



To: Outpatient Hospitals  
Subject: Authorization Portal for Requesting Outpatient Hospital Rehabilitation Therapy

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Effective May 1, 2012, the Department of Social Services (DSS), through the medical administrative services organization (ASO), Community Health Network of CT (CHNCT), will begin offering Outpatient Hospitals the ability to submit prior authorization requests online for HUSKY Health and Charter Oak Health Plan clients via a secure authorization portal, Clear Coverage. Through this secure portal, the facility will have the ability to request occupational, physical or speech therapy services that require an authorization, submit the clinical information and track the status of the request.

Training sessions for the new online authorization portal are scheduled as follows:

**Session 1**

**Tuesday, April 17, 2012** from 8:30 a. m. to 10:30 a.m. – Webinar

**Session 2**

**Tuesday, April 24, 2012** from 2 p.m. to 4 p.m. – Webinar

**Session 3**

**Thursday, April 26, 2012** from 2 p.m. to 4 p.m. – Webinar

Providers will be trained on the following topics:

- Demonstrating use of the online portal
- Securing user access information
- Verifying member eligibility
- Submitting authorization request
- Viewing status of request

Providers are encouraged to attend a training session to facilitate use of the system. However, training materials will also be posted on [www.huskyhealth.com](http://www.huskyhealth.com); Click *For Providers*; Click *Provider Trainings & Events*.

To register for one of the online authorization trainings, please visit [www.huskyhealth.com](http://www.huskyhealth.com); Click *For Providers*; Click *Provider Trainings & Events*; Click *Online Authorization Webinars*. You can then choose a webinar to sign up for.

As of May 1, 2012, authorization requests for outpatient hospital therapy will no longer be accepted by HP. Providers must submit requests to CHNCT via either:

- Clear Coverage online portal,
- Phone 1-800-440-5071 (Monday through Friday from 8 a.m. to 7 p.m.), or
- Fax at (203) 265-3994 utilizing the Authorization Request Form, which can be found online at [www.huskyhealth.com](http://www.huskyhealth.com) Click *For Providers*; Click *Benefits and Authorizations* .

Use of the online authorization portal is encouraged as of May 1, 2012 for Outpatient Hospital Therapy Authorization Requests. Clear Coverage has been added as an authorization request system to provide ease of use, faster turnaround times and more efficiency by offering providers access to verify eligibility and enter an authorization request in one web based portal.

You can access the Clear Coverage Online Authorizations portal beginning on May 1, 2012 by visiting [www.huskyhealth.com](http://www.huskyhealth.com); Click *For Providers*; Click the *Clear Coverage* button.

In order to set up a user account for your facility, we will need the following information:

- Name of your employees (first and last name) who will be viewing or entering authorizations within Clear Coverage
- Title of each employee
- Department

- Phone number for each employee, in case of any questions
- Email address of each employee
- Hospital name that access is being requested for
- Hospital AVRS ID that the employee is requesting access to

Please email the above-listed information to [ClearCoverageHelpDesk@chnct.org](mailto:ClearCoverageHelpDesk@chnct.org).

We will send your login information to the email address identified by your organization in a secure email. If you have any questions regarding login information, please call CHNCT's Technical Support at 1-877-606-5172.

If you have additional questions regarding the prior authorization process, please call CHNCT at 1-800-440-5071.