

Auth Portal Desk Level Procedure (DLP) Draft Authorizations

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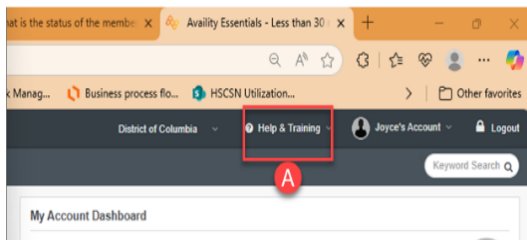
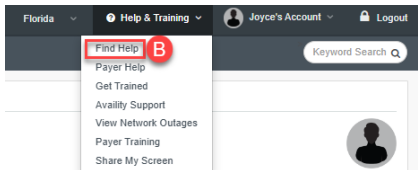
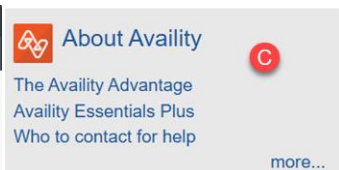
Auth Portal Desk Level Procedure (DLP) Draft Authorizations

1. Key Information:

Title	Auth Portal – Draft Authorizations
Scope/ Line of Business	Medicaid – CASSIP and Non-CASSIP
Department	Utilization Management

2. Pre-requisite and System Access:

This Desk Level Procedure (DLP) involves the following systems.

System	Role	Access issues?
GuidingCare® (Auth Portal)	Providers and Staff submit, review, and update authorization requests through the Auth Portal	<p>If the provider's issue is related to the HSCSN Auth Portal:</p> <ul style="list-style-type: none"> inability to access the Auth Portal; or the Auth Portal functionality is not performing as expected <p>Please contact HSCSN Customer Care at 202-467-2737.</p>
<p>Availity® Payer Spaces</p> <p>Routes traffic to HSCSN Auth Portal</p> <p>Provides HSCSN Claims and Eligibility Information</p>	<p>Providers and Staff access Availity and use the Single Sign On (SSO) feature to access the HSCSN Auth Portal</p>	<p>If the provider's issue is related to inability to access Availity®:</p> <p>Please navigate to the Availity main landing page by clicking here and logging in then</p> <ol style="list-style-type: none"> Click 'Help and Training' Click 'Find Help' Click 'About Availity' for Availity contact information   

Auth Portal Desk Level Procedure (DLP) Draft Authorizations

3. High-level Description:

This Desk Level Procedure (DLP) explains how to save an authorization as a Draft during the initial submission and how to search for Draft Authorizations.

Saving as Draft gives the user an opportunity to step away without losing all entered information, but there are implications to selecting the Draft option as noted below.

*****IMPORTANT INFORMATION*****

Saving as Draft does not start the authorization request, it does not start the UM review, and it does not start the review time clock/due date. The Draft is not visible to the HSCSN UM team, and it is deleted from the system after seven (7) calendar days.

Auth Portal Desk Level Procedure (DLP) Draft Authorizations

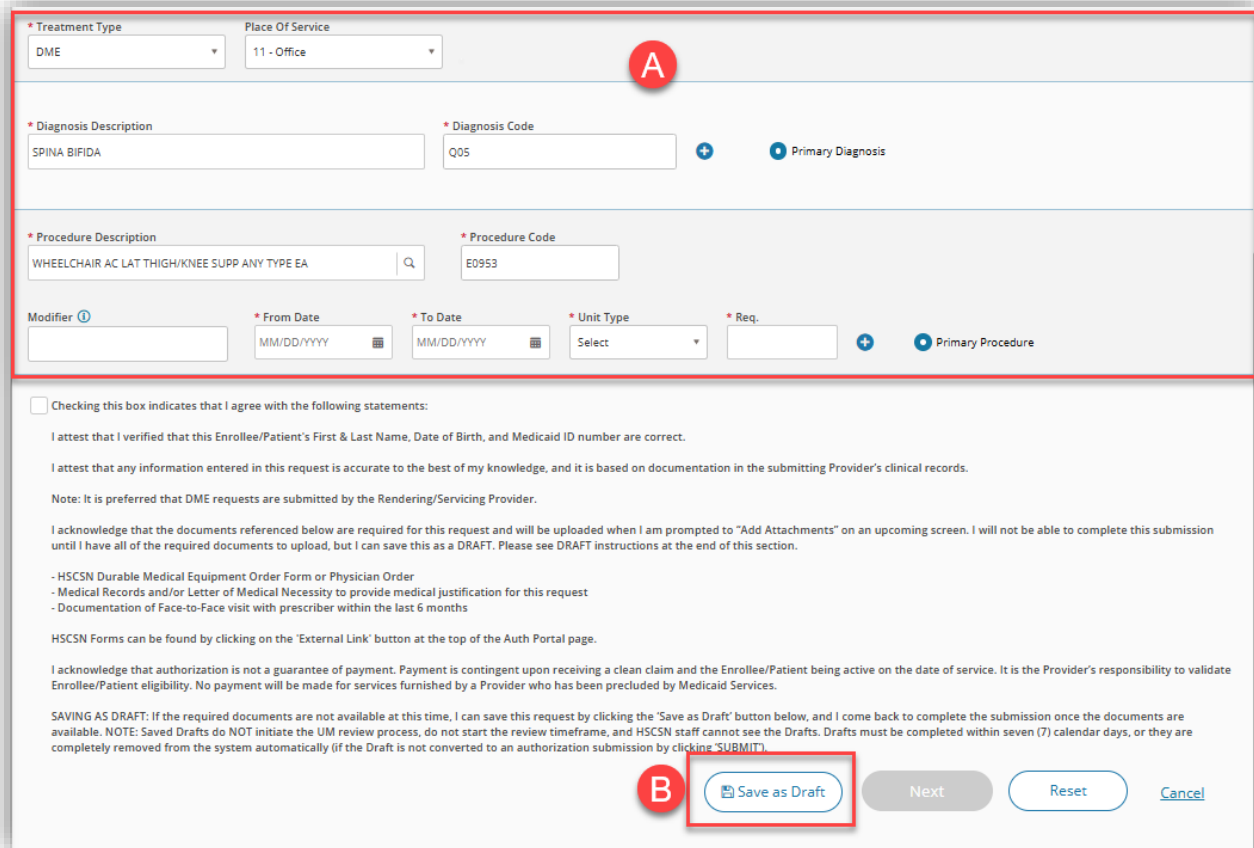
4. Detailed Steps:

4.1 How to Save a Draft Authorization

Draft authorizations are authorizations that have been saved by selecting Save as Draft during authorization entry, but they are not submitted for utilization review and they are not visible to the HSCSN UM Reviewer.

- A. In this example user started to enter Authorization Details pertaining to the authorization request, but the user had to step away before completing all required information
- B. Save as Draft: user can click this option to Save the submitted information

Note: Draft does NOT constitute an authorization request submission.



*** Treatment Type**
DME

Place Of Service
11 - Office

*** Diagnosis Description**
SPINA BIFIDA

*** Diagnosis Code**
Q05

*** Procedure Description**
WHEELCHAIR AC LAT THIGH/KNEE SUPP ANY TYPE EA

*** Procedure Code**
E0953

Modifier
[Empty]

*** From Date**
MM/DD/YYYY

*** To Date**
MM/DD/YYYY

*** Unit Type**
Select

*** Req.**
[Empty]

Primary Diagnosis

Primary Procedure

☐ Checking this box indicates that I agree with the following statements:

I attest that I verified that this Enrollee/Patient's First & Last Name, Date of Birth, and Medicaid ID number are correct.

I attest that any information entered in this request is accurate to the best of my knowledge, and it is based on documentation in the submitting Provider's clinical records.

Note: It is preferred that DME requests are submitted by the Rendering/Servicing Provider.

I acknowledge that the documents referenced below are required for this request and will be uploaded when I am prompted to "Add Attachments" on an upcoming screen. I will not be able to complete this submission until I have all of the required documents to upload, but I can save this as a DRAFT. Please see DRAFT instructions at the end of this section.

- HSCSN Durable Medical Equipment Order Form or Physician Order
- Medical Records and/or Letter of Medical Necessity to provide medical justification for this request
- Documentation of Face-to-Face visit with prescriber within the last 6 months

HSCSN Forms can be found by clicking on the 'External Link' button at the top of the Auth Portal page.

I acknowledge that authorization is not a guarantee of payment. Payment is contingent upon receiving a clean claim and the Enrollee/Patient being active on the date of service. It is the Provider's responsibility to validate Enrollee/Patient eligibility. No payment will be made for services furnished by a Provider who has been precluded by Medicaid Services.

SAVING AS DRAFT: If the required documents are not available at this time, I can save this request by clicking the 'Save as Draft' button below, and I come back to complete the submission once the documents are available. NOTE: Saved Drafts do NOT initiate the UM review process, do not start the review timeframe, and HSCSN staff cannot see the Drafts. Drafts must be completed within seven (7) calendar days, or they are completely removed from the system automatically (if the Draft is not converted to an authorization submission by clicking 'SUBMIT').

Save as Draft Next Reset Cancel

Auth Portal Desk Level Procedure (DLP) Draft Authorizations


- C. Once Save as Draft is selected, user receives a pop up message – asking user if they want to save as draft
- D. Yes, save as draft: choose this option to save a draft
- E. No, stay on screen: choose this option if user selected Save as Draft in error or user wants to return to complete the submission at this time

* Indicates required field


Authorization Basics

1 Member Search 2 Member Eligibility 3 Authorization Basics
4 Additional Details 5 Results

C D E

 Please check that all the mandatory fields are filled. Do you want to save as draft? [Yes, save as draft](#) [No, stay on screen](#)

TEST1047 MEMBER1047 • Female • 15 Year(s), 5 Month(s) • DOB: 02/03/2010 Medicaid No : 99980931 , Member ID : MEM99904831456

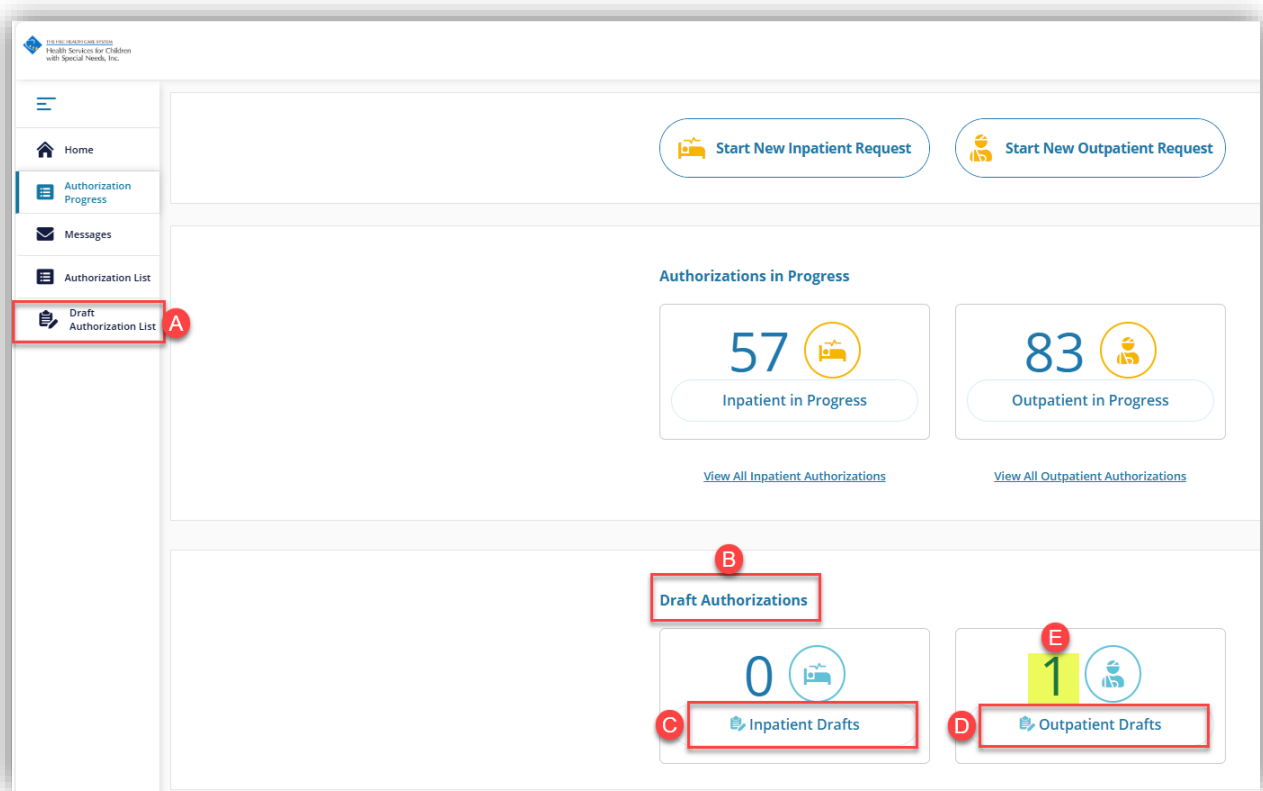
 Collapse

Auth Portal Desk Level Procedure (DLP) Draft Authorizations

4.2 Searching for Drafts

User can search for drafts from the Home page using Draft Authorization List from the left panel or using the Draft Authorizations in the lower center of the Home Page.

- A. Draft Authorization List (left panel)
- B. Draft Authorizations (lower center of Home page)
- C. Inpatient Drafts: user clicks this option to search for drafts started on an inpatient request
- D. Outpatient Drafts: user clicks this option to search for drafts started on an outpatient request
- E. This number represents how many drafts are saved; in this example there is 1 Outpatient Draft and 0 Inpatient Drafts

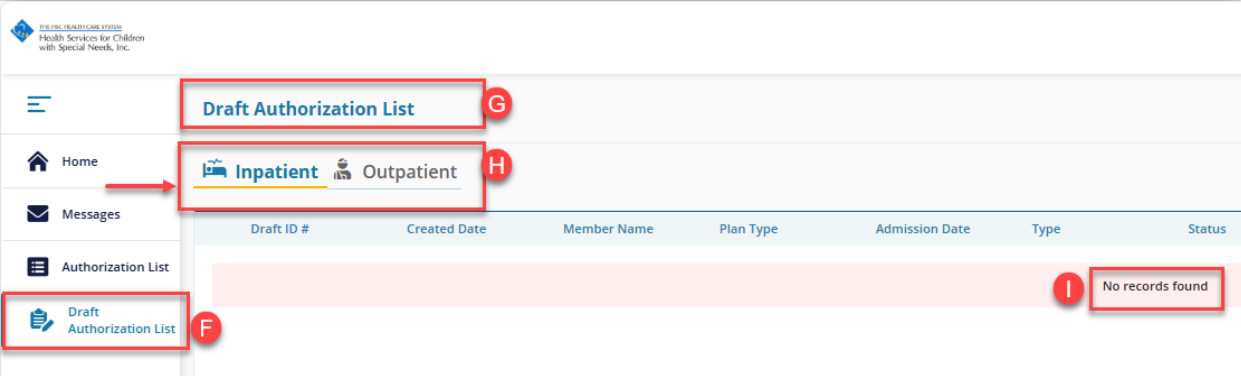


Auth Portal Desk Level Procedure (DLP) Draft Authorizations

- F. Click Draft Authorization List – left panel
- G. Opens Draft Authorization List
- H. User can toggle between Inpatient and Outpatient by clicking on either

Note: the yellow line under Inpatient means the user is viewing the Inpatient Draft list. If user clicked on Outpatient, the yellow line would be under Outpatient indicating the user is reviewing the Outpatient Draft list.

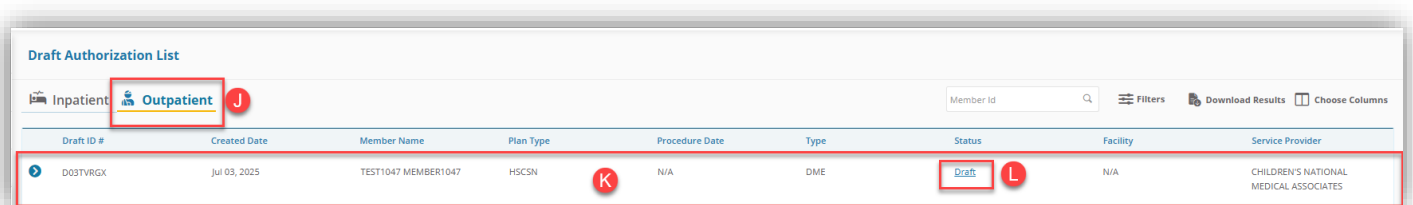
- I. In this example there are No records found (this is consistent with what we saw in prior example – 0 Inpatient Drafts)



The screenshot shows the 'Draft Authorization List' interface. On the left sidebar, the 'Draft Authorization List' menu item is highlighted with a red box and labeled 'F'. The main content area has a header with 'Draft Authorization List' (labeled 'G') and toggle buttons for 'Inpatient' (labeled 'H') and 'Outpatient'. The 'Inpatient' button is selected, indicated by a yellow underline. Below the header is a table with columns: Draft ID #, Created Date, Member Name, Plan Type, Admission Date, Type, and Status. The table body is empty, and a red box with a red 'I' icon and the text 'No records found' is displayed at the bottom right of the table area.

Auth Portal Desk Level Procedure (DLP) Draft Authorizations

- J. User clicked on Outpatient - notice the yellow line is now under Outpatient which means the user is viewing the Outpatient Draft list
- K. In this example there is only one draft line to choose from, but if there were more than one line, user would select the one they need to open
- L. Draft: user clicks on the draft link to return to the Authorization (saved as a Draft)



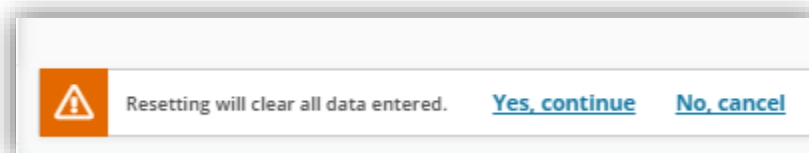
Draft ID #	Created Date	Member Name	Plan Type	Procedure Date	Type	Status	Facility	Service Provider
D03TVRGX	Jul 03, 2025	TEST1047 MEMBER1047	HSCSN	N/A	DME	Draft	N/A	CHILDREN'S NATIONAL MEDICAL ASSOCIATES

4.3 Return to Draft Authorization

After clicking on the draft link as noted in above section, the user is redirected to the draft authorization.

- A. Notice how all of the information entered in Section 4.2 prior to saving as Draft is still captured. User now has additional options listed.
- B. Save as Draft: User can opt to Save as Draft again
- C. Next: this option is not available until all mandatory information is entered and the Disclaimer is acknowledged
- D. Reset: only use this option to remove the entered content; the enrollee demographics and Auth Type will be retained but all other details will be removed

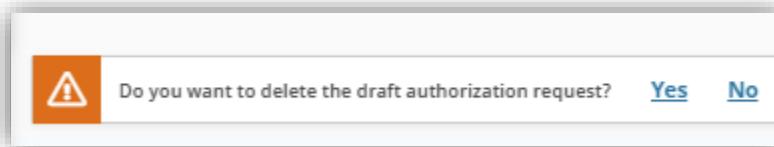
Note: User will see a pop up message 'Resetting will clear all data entered.'
Click 'Yes, continue' or 'No, cancel'



Auth Portal Desk Level Procedure (DLP) Draft Authorizations

E. Delete Draft: use this option if the Draft Authorization no longer requires submission

Note: User will see a pop up message 'Do you want to delete the draft authorization request?'



Click 'Yes' to delete the draft or 'No' if User wants to proceed with authorization entry

* Treatment Type

DME

Place Of Service

11 - Office

A

* Diagnosis Description

SPINA BIFIDA

* Diagnosis Code

Q05

+

Primary Diagnosis

* Procedure Description

WHEELCHAIR AC LAT THIGH/KNEE SUPP ANY TYPE EA

* Procedure Code

E0953

Modifier ⓘ

* From Date

MM/DD/YYYY

* To Date

MM/DD/YYYY

* Unit Type

Select

* Req.

+

Primary Procedure

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B

C

D

E

Save as Draft

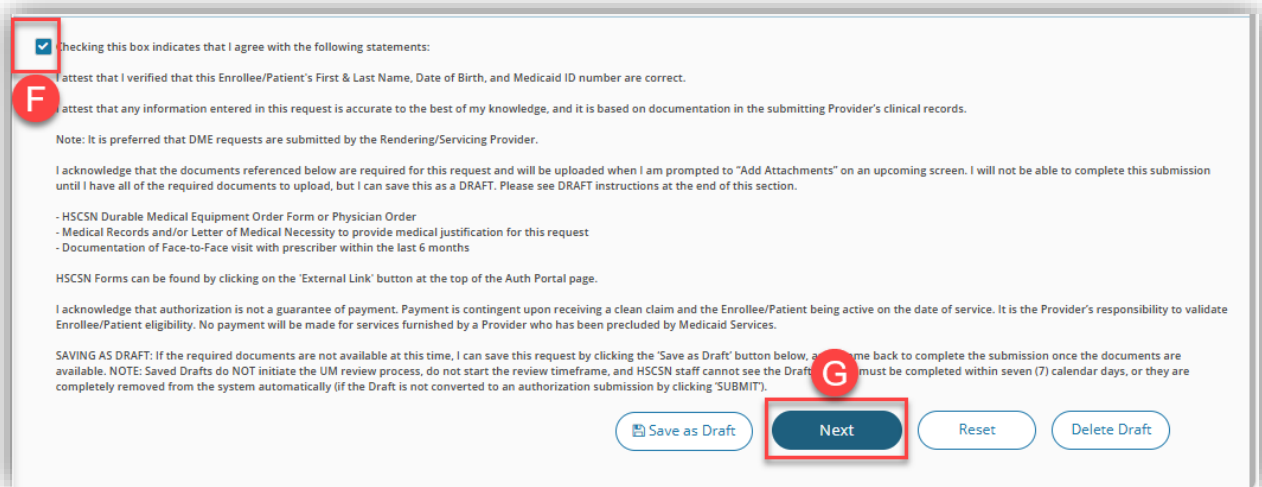
Next

Reset

Delete Draft

Auth Portal Desk Level Procedure (DLP) Draft Authorizations

- F. Once all mandatory fields are completed, user checks box acknowledging review of the disclaimer details
- G. Next: once the Disclaimer box is checked the Next button is enabled; click to proceed to next step



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[Save as Draft](#) [Next](#) [Reset](#) [Delete Draft](#)

- H. User is directed to the guided assessment and proceeds with authorization submission as outlined in the below DLPs; proceed accordingly.

- HSCSN_DLP_Auth Portal_Submitting an Outpatient Request
- HSCSN_DLP_Auth Portal_Submitting an Inpatient Request

Auth Portal Desk Level Procedure (DLP) Draft Authorizations

DME Initial Request

H

Reset

*** 1. Submitter/Contact Person Information** (Note: This is the person HSCSN would contact to request additional information, if needed.)

☐ *Name

☐ *Phone

☐ Fax

☐ Email

Next

Cancel

5. Version History:

Version #	Comments	Created By and Date	Review By and Date	Approved By and Date
1.0	Initial Version	Maggie Kelley, Anoteros, 07.03.2025		
1.1	Refreshed Screenshots due to formatting update How to Save a Draft Authorization Return to Draft Authorization	Maggie Kelley, Anoteros, 08.18.2025		



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