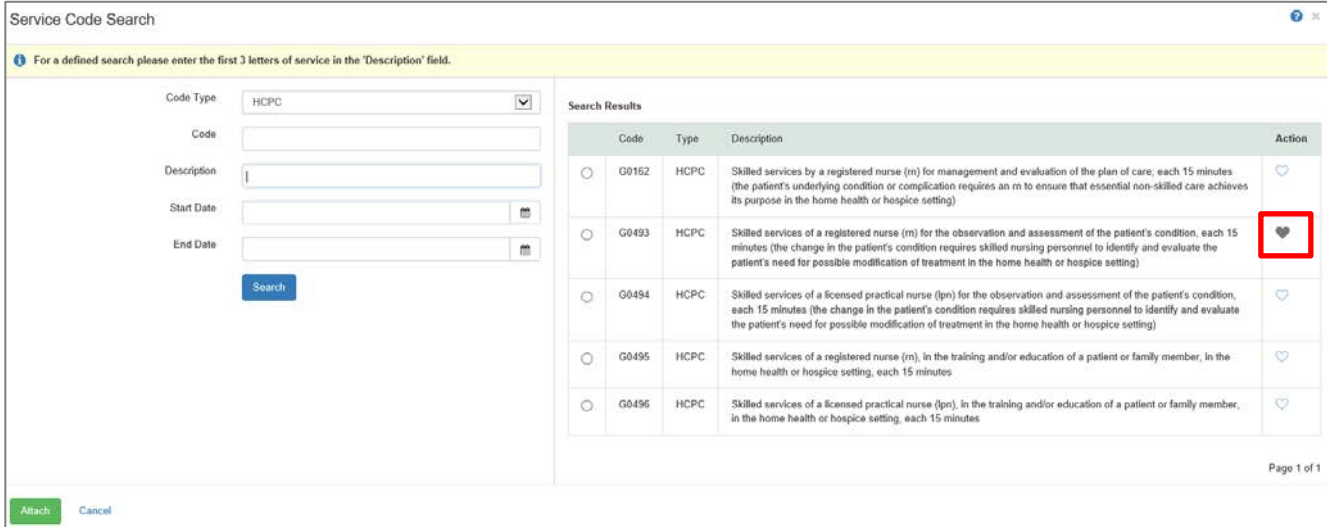
Step	Action
1.	<p>When creating an episode, click on the Favorite Providers hyperlink</p> 
2.	<p>Click on the Attach Icon (paperclip) to add the provider to the request.</p> 



Click the heart icon  to remove a Provider from your **Favorite Providers** list.

Favorite Services List – How to Create

The **Favorite Services** functionality will allow you to create and manage a list of frequently used services. The list is unique to the provider's account.

Step	Action
1.	<p>When creating an episode, click on the Advanced Search hyperlink</p>  <p>The screenshot shows a form titled "Service/Specialty Drug Request" with several fields: Service Type (dropdown), Place of Service (dropdown), Code Type (dropdown), Service Code (text input with search icon), Modifier (text input with search icon), Start Date (calendar icon), End Date (calendar icon), and Requested # (text input). Below the Service Code field, there are two links: "Advanced Search" (highlighted with a red box) and "Favorite Services".</p>
2.	<p>Enter the appropriate criteria from the Basic Search screen or from the Advanced Search screen and click on Search</p>
3.	<p>The service(s) will then appear in the Search Results section Click on the heart icon to add the service as a favorite.</p>  <p>The screenshot shows the "Service Code Search" interface. On the left, there are search filters for Code Type (set to HCPC), Code, Description, Start Date, and End Date. A "Search" button is below these filters. On the right, a "Search Results" table is displayed with columns for Code, Type, Description, and Action. The first row has Code G0152, Type HCPC, and a description about skilled services by a registered nurse. The heart icon in the Action column for this row is highlighted with a red box. Other rows show similar results for codes G0493, G0494, G0495, and G0496. At the bottom left are "Attach" and "Cancel" buttons. The page number "Page 1 of 1" is at the bottom right.</p>

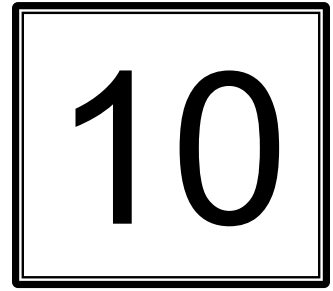
Favorite Services List – Utilizing the List

Once your **Favorites List** is set up, you do not need to search for those services in order to add them to the request.

Step	Action																				
1.	<p>When creating an episode, click on the Favorite Services hyperlink</p> <div style="border: 1px solid #ccc; padding: 5px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; vertical-align: top;">Service/Specialty Drug Request</td> <td style="width: 30%;"> Service Type * <input type="text" value="--Select One--"/> </td> <td style="width: 20%;"> Modifier <input type="text" value="Search Modifier"/> </td> <td style="width: 30%;"></td> </tr> <tr> <td></td> <td> Place of Service <input type="text" value="Medical"/> </td> <td> Start Date * <input type="text"/> </td> <td></td> </tr> <tr> <td></td> <td> Code Type * <input type="text" value="CPT"/> </td> <td> End Date * <input type="text"/> </td> <td></td> </tr> <tr> <td></td> <td> Service Code * <input type="text" value="Search Service Code"/> </td> <td> Requested # <input type="text" value="1"/> </td> <td></td> </tr> <tr> <td colspan="4" style="text-align: center;"> Advanced Search Favorite Services Optional Fields </td> </tr> </table> </div>	Service/Specialty Drug Request	Service Type * <input type="text" value="--Select One--"/>	Modifier <input type="text" value="Search Modifier"/>			Place of Service <input type="text" value="Medical"/>	Start Date * <input type="text"/>			Code Type * <input type="text" value="CPT"/>	End Date * <input type="text"/>			Service Code * <input type="text" value="Search Service Code"/>	Requested # <input type="text" value="1"/>		Advanced Search Favorite Services Optional Fields			
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Click the heart icon to remove a service from your **Favorite Services** list.



10 RESOURCES

Plan Contact Information

LOB	UM Phone Number	UM Fax Number
AmeriHealth Caritas Delaware	855-396-5770	866-423-0946
AmeriHealth Caritas District of Columbia	800-408-7510	877-759-6216
AmeriHealth Caritas Louisiana	888-913-0350	866-397-4522
AmeriHealth Caritas New Hampshire	833-472-2264	833-469-2264
AmeriHealth Caritas North Carolina	833-900-2262	833-893-2262
AmeriHealth Caritas Northeast	888-498-0504	888-743-5551
AmeriHealth Caritas Pennsylvania	800-521-6622	866-755-9949
Blue Cross Complete of Michigan	888-312-5713	888-989-0019
Keystone First	800-521-6622	215-937-5322
Prestige Health Choice	855-371-8074	855-236-9285
Select Health of South Carolina	888-559-1010	888-824-7788

Escalation Process and Training Requests – Account Executives and Providers

If...	Then email...
Access Issues and/or Technical Issues	DL-ACFC: Jiva and Client Letter Support (ACFC_JivaCLSupport@amerihealthcaritas.com)
Account Executive Training Requests	Corporate Provider Network Management Training (CPNMT@amerihealthcaritas.com)
Provider Training Requests	DL-ACFC: Clinical Training (ClinicalTraining@amerihealthcaritas.com)