

Medical Authorization Portal Provider Overview

Community Health Network of Connecticut, Inc.®



Overview

- New Medical Authorization Portal
- Features of the Medical Authorization Portal
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 - Activation
- Logging in for the First Time
- Using the Portal
- Quick Steps
- Additional Information and Next Steps

New Medical Authorization Portal

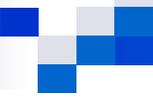
- Community Health Network of Connecticut, Inc.[®] (CHNCT), the medical administrative services organization (ASO) for the State of Connecticut's HUSKY Health program, is launching a new medical prior authorization portal in two phases on the following dates:
 - **June 13, 2022** go-live for Inpatient Emergency Hospitalizations and Inpatient/Outpatient Elective Surgeries
 - **June 27, 2022** go-live for Home Care, Medical Equipment, Device and Supplies (MEDS) Providers, and Therapies (PT/OT/ST)
- Access to the current portal will be available until 11:59 p.m. on June 12 for Inpatient Emergency Hospitalizations and Inpatient/Outpatient Elective Surgeries, and June 26 for Home Care, MEDS, and Therapies.
- All new authorizations must be entered into the new medical authorization portal on or after the dates noted above.
- Authorization requests submitted in the current system will be viewable in the new portal for users registered under the same Connecticut Medical Assistance Program (CMAP) provider ID for both systems.
- The new medical authorization portal is both HIPAA and HITRUST compliant.

Features of the Medical Authorization Portal

- Unlimited authorizations lookback timeframe is accessible 24 hours a day, 7 days a week.
- HUSKY Health member eligibility can be viewed in real-time.
- Interface with Change Healthcare's InterQual[®] (IQ) evidence-based criteria:
 - Requests that meet IQ criteria will receive an automated approval
 - Requests with no IQ criteria, or with criteria not met, will pend for review
- A reference number will be generated immediately upon submission of each authorization request.
- Users can view all authorization requests submitted under their CMAP ID, for each facility they are a registered user.
- Attach supporting clinical documentation (e.g., notes, documents) to authorization requests.
- Add discharge information for inpatient emergency hospitalizations.
- View authorization notification letters and print or save as a PDF.
- Cancel/withdraw pending authorizations, if needed.
- Provides real-time instructions on next steps.

What Has Not Changed?

- The following functionality remains the same with the new medical authorization portal:
 - An authorization submitted by fax or phone will not display in the new portal.
 - Users must register all CMAP IDs that will be used to create authorization requests:
 - Users under the same CMAP ID will be able to view all authorizations created under that CMAP ID only.
 - Authorization requests created under one CMAP ID will not display in a different CMAP ID site.
 - Rules for authorization submission and authorization requirements have not changed.



Medical Authorization Portal Registration Process

- Existing users prior to June 2022
 - Active users of the current medical authorization portal do not need to re-register for the new medical authorization portal; user access will carry over to the new portal.
 - Users will login using their current user name and password.
 - There is no need to complete a new access form.

Medical Authorization Portal Registration Process (cont.)

■ New users

- There is a two-step authentication process that **must** be completed before activating a new user's account:
 - New users will register online.
 - New users will also complete a Medical Authorization Portal Access Request Form, to be returned to CHNCT via email or fax.
 - Once these two steps are completed, CHNCT will verify the user information:
 - If the information is accurate, the user's account will be activated.
 - If not, the user will be contacted by CHNCT's Medical Authorization Portal Help Desk to resolve the discrepancies.



Medical Authorization Portal

REGISTRATION PROCESS (NEW USERS)

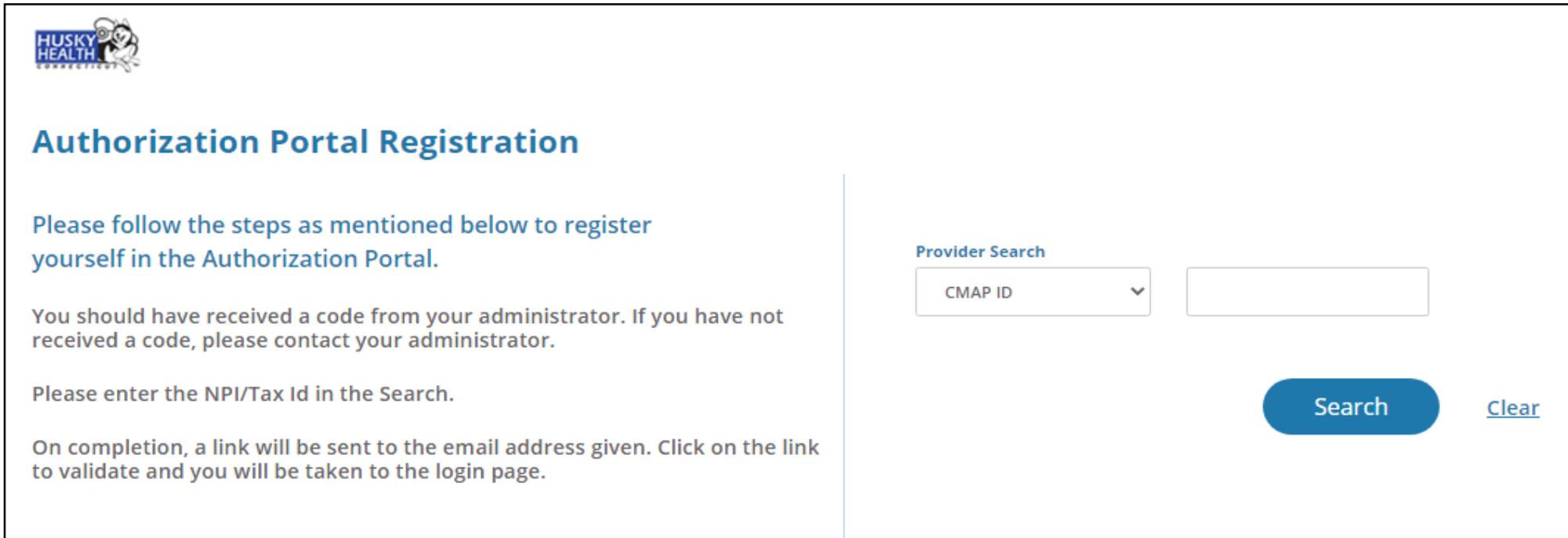
Online Registration for New Users

- To begin, users must go to the Provider Registration web page:
<https://portal.ct.gov/husky>. Click “***Information for Providers,***” “***Prior Authorization,***” “***Medical Prior Authorizations,***” “***Register for the Medical Authorization Portal,***” then “***Complete Access Request Form***”

Please Note: The medical authorization portal is supported by **Altruista® Health**, also known as **GuidingCare®**; users will see these names come up throughout registration.

Online Registration (cont.)

- To sign-up, users **must** enter their billing CMAP ID Number:
 - Tax ID number (TIN) and National Provider ID number (NPI) cannot be used for registration.



The screenshot shows the Husky Health Authorization Portal Registration page. It features the Husky Health logo in the top left corner. The main heading is "Authorization Portal Registration". Below the heading, there are three paragraphs of text: "Please follow the steps as mentioned below to register yourself in the Authorization Portal.", "You should have received a code from your administrator. If you have not received a code, please contact your administrator.", and "Please enter the NPI/Tax Id in the Search." The final paragraph states: "On completion, a link will be sent to the email address given. Click on the link to validate and you will be taken to the login page." On the right side of the page, there is a "Provider Search" section with a dropdown menu labeled "CMAP ID" and a search input field. Below the input field is a blue "Search" button and a "Clear" link.

HUSKY HEALTH

Authorization Portal Registration

Please follow the steps as mentioned below to register yourself in the Authorization Portal.

You should have received a code from your administrator. If you have not received a code, please contact your administrator.

Please enter the NPI/Tax Id in the Search.

On completion, a link will be sent to the email address given. Click on the link to validate and you will be taken to the login page.

Provider Search

CMAP ID

[Search](#) [Clear](#)

Online Registration (cont.)

- Once your billing CMAP ID is retrieved, fill in the following details; all fields are **required**.

Authorization Portal Registration

CMAP ID
999999999

* First Name * Last Name

* User Name

* Password Password Length * Confirm Password Password Length

* Email * Confirm Email

* Multiple users may be associated with this NPI. By continuing, I hereby, confirm I am associated with and authorized to access PHI and membership records associated with this NPI.

[Click here to go back](#)

First Name

Enter user's first name, uppercase and lowercase

Last Name

Enter user's last name, uppercase and lowercase

User Name

Must be 8-15 characters (may include letters and numbers)

Special characters limited to period "." and underscore "_"

Do not use your email address as your user name

Password

Passwords must:

Contain 8-12 characters

Have at least one uppercase and one lowercase letter

Have at least one number

Have at least one of the following special characters: !@#%&*

Password and Confirm Password fields must match

Email

Enter user's email address. Email address is case sensitive—please remember the case used when signing up for the portal.

Online Registration (cont.)

- Sample of completed registration page:

Authorization Portal Registration

CMAP ID
999999999

* First Name * Last Name

* User Name
User name available

* Password Password Length 12 * Confirm Password Password Length 12

* Email * Confirm Email

* Multiple users may be associated with this NPI. By continuing, I hereby, confirm I am associated with and authorized to access PHI and membership records associated with this NPI.

[Click here to go back](#)

Complete the checkbox, and then click "Register"

Online Registration (cont.)

IMPORTANT

- For each CMAP ID requested, the username must be different.

Example:

- JoedemoDME1
- JoedemoDME2
- JoedemoDME3

- **Email address is case sensitive.** The case in which users register their email address must always be used in the system.

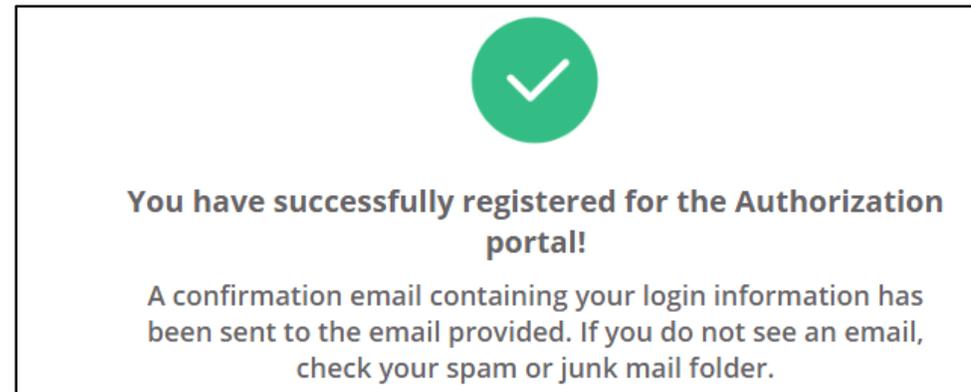
Example:

- If the user registers as JoeTestUser@email.com (with capital letters), then the email address of joetestuser@email.com (all lowercase) will not be recognized by the system.
- User must always use JoeTestUser@email.com.

- Use of an accurate email address is necessary when requesting a password reset.

Online Registration (cont.)

- If all fields are filled out completely and correctly, the user will see the below message
 - If any fields are left blank, or if there are any errors in the fields, the user will not be able to advance to the success screen; a message will appear saying “User cannot be registered.”



- Remember:
 - New users must complete the two-step verification process: 1) online registration, and 2) complete access form.
 - The user's account will be activated only after both steps are successfully completed.

Request for Activation: First Email Received

- After seeing the success screen, the user will also receive an email to confirm their request to create an account was completed successfully.

Dear Jane Demo,

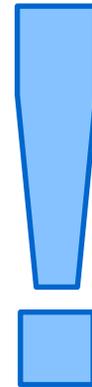
Thank you for registering on the Authorization Registration Portal. Your profile creation request will be reviewed for activation. Once your profile has been approved and activated, you will use the following log in credentials to access Authorization Portal. You will be required to change your password the first time you log in to the system.

Registration Details:

Provider Name	Jane Demo
User Name	Jane_Demo
E-Mail	janeDemo@Provider.org
CMAP ID	999999999

If you have questions or require assistance, please contact GuidingCare Administration Team

Thank you,
GuidingCare Admin Team



- This email will be from Altruista Health Support with a subject of “Thank you for signing up on GuidingCare Registration Portal.”
- If you get a success screen but not a success email, please check your spam or junk folder.
- To ensure you receive all emails from the portal, add altruistahealth.com and chnct.org to your trusted senders list.

Two-Step Verification Process




Medical Authorization Portal Access Request Form

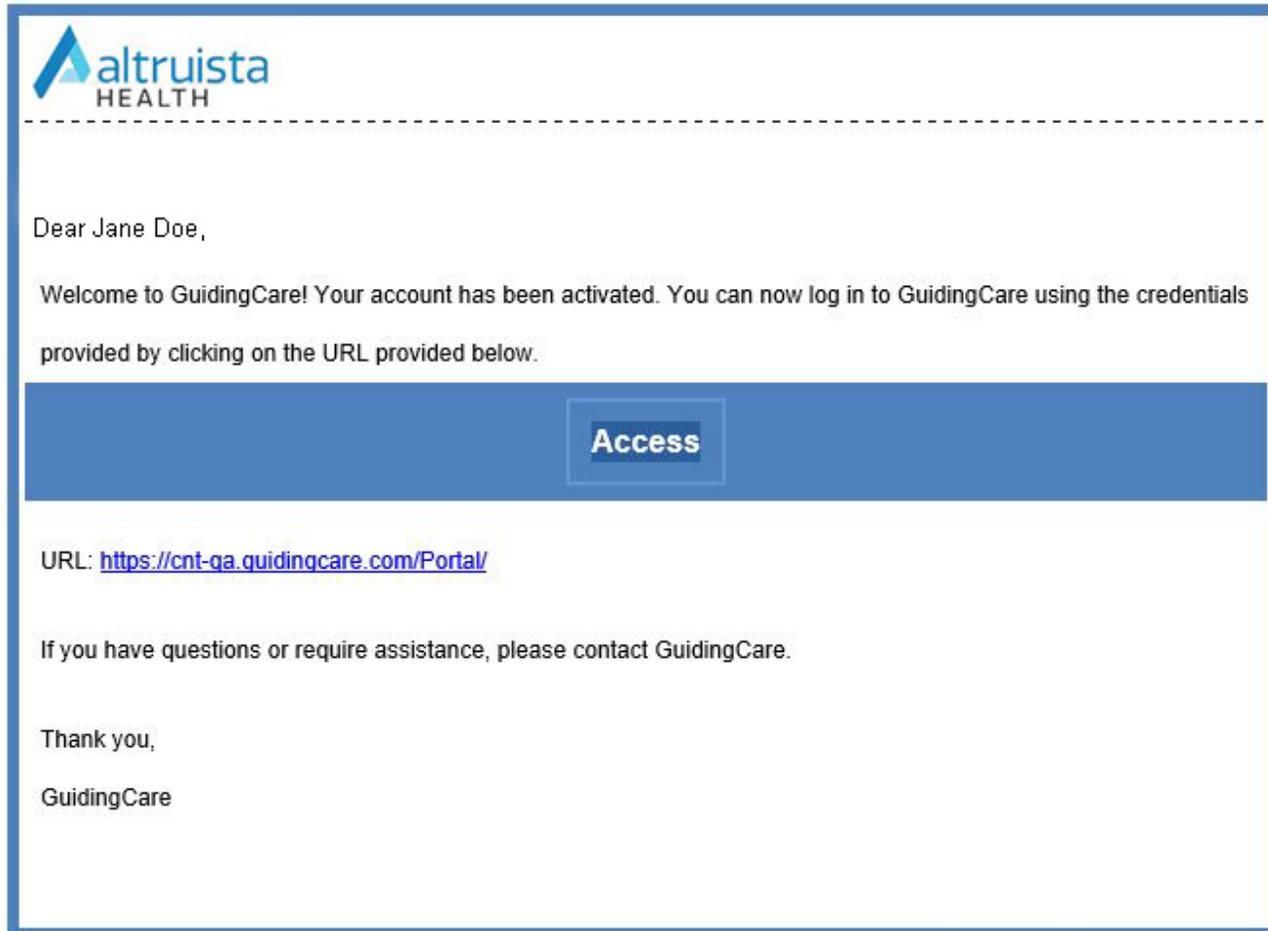
The following information must be submitted to Community Health Network of Connecticut, Inc.® (CHNCT) to obtain access to the Medical Authorization Portal. Registration is a two-step process. Once the form has been submitted, please have each user create an account by clicking the following link: <https://www.huskyhealthct.org/providers/medical-authorization.html>

Name:	Title/Department:
Organization (Provider Name, Billing Group (if applicable), and Tax Identification Number):	
Practice/Provider Entity Name:	
CMAP ID (complete one per form):	
Tax Identification Number:	
Provider Address:	
Phone:	Fax:
() -	() -
Provider Type – Check all that apply:	
<input type="checkbox"/> Therapy <input type="checkbox"/> DME <input type="checkbox"/> Hospital Clinic <input type="checkbox"/> Institution/Hospital Agency <input type="checkbox"/> Physician Practice <input type="checkbox"/> Home Care	
Please submit request via email or fax:	
Email: medicalauthhelpdesk@chnct.org	
Subject Line: Medical Authorization Portal User Access - CHNCT	
or	
Fax: 203.774.0547	
I attest that the following list of employees require electronic access to the Medical Authorization Portal for the purpose of requesting authorization on behalf of the provider practice/facility. I hereby certify that the information provided by me in this application is correct, accurate, and complete.	
Supervisor/Manager:	Supervisor/Manager Signature (must include actual signature, not a typed name):
Name:	
Phone:	

- In addition to registering online, all new users must fill out a Medical Authorization Portal Access Request Form.
 - Current portal users are not required to complete this form.
 - A copy of the form can be found on the HUSKY Health provider website. Go to: <https://portal.ct.gov/husky> and click “**Information for Providers,**” “**Prior Authorization,**” and “**Medical Prior Authorizations.**”
- All form fields are required.
- The signing supervisor may complete one form for multiple employees.
- Form information must match information entered into the online system when submitting the request to create an account.
 - If there are discrepancies between the form information and the system information, the user’s account will not be activated, and someone from the Medical Authorization Portal Help Desk will contact you.

Activation: Second Email Received

- When the online system and the form are both successfully completed, the user will receive an email welcoming them to the new portal.

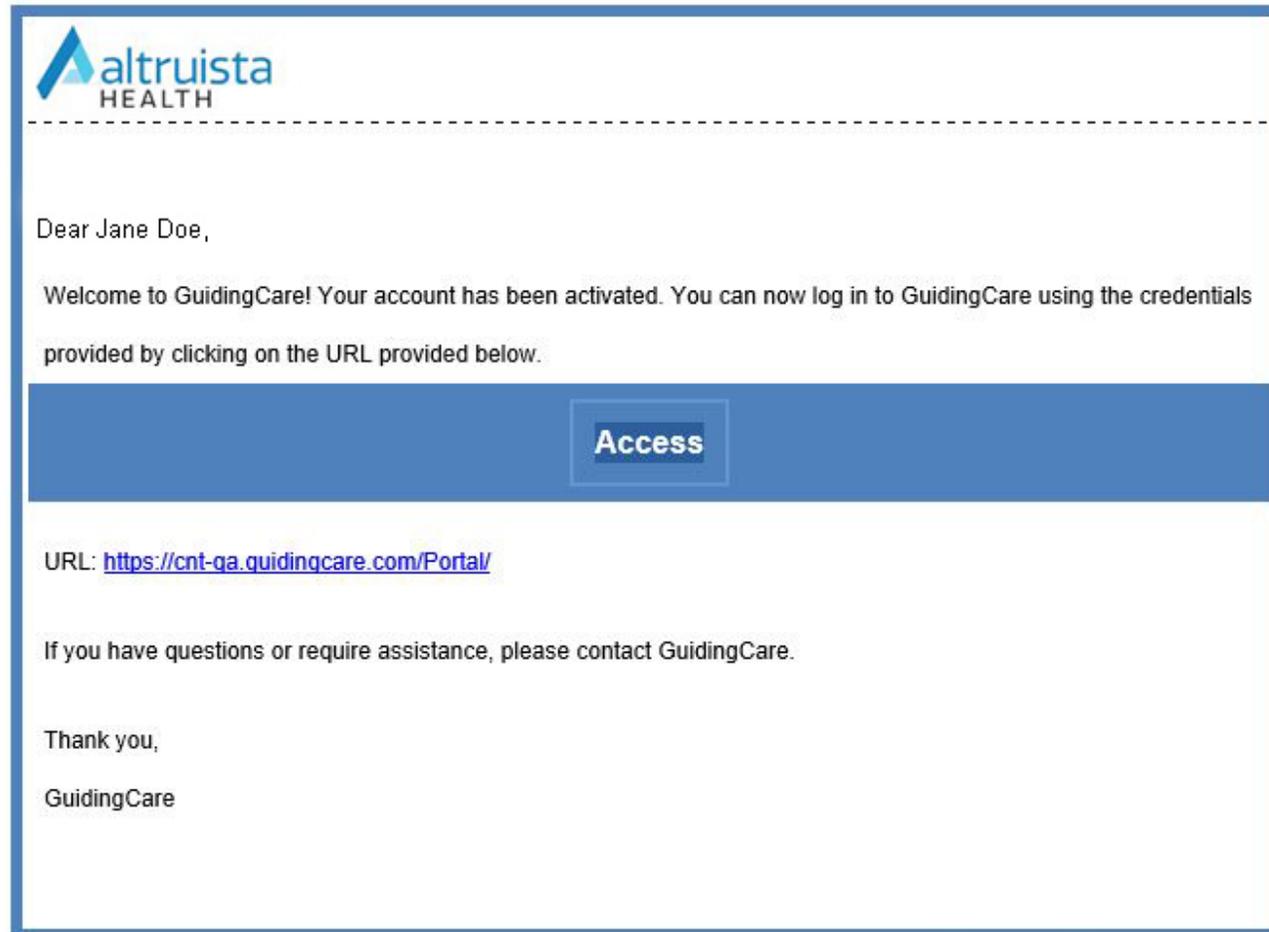


This email will be from Altruista Health Support with a subject of “Welcome to GuidingCare.”

To ensure you receive all emails from the portal, add altruistahealth.com and chnct.org to your trusted senders list.

First Visit After Activation

- Upon receiving the activation email, click the “Access” button or the link to the portal to visit the Medical Authorization Portal for the first time.





Medical Authorization Portal

USING THE PORTAL: FROM FIRST LOGIN TO ACTIVE USAGE

Logging into the Portal

- Enter the username and password chosen when completing the initial registration on the login screen.

HUSKY HEALTH

Welcome Providers

The Authorization Portal is an online tool that provides an easy and secure way to manage your authorizations. You can focus on patient care and spend less time searching for information.

Request Authorizations **Request Extensions / Add Discharge Information** **Request Appeal**

Want to learn more ? (Click here to view the user guide)

Note: Request Extensions and Request Appeals are not operational features at this time. Please continue to fax in these requests, or contact us with any questions.

Authorization Portal Login

Username
Enter username

Password
Enter password

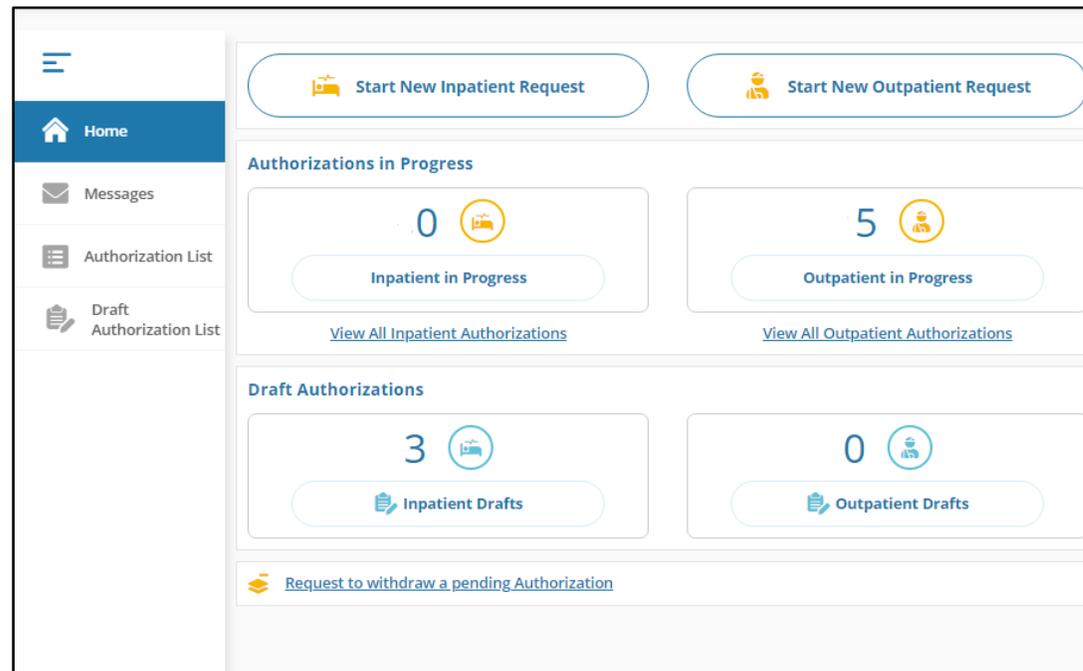
Forgot your [Password?](#)
Forgot your [Username?](#)

Login

Not registered? [Request Access](#)

Using the Portal

- Upon successfully logging into the Medical Authorization Portal, the user is brought to the Home page.



Using the Portal (cont.)

- To create a new authorization, select the Inpatient or Outpatient icon as appropriate for the service being requested.



- To view authorizations previously submitted, select either authorizations in progress, or view all authorizations.



Using the Portal (cont.)

The Authorization List section will show all authorizations listed under the CMAP ID linked to the user:

- Enter the member ID, or use filters to narrow the search.
- Click “Download Results” to export to Excel.

The screenshot displays the 'Authorization List' interface. At the top, there are tabs for 'Inpatient' (selected) and 'Outpatient'. A search bar labeled 'Member Id' is present, along with icons for 'Filters', 'Download Results', and 'Choose Columns'. Below the search bar, there is a filter for 'Authorization Created Date' with a 'Clear All' button. The main content is a table with the following columns: Authorization ID #, Created Date, Member Name, Plan Type, Admission Date, Type, Status, Facility, and Service Provider. The table contains four rows of data.

Authorization ID #	Created Date	Member Name	Plan Type	Admission Date	Type	Status	Facility	Service Provider
0422F4L74	Apr 22, 2022	Jane T. [REDACTED]	ASO- Medicaid	Apr 20, 2022	InPatient-Emergency Hospitalization	Pending	FACILITY DEFAULT	M [REDACTED] B. [REDACTED]
0421TBRJ9	Apr 21, 2022	V [REDACTED] H [REDACTED]	ASO- Medicaid	Apr 21, 2022	InPatient-Emergency Hospitalization	Approved	FACILITY DEFAULT	JAMES S [REDACTED]
0421T8FJJ	Apr 21, 2022	V [REDACTED] H [REDACTED]	ASO- Medicaid	Apr 21, 2022	InPatient-Emergency Hospitalization	Approved	FACILITY DEFAULT	JAMES S [REDACTED]
0420WAOAY	Apr 20, 2022	S [REDACTED] B [REDACTED]	ASO- Medicaid	Apr 20, 2022	InPatient-Emergency Hospitalization	Approved	FACILITY DEFAULT	JAMES S [REDACTED]

Quick Steps to Creating an Authorization

1. Select the type of authorization to be requested -- inpatient or outpatient.
2. Search for the member using the member's date of birth (DOB) and HUSKY Health member ID number.
3. Verify eligibility and that the member information is correct:
 - a. If the member cannot be found, but displays in the Automated Eligibility Verification System (AEVS), the user will not be able to enter the authorization request in the portal.
 - b. Fax the request to the Prior Authorization Department at 203.265.3994.
4. Select the authorization type to be created from the dropdown menu.
5. Complete the facility or provider information, including the performing or admitting provider.

Quick Steps (cont.)

6. Complete basic authorization information (e.g., Auth Priority [initial or reauthorization]).
7. Enter the diagnosis or ICD-10 codes. Multiple codes may be entered.
8. Enter the procedure or CPT-4, or HCPCS codes:
 - a. Some codes, such as emergency admissions, have a special custom procedure code: AdmitDSS.
9. Enter units and dates. For example, the “To” and “From” dates for an emergency admission are the same: 12/19/2020 to 12/19/2020.
10. Add notes and attachments with pertinent clinical information, then click “Submit.”
11. Complete the InterQual (IQ) Review. The system will launch IQ if appropriate, or will pend for medical necessity review.

Quick Steps (cont.)

12. Authorizations may be “Saved as Draft” when the clinical information is not readily available to the user at the time of the authorization creation; the authorization will NOT be accepted or valid until the user clicks on “Submit” and the IQ portion is completed, if applicable.
*Please note: saving as draft does not override any timeliness requirements
13. Once the authorization has been submitted, no changes may be made by the user. However, the provider can enter additional notes and add documents to requests in pending status by selecting the authorization from the Authorization List and clicking on “**+Additional Information.**”
14. Users may cancel/withdraw an authorization when in pending status only. To make a modification, request a date extension, or to cancel a request with a determination status, please contact the Prior Authorization unit at 1.800.440.5071, option #2 (for authorizations).

For all training materials, including videos and presentations, visit the HUSKY Health website: <https://portal.ct.gov/husky> and click “**Information for Providers,**” “**Prior Authorization,**” and “**Prior Authorization Webinars.**”



Medical Authorization Portal

HELPFUL TIPS & NEXT STEPS

Additional Information

- The user may configure additional columns on their Authorization List by selecting “Choose Columns” in the upper right-hand corner. Users are able to add columns such as service end date, referred by provider, and next review date.
- Users may also view a summary of the authorization request by expanding the Authorization List view. This summary contains all of the information regarding the request, including member, provider, services, dates, documents, notes submitted, and authorization billing number.
 - The approval letters are also available in this section. The authorization summary and letters can be printed or saved as a PDF.

The screenshot displays the 'Authorization List' interface. At the top, there are tabs for 'Inpatient' and 'Outpatient', a search bar for 'Member Id', and options for 'Filters', 'Download Results', and 'Choose Columns'. Below this is a filter for 'Authorization Created Date' with a 'Clear All' button. The main table has columns for Authorization ID, Created Date, Member Name, Plan Type, Admission Date, Type, Status, Facility, and Service Provider. A single row is visible with ID 0422F4L74, created on Apr 22, 2022, for member J. T. with ASO-Medicaid plan, admitted on Apr 20, 2022, for InPatient-Emergency Hospitalization, with a status of Pending at FACILITY DEFAULT.

Below the table, the 'Auth Details' section is expanded, showing:
Primary Diagnosis: CELLULITIS OF RIGHT ORBIT
Referred By Provider Name: N/A
Notification Date: 04/22/2022
Decision Date: N/A
Member ID: H559063378, Medicaid No: 559063378

At the bottom of the details section, there are several action buttons: 'View & Print Auth', 'View Notes', 'View Docs', 'View Letter', 'View Guidelines', and 'View Discharge Plan'. Two red arrows point to the 'View & Print Auth' and 'View Letter' buttons. At the very bottom, there are two buttons: '+ Discharge Information' and '+ Additional Information'.

Next Steps

- Register for the portal online and complete a Medical Authorization Portal Access Request Form, if applicable:
 - Remember -- you must use your CMAP ID number to register for the portal online.
 - Existing users with active accounts as of June 2022 do not need to re-register.
- Upon receipt of activation, visit the new portal and verify your login.
- Register all users who request medical authorization of services for HUSKY Health members. Each user must have their own login credentials.
 - Recordings of training sessions are available online here:
<https://www.huskyhealthct.org/providers/prior-authorization-webinars.html>
 - For more information on the change to the Medical Authorization Portal, please refer to [DSS Provider Bulletin 2022-25](#).
- If you need assistance registering, please call 1.877.606.5172, or email medicalauthhelpdesk@chnct.org.