

Auth Portal Desk Level Procedure (DLP) Edit Date of Service

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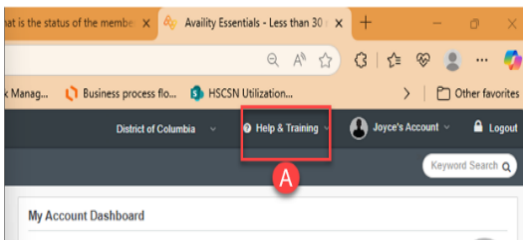
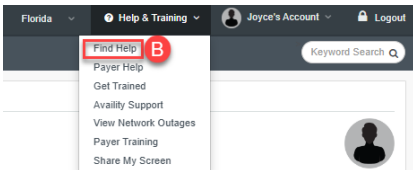
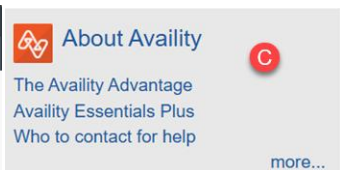
Auth Portal Desk Level Procedure (DLP) Edit Date of Service

1. Key Information:

Title	Auth Portal - Edit Date of Service
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   

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3. High-level Description:

This Desk Level Procedure (DLP) explains the Edit Date of Service function.

This function is available to support the user in changing dates of service to support enrollee's needs.

The number of approved units/days cannot be updated with this function. If a user needs to extend the approval authorization date range and increase the number of units, the user should submit an Extension Request.

See the below DLP for further instructions how to submit an Extension Request

- HSCSN_DLP_Auth Portal_Submitting Extension of Existing Auth

4. Detailed Steps:

4.1 How to Navigate to Edit Date of Service Request

From the Home Page, the user navigates to the Authorizations in Progress to search for the authorization that the user wants to the Edit Dates of Service.

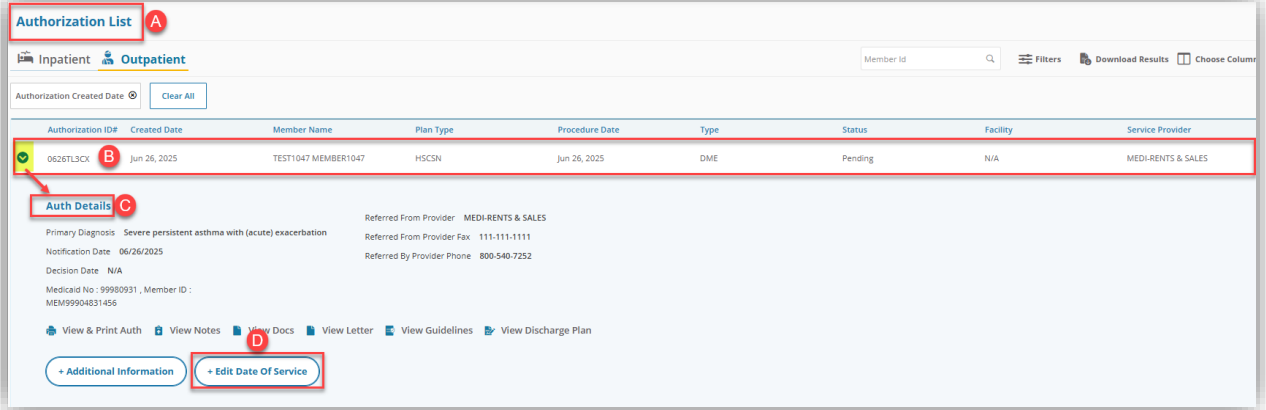
See the below DLP for further instructions in Searching for an authorization that the user submitted.

- HSCSN_DLP_Auth Portal_Viewing Authorizations in Progress

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4.2 How to Initiate the Outpatient Edit Date of Service Request

- Navigate to the Authorization List
- Select the row of the authorization where date of service requires editing
- Land on Auth Details page
- Click on +Edit Date of Service



The screenshot shows the 'Authorization List' page with a table of authorizations. A red box labeled 'A' highlights the 'Authorization List' tab. A red box labeled 'B' highlights a row in the table. A red box labeled 'C' highlights the 'Auth Details' section. A red box labeled 'D' highlights the '+ Edit Date of Service' button.

Authorization ID#	Created Date	Member Name	Plan Type	Procedure Date	Type	Status	Facility	Service Provider
0626TLCK	Jun 26, 2025	TEST1047 MEMBER1047	HSCSN	Jun 26, 2025	DME	Pending	N/A	MEDI-RENTS & SALES

Auth Details

Primary Diagnosis: Severe persistent asthma with (acute) exacerbation
 Notification Date: 06/26/2025
 Decision Date: N/A
 Medical No: 99900931, Member ID: MEM99004831456

Referred From Provider: MEDI-RENTS & SALES
 Referred From Provider Fax: 111-111-1111
 Referred By Provider Phone: 800-540-7252

View & Print Auth View Notes View Docs View Letter View Guidelines View Discharge Plan

+ Additional information + Edit Date of Service

4.3 How to Submit an Outpatient Edit Date of Service Request

The user can update the dates of service but cannot request additional approved units/days.

Note (Outpatient Requests): the end date can be extended but **NEVER change the start date or it could result in claim non-payment**

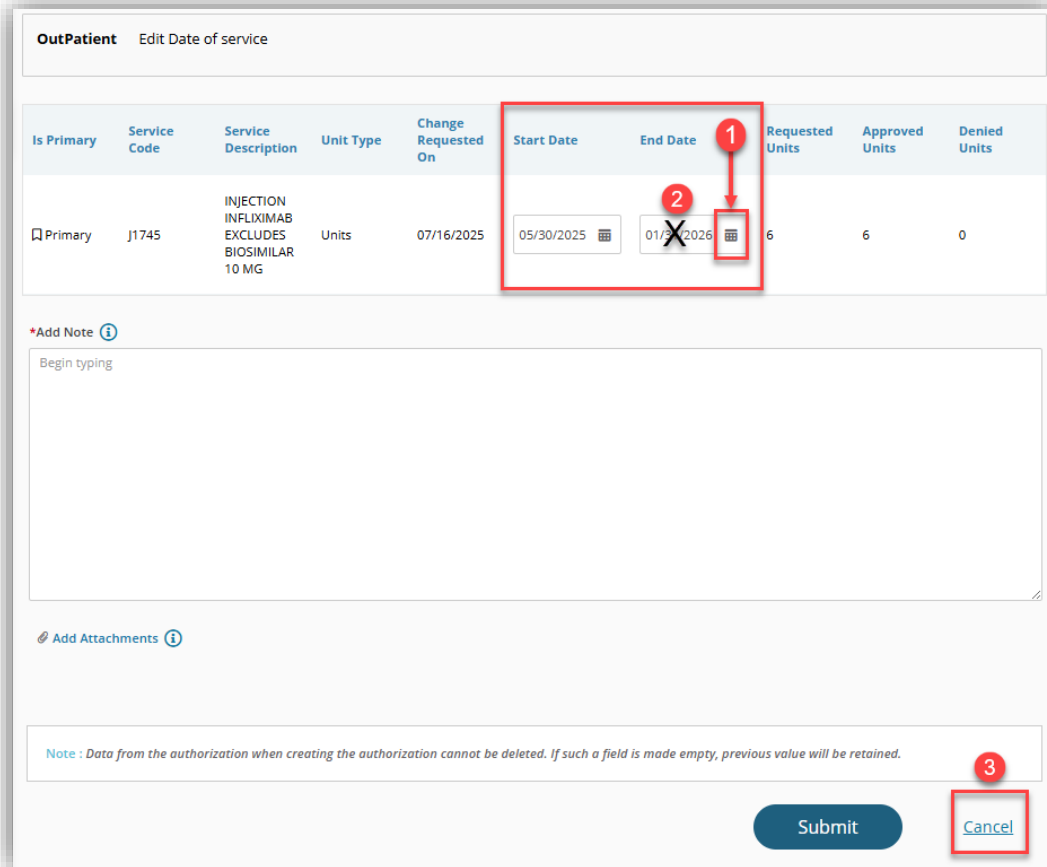
- User is navigated to the Edit Date of Service page
- End Date: date range of currently approved authorization that the user wants to Edit (extend)

Note: User **must** click on the calendar icon when updating the End Date. If the user attempts to manually update the date (e.g., change 10/5/2025 to 11/5/2025) the system deletes the Start and End Dates and user cannot reenter the original Start Date if it is a date prior to the current date.

Caution: User **must not** change the **Start Date of an Approved Auth date range** as this could result in unpaid claims for any services that may have already been rendered.

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1. Click the calendar icon to change the End Date
2. Do not click on the date itself (e.g., 10/5/2025)
3. If user inadvertently clicks on the End Date field and both the Start and End Dates are deleted by the system, the user can click Cancel to return to original dates.



OutPatient Edit Date of service

Is Primary	Service Code	Service Description	Unit Type	Change Requested On	Start Date	End Date	Requested Units	Approved Units	Denied Units
<input checked="" type="checkbox"/> Primary	J1745	INJECTION INFLIXIMAB EXCLUDES BIOSIMILAR 10 MG	Units	07/16/2025	05/30/2025	01/30/2026	6	6	0

*Add Note ⓘ
Begin typing

📎 Add Attachments ⓘ

Note : Data from the authorization when creating the authorization cannot be deleted. If such a field is made empty, previous value will be retained.

Submit Cancel

- C. Requested/Approved Units: the number of requested/approved units (this cannot be changed)
- D. Add Note: user can add a note providing further details for the request (optional)
- E. Add Attachment: user must upload supporting documents
- F. Click Submit

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OutPatient
Edit Date of service

Is Primary	Service Code	Service Description	Unit Type	Change Requested On	Start Date	End Date	Requested Units	Approved Units	Denied Units
<input checked="" type="checkbox"/> Primary	J1745	INJECTION INFLIXIMAB EXCLUDES BIOSIMILAR 10 MG	Units	05/30/2025	05/30/2025	12/31/2025	6	6	0

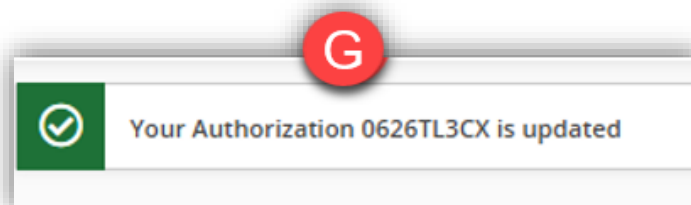
Add Note ⓘ
Type pertinent details in this Note field

* Add Attachments ⓘ

Note : Data from the authorization when creating the authorization cannot be deleted. If such a field is made empty, previous value will be retained.

Submit
Cancel

G. User will receive a pop up message at the top left of page confirming the authorization date range has been updated



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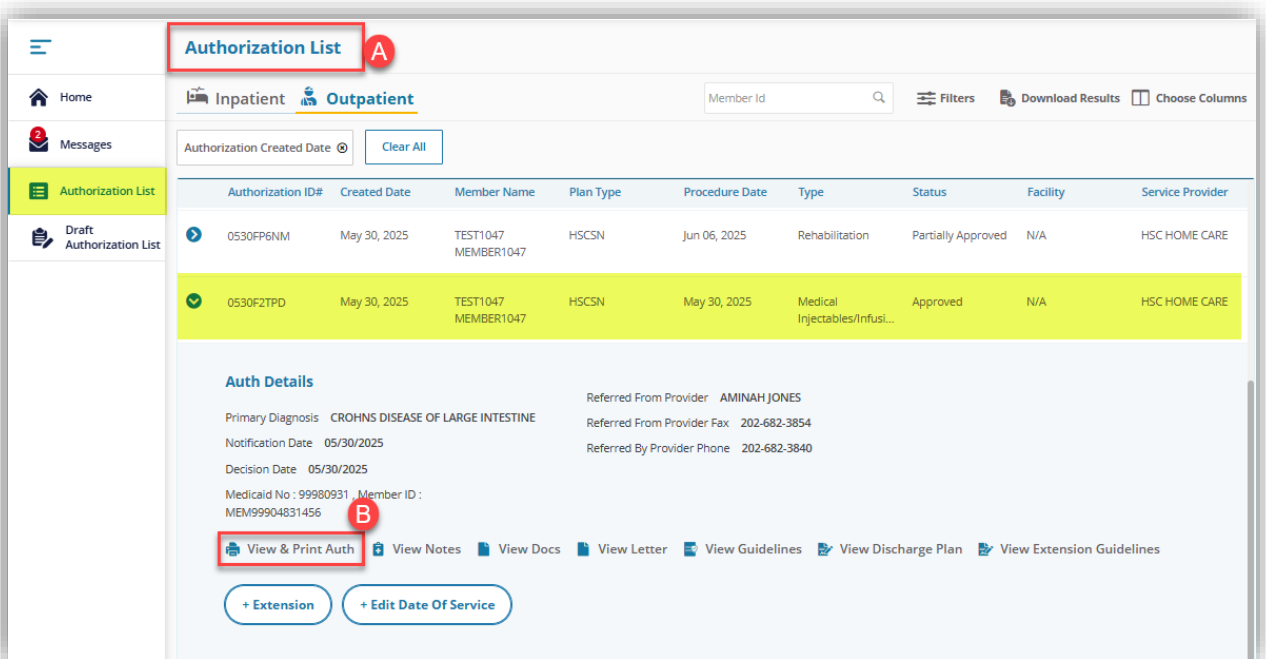
4.4 How to Confirm the Outpatient Edited Date of Service

A. User navigates to the Authorization list from the Home Page

See the below DLP for further instructions how to search for Authorizations

- HSCSN_DLP_Auth Portal_Viewing Authorizations in Progress

B. Click on View and Print Auth



The screenshot displays the 'Authorization List' interface. At the top, there is a navigation bar with 'Home' and 'Messages' links. Below this, a sidebar on the left contains 'Authorization List' (highlighted in green) and 'Draft Authorization List'. The main content area is titled 'Authorization List' (marked with a red 'A') and features tabs for 'Inpatient' and 'Outpatient'. A search bar for 'Member Id' and a 'Clear All' button are present. Below these, a table lists authorizations with columns: Authorization ID#, Created Date, Member Name, Plan Type, Procedure Date, Type, Status, Facility, and Service Provider. Two rows are visible: one for ID 0530FP6NM (Partially Approved) and another for ID 0530F2TPD (Approved). Below the table, the 'Auth Details' section for the selected authorization (ID 0530F2TPD) is shown, including primary diagnosis (CROHN'S DISEASE OF LARGE INTESTINE), notification date (05/30/2025), decision date (05/30/2025), medical ID, and member ID (MEM99904831456, marked with a red 'B'). At the bottom, there are buttons for '+ Extension' and '+ Edit Date Of Service'. A row of action links is also present: 'View & Print Auth' (highlighted with a red box), 'View Notes', 'View Docs', 'View Letter', 'View Guidelines', 'View Discharge Plan', and 'View Extension Guidelines'.

Authorization ID#	Created Date	Member Name	Plan Type	Procedure Date	Type	Status	Facility	Service Provider
0530FP6NM	May 30, 2025	TEST1047 MEMBER1047	HSCSN	Jun 06, 2025	Rehabilitation	Partially Approved	N/A	HSC HOME CARE
0530F2TPD	May 30, 2025	TEST1047 MEMBER1047	HSCSN	May 30, 2025	Medical Injectables/Infusi...	Approved	N/A	HSC HOME CARE

Auth Details

Primary Diagnosis: CROHN'S DISEASE OF LARGE INTESTINE
 Notification Date: 05/30/2025
 Decision Date: 05/30/2025
 Medical ID: 99980931, Member ID: MEM99904831456
 Referred From Provider: AMINAH JONES
 Referred From Provider Fax: 202-682-3854
 Referred By Provider Phone: 202-682-3840

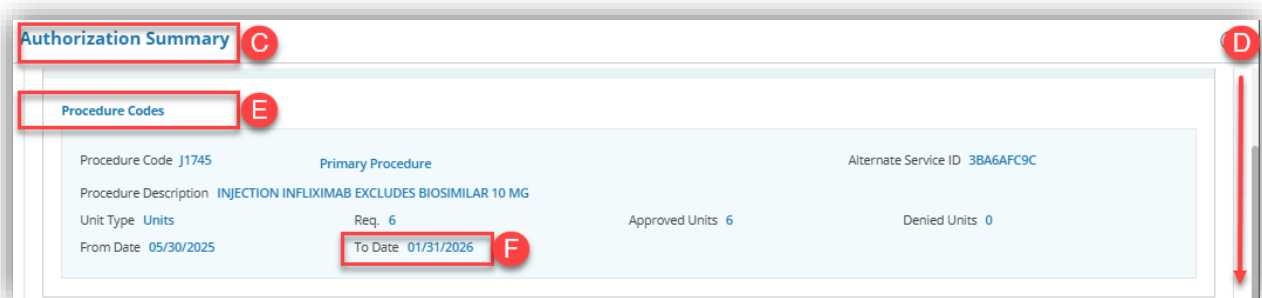
[View & Print Auth](#)
[View Notes](#)
[View Docs](#)
[View Letter](#)
[View Guidelines](#)
[View Discharge Plan](#)
[View Extension Guidelines](#)

[+ Extension](#)
[+ Edit Date Of Service](#)

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- C. Land on Authorization Summary Page
- D. Scroll down page to Procedure Codes
- E. Procedure Code
- F. To Date: updated to 01/31/2026
Note: units remain the same (6)

Note: Click 'x' on top right side of page to close the window



Authorization Summary C

Procedure Codes E

Procedure Code J1745 Primary Procedure Alternate Service ID 3BA6AFC9C

Procedure Description INJECTION INFLIXIMAB EXCLUDES BIOSIMILAR 10 MG

Unit Type Units Req. 6 Approved Units 6 Denied Units 0

From Date 05/30/2025 To Date 01/31/2026 F

4.5 Request Inpatient Edit Date of Service: Contact HSCSN Utilization Management

Auth Portal user must contact HSCSN Utilization Management Department to request edits to approved inpatient dates of service.

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5. Version History:

Version #	Comments	Created By and Date	Review By and Date	Approved By and Date
1.0	Initial Version	Maggie Kelley, Anoteros, 06/30/2025		
1.1	Added 'caution' to not change start date if any services have been provider How to Submit an Outpatient Edit Date of Service Request How to Submit an Inpatient Edit Date of Service Request	Maggie Kelley, Anoteros, 07/15/2025		
1.3	Updated How to Submit an Outpatient Edit Date of Service (instruct to not change start date) Modified Inpatient Request- instruct to contact HSCSN UM Updated Section titles: added Outpatient	Maggie Kelley, Anoteros, 07/16/2025		
1.4	Updated instructions to use calendar and not use manual date entry How to Submit an Outpatient Edit Date of Service Request	Maggie Kelley, Anoteros, 08/18/2025		



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