THE HSC HEALTH CARE SYSTEM
Health Services for Children with Special Needs, Inc.

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

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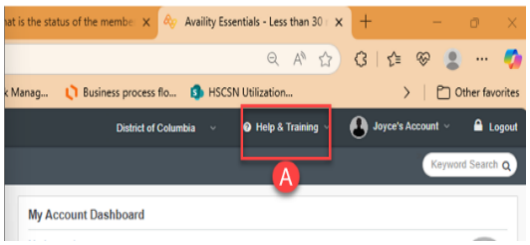
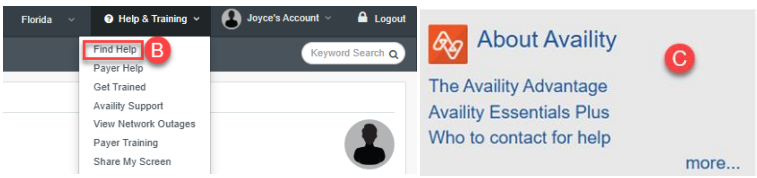
1. Key Information:

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	If the provider's issue is related to the HSCSN Auth Portal: • inability to access the Auth Portal; or • the Auth Portal functionality is not performing as expected Please contact HSCSN Customer Care at 202-467-2737.
Availity® Payer Spaces Routes traffic to HSCSN Auth Portal Provides HSCSN Claims and Eligibility Information	Providers and Staff access Availity and use the Single Sign On (SSO) feature to access the HSCSN Auth Portal	If the provider's issue is related to inability to access Availity®: Please navigate to the Availity main landing page by clicking here and logging in then A. Click 'Help and Training' B. Click 'Find Help' C. Click 'About Availity' for Availity contact information  

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

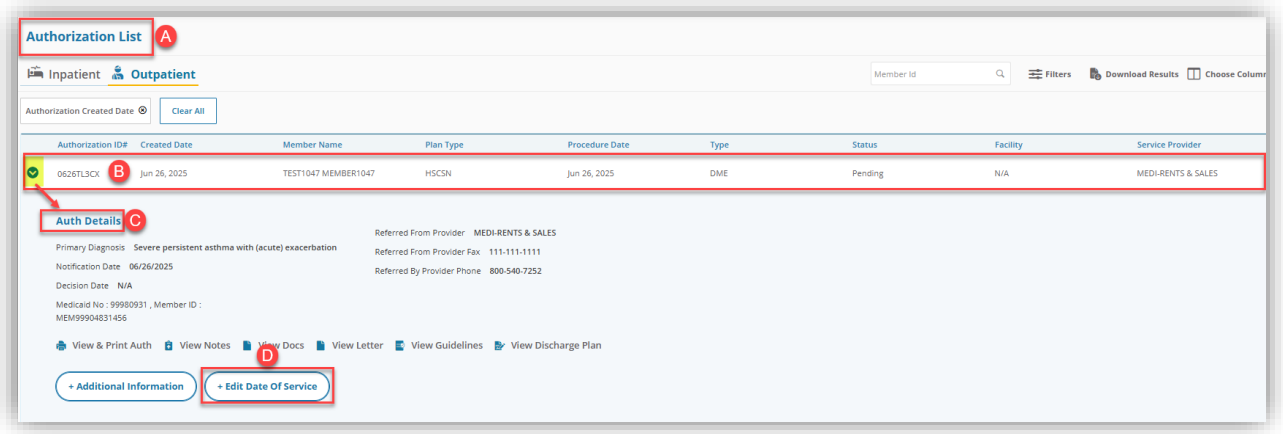
From the Home Page, the user navigates to the Authorizations in Progress to search for the authorization that the user wants to the Edit Dates of Service.

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

- HSCSN_DLP_Auth Portal_Viewing Authorizations in Progress

4.2 How to Initiate the Outpatient Edit Date of Service Request

A. Navigate to the Authorization List
B. Select the row of the authorization where date of service requires editing
C. Land on Auth Details page
D. Click on +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

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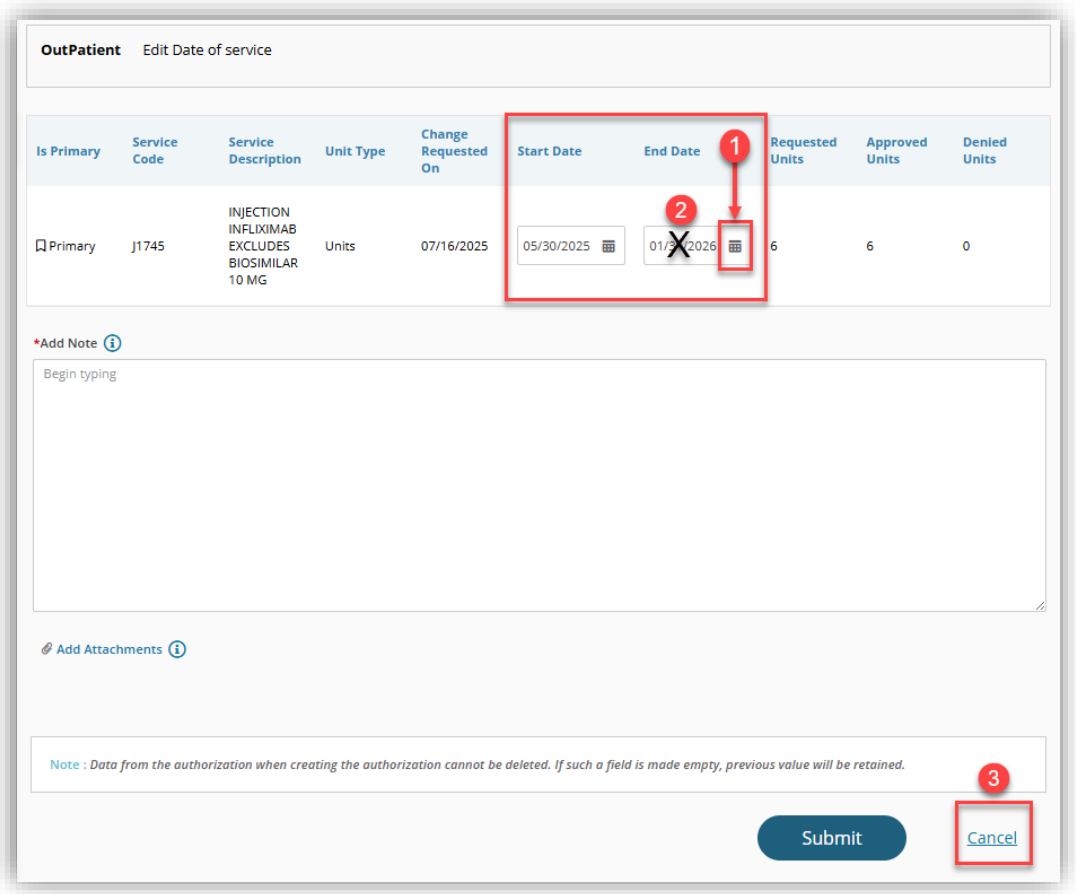
1. Click the calendar icon to change the End Date
2. Do not click on the date itself (e.g., 10/5/2025)
3. If user inadvertently clicks on the End Date field and both the Start and End Dates are deleted by the system, the user can click Cancel to return to original dates.



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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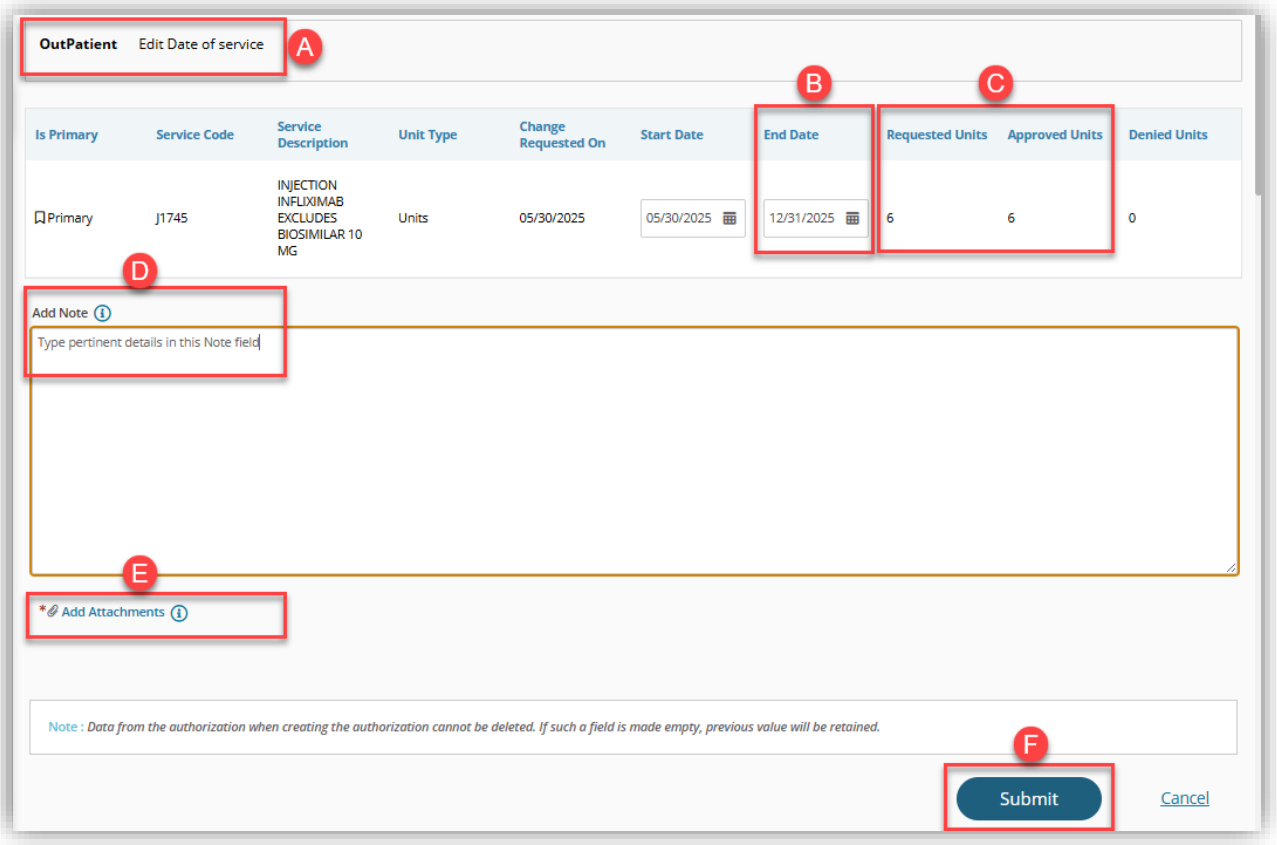
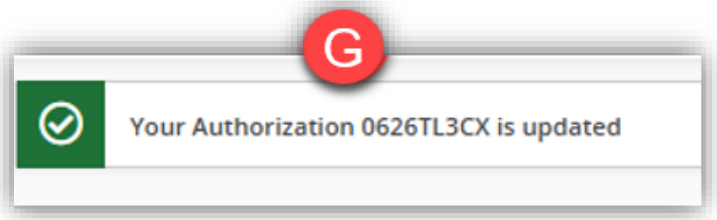


G. User will receive a pop up message at the top left of page confirming the authorization date range has been updated



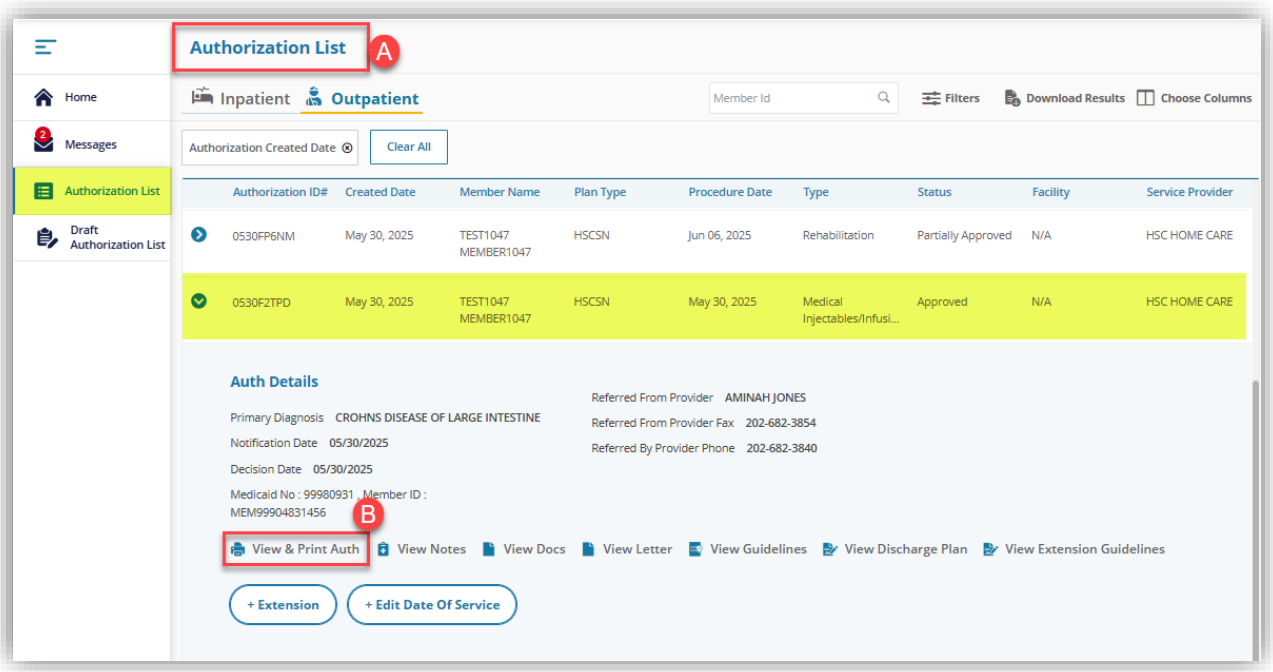
4.4 How to Confirm the Outpatient Edited Date of Service

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

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

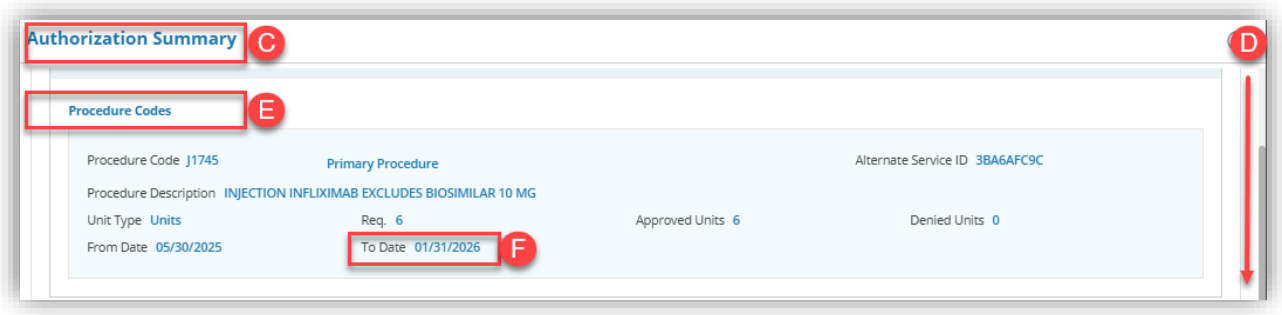
- HSCSN_DLP_Auth Portal_Viewing Authorizations in Progress

B. Click on View and Print Auth



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



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.

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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