**HSCSN Authorization Portal**
**Inpatient Requests**
**Frequently Asked Questions (FAQs)**

## Contents

## 1.  Key Information:

| Title | HSCSN Authorization Portal – Frequently Asked Questions |
|---|---|
| Scope/ Line of Business | Medicaid – CASSIP and Non-CASSIP |
| Department | Utilization Management |

## 2.  How to Navigate This Document

When searching the table of contents, the Auth Portal User can click on the section title to navigate to the desired portion of this Frequently Asked Question (FAQ) document.

## 3.  Key Contacts

### 3.1 HSCSN

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.

### 3.2 Availity

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,

- Click 'Help and Training'

- Click 'Find Help'
- Click 'About Availity' for Availity contact information

## 4.0 Frequently Asked Questions – High Level Overview

The Frequently Asked Question (FAQs) guide provides HSCSN Authorization Portal Users high level information regarding frequently asked questions about Auth Portal Outpatient requests. Please see the Auth Portal DLPs for further information as needed. Click here to navigate to the DLP section of this document: Desk Level Procedure List

## 4.1 Accessing the HSCSN Authorization Portal

Please see the below DLP for step-by-step instructions how to navigate the Auth Portal Home page. This DLP includes information on how to address a Proofpoint message.

- HSCSN_DLP_Auth Portal_Navigating Auth Portal_Home Page

## 4.2 Authorization Portal: Submitting an Inpatient Request

Auth Portal User navigates to the Auth Portal Home Page and Selects 'Start New Inpatient Request'.

Please refer to the below DLP for step-by-step instructions how to submit a new request.

- HSCSN_DLP_Auth Portal_Submitting an Inpatient Request

Note: This FAQ provides a high level information and additional HSCSN guidance on the how and what to include as the Auth Portal User navigates each of the required data fields when entering information to submit a new Inpatient Request.

## 4.3 Authorization Portal: Inpatient Authorization Types

The following Outpatient Authorization Types can be submitted via the HSCSN Authorization Portal.

| Auth Type |
| --- |
| • Acute Hospital |
| • BH (Behavioral Health) Admission |
| • BH-Residential [includes PRTF] |
| • Post Acute Facility |
| • Post Acute Hospital |

## 4.4 Authorization Portal: Authorization Priority

The following Authorization Priority Reference table lists instructions for selecting the most appropriate authorization priority auth submission through the Auth Portal.

| Auth Priority | Instructions |
|---|---|
| Concurrent | • Select this option when submitting the initial Notification of an unscheduled Acute or Behavioral Health (BH) Hospital admission |
| Court Orders | • Do not select this option |
| Post Service | • HSCSN reviews Post Service requests on a case-by-case basis due to extenuating circumstances<br>• When selecting this option, add a note in the Document upload section stating reason for the Post Service review request |
| Preservice Standard | • Do not select this option<br>• This option is restricted to HSCSN UM Reviewers and is only used when a preservice standard request is <u>not</u> submitted via the Auth Portal (i.e., fax, mail, etc.) |
| Preservice Expedited | • Select this option when selecting the preservice standard timeframe could seriously jeopardize the enrollee's life or health or<br>ability to attain, maintain, or regain maximum function<br>• Do not select this option for provider or enrollee convenience |
| Preservice Standard – Portal | • Select this option for preservice routine, elective admissions |

## 4.5 Authorization Portal: Provider Search

The Authorization Portal has a Quick Search Function that requires submission of the provider's Facility/Group NPI Number.

Note: It is important that Auth Portal User verifies the referring provider's organization/facility NPI number prior to starting the Auth Portal submission.

### 4.5.a Quick Provider Search

When prompted to enter a provider's information, the system defaults to the Provider's Name. Auth Portal User needs to select the NPI option from the drop down list.

Please see below tips regarding the Provider Quick Search option.

1. Referred From, Servicing and Facility Provider – select NPI from drop down list

   Note: Referred From and Facility may be the same; Servicing Provider is the facility attending provider or hospitalist (Servicing Provider is optional)

2. Enter Organization/Facility Group NPI # in text field- click enter
3. Select the Physical Address (location where services are being provided)
4. Review and Update Phone & Fax numbers, as needed


Please see the below DLP for further instructions how to search/enter Provider information:

- HSCSN_DLP_Auth Portal_Submitting an Inpatient Request

### 4.5.b Advanced Provider Search
If Auth Portal user is unable find the provider through Quick Search using the facility NPI number, please review the below DLP for further instructions.

- HSCSN_DLP_Auth Portal_Provider Search

### 4.5.c Unable to Find Provider using Quick and Advanced Search Options
When Auth Portal User is unable to find a provider after using the Quick Search and Advanced Search options, please contact HSCSN Customer Care at 202-467-2737. Give Customer Care as much information about the provider as possible (e.g., name, address, NPI, taxonomy number, and TIN).


### 4.6 Authorization Portal:  Admission Date (and time)
Note: The User must enter the Expected Admission Date or the Actual Admission Date and time.

Expected Admission Date: Select this option for Preservice requests.

Actual Admission Date and time: Select this option for admission notification/concurrent review requests


### 4.7 Authorization Portal: Expected Discharge Date
This field is optional.

## 4.8 Authorization Portal: Treatment Type

See below reference table for Treatment Type options listed by Authorization Type.

For additional information, please click here
https://hscsnhealthplan.org/enrollees/services-covered-by-hscsn#prior-authorization to navigate to HSCSN Authorization Guidelines.

| Authorization Type | Treatment Type |
|---|---|
| Acute Hospital | Select this option for Physical Health/Medical:<br>• Acute<br>• ICU<br>• Intermediate<br>• NICU |
| BH-Admission | Select this option for Behavioral Health<br>(Mental Health/Substance Use Disorder):<br>• Acute Psychiatric Admission<br>• ASAM 3.7 – Intensive Inpatient<br>• ASAM 4 - Intensive Inpatient<br>• Substance Abuse |
| BH-Residential Treatment | Select this option for Behavioral Health<br>(Mental Health/Substance Use Disorder):<br>• ASAM 3.1 – Low Intensity Residential<br>• ASAM 3.3 - High Intensity Residential<br>• ASAM 3.5 – High Intensity Residential<br>• BH Residential<br>• Psychiatric Residential Treatment Facility (PRTF)<br>• SUD Residential |
| Post-Acute Facility | Select this option for:<br>• ICF-IID<br>• Skilled Nursing Facility (SNF)<br>• Sub-Acute Rehabilitation Facility |
| Post-Acute Hospital | Select this option for:<br>• Inpatient Rehabilitation<br>• Long-Term Acute Care (LTAC)<br>• Post-Acute Hospital Care |

## 4.9 Authorization Portal: Place of Service (POS)

While this field is not designated as mandatory (*), please select the most appropriate option from the drop down list.

## 4.9 Authorization Portal: Admission Type

The User will select one of the following options:

- Unscheduled admission: Emergent
- Scheduled admission: Routine/Elective

Note: Do not select Not Applicable or Observation for Admission Type (Observation is under Other in Outpatient Authorizations)

## 4.10 Authorization Portal: Diagnosis Code (Diagnosis Description)

HSCSN requires providers to use ICD-10 codes. While the system allows user to search by Diagnosis Description or Diagnosis code, it is imperative that the user selects the relevant Diagnosis (ICD-10) Code for the service being requested.

Note: This includes ensuring the **Diagnosis code aligns with the age of the enrollee**.

User can enter as many diagnoses as needed to fully support medical necessity review.

See below DLP for further instructions how to enter the primary and secondary diagnosis codes.

- HSCSN_DLP_Auth Portal_Submitting an Inpatient  Request

## 4.11 Authorization Portal: Procedure Code

HSCSN requires providers to use appropriate Rev and CPT codes for the requested service(s). Inpatient Stays require submission of appropriate Rev code for bed days and CPT codes for professional services.

## 4.12 Authorization Portal: Authorization Date Range - From Date/To Date

HSCSN recommends providers use the following authorization date range (start/end date) when submitting initial or reauthorization requests.

It is expected that all approved services are provided during the approved authorization period or claim may be denied.

| Authorization Type | Treatment Type | Recommended Auth Date Range (From Date – To Date) |
|---|---|---|
| Acute Hospital | Acute | 3 calendar days |
|  | ICU |  |
|  | Intermediate |  |
|  | NICU |  |
| BH-Admission | Acute Psychiatric Admission | 3 calendar days |
|  | ASAM 3.7 – Intensive Inpatient |  |
|  | ASAM 4   -  Intensive Inpatient |  |
|  | Substance Abuse |  |
| BH-Residential | ASAM 3.1 – Low Intensity Residential | 30 calendar days |
|  | ASAM 3.3 -  High Intensity Residential |  |
|  | ASAM 3.5 – High Intensity Residential |  |
|  | Psychiatric Residential Treatment Facility (PRTF) |  |
|  | BH Residential |  |
|  | SUD Residential |  |
| Post Acute Facility | Subacute Facility | 7 calendar days |
|  | Skilled Nursing Facility (SNF) | 30 calendar days |
|  | Intermediate Care Facility for Individuals with Intellectual Disability (ICF-IID) | 90 calendar days |
| Post Acute Hospital | Inpatient Rehabilitation | 7 calendar days |
|  | Long-Term Acute Care (LTAC) |  |
|  | Post-Acute Hospital Care |  |

## 4.13 Authorization Portal: Unit Type

Inpatient Unit Type: HSCSN uses 'Days' and 'Units' for Inpatient Unit Type.

Inpatient Stay: Select Days (for applicable Rev codes)

Professional Services: Select Units (for applicable CPT codes)

## 4.14 Authorization Portal: Req (requested number of units/visits)

Days: The system calculates the number of requested Days based on the information the Auth Portal User enters in the From Date and To Date fields. The Auth Portal User should defer to the system calculation for the requested number of Days.

Units: Auth Portal User needs to manually enter the number of requested Units.

## 4.15 Authorization Portal: Disclaimers

HSCSN provides auth submission guidance for Auth Portal users for each Authorization Type. This is captured in the applicable Disclaimers. The Auth Portal User is required to Acknowledge the content of the Disclaimer information to proceed with the submission.

The following situations display a Disclaimer for Auth Portal User to acknowledge:

- **Initial Request Disclaimer**: Submitting a new Inpatient Authorization Request
- **Additional Information Disclaimer**: Submitting Additional Information
- **Extension (Reauthorization) Disclaimer**: Submitting an Extension Request
- **Discharge Disclaimer**: Submitting Discharge Notification

## 4.16 Authorization Portal: Assessments

HSCSN Auth Portal Users need to submit pertinent information when submitting requests via the Authorization Portal. Once the Auth Portal fields are entered, the Auth Portal User will be navigated to an assessment which is a series of questions that Auth Portal Users need to answer to inform the medical necessity review by HSCSN's Utilization Management team. Each question must be answered.

Please refer to the below DLP for further instructions completing assessments:

- HSCSN_DLP_Auth Portal_Submitting an Inpatient Request

## 4.17 Authorization Portal: Upload Documents

HSCSN requires submission of supporting documents when submitting an authorization request, submitting a peer review request, submitting an extension (reauthorization) request, and submitting discharge (inpatient requests) information.
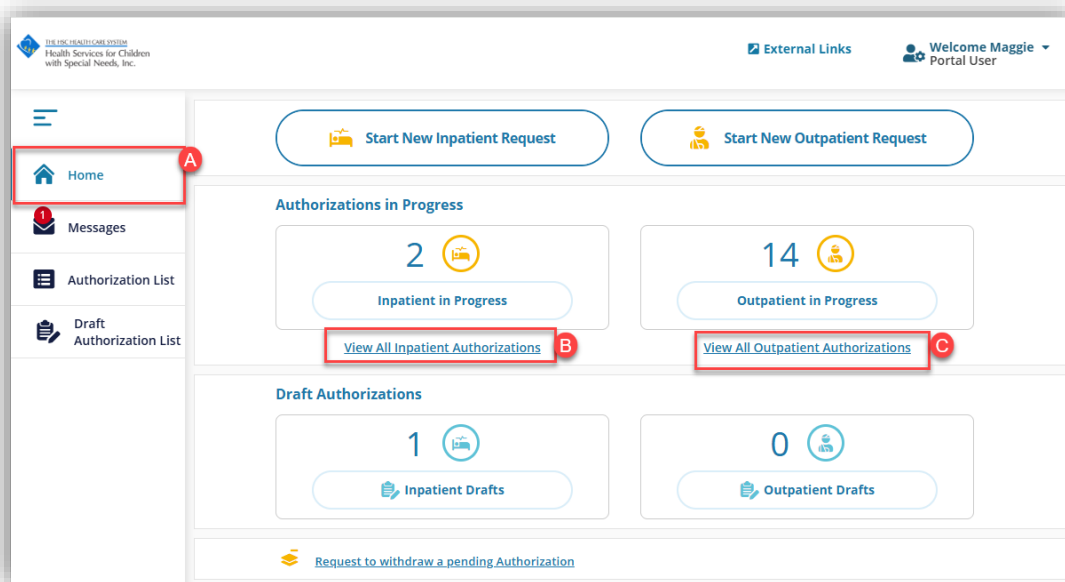
Please refer to the below DLP for further instructions how to upload documents.

- HSCSN_DLP_Auth Portal_Submitting an Inpatient Request

## 4.18 Authorization Portal: How to Find Authorizations Submitted Via Auth Portal

While there are several ways to search for Authorizations submitted via the Authorization Portal (Auth Portal), HSCSN recommends that providers use the 'View All Authorizations' Option.

A. Navigate to the Home Page
B. Click on View All Inpatient Authorizations to search for Inpatient Requests
C. Click on View All Outpatient Authorizations to search for Outpatient Requests



Please refer to the below DLP for further instructions how to search Auth Portal for submitted authorization requests.

- HSCSN_DLP_Auth Portal_Viewing Authorizations in Progress

## 4.19 Authorization Portal: Desk Level Procedures (DLPs)

This section provides a list of Authorization Portal Desk Level Procedures that provide further step-by-step instructions with screenshots to facilitate Authorization Portal navigation. Please see this FAQ Section: How to Access DLPs and Video Vignettes for further instructions on how to access Auth Portal DLPs and Video Vignettes.

Please refer to the below DLP for further instructions on navigating the Home Page.

- HSCSN_DLP_Auth Portal_Navigating Auth Portal_Home Page

### 4.19.a. Reference Table: Desk Level Procedure Titles

| Authorization Portal Desk Level Procedure Titles |
|---|
| HSCSN_DLP_Auth Portal_**Draft Authorizations** |
| HSCSN_DLP_Auth Portal_**Editing Date of Service** (extending the end date) |
| HSCSN_DLP_Auth Portal_**Messaging_Submitting Additional Information** |
| HSCSN_DLP_Auth Portal_**Navigating Auth Portal_Home Page** |
| HSCSN_DLP_Auth Portal_**Provider Search** |
| HSCSN_DLP_Auth Portal_**Submitting an Inpatient Request** |
| HSCSN_DLP_Auth Portal_**Submitting an Outpatient Request** |
| HSCSN_DLP_Auth Portal_**Submitting Extension of Existing Auth** (re-authorization) |
| HSCSN_DLP_Auth Portal_**Submitting Inpatient Discharge** |
| HSCSN_DLP_Auth Portal_**Submitting Peer to Peer Review Request** |
| HSCSN_DLP_Auth Portal_**Viewing Authorizations in Progress** (open & closed auths) |
| HSCSN_DLP_Auth Portal_**Withdrawing a Pending Authorization** |

## 4.20 Authorization Portal: Video Vignettes

This section provides a list of Authorization Portal Video Vignettes that provide high level video recording of a user performing the functions listed in the table below. Please see this FAQ Section: How to Access DLPs and Video Vignettes for further instructions on how to access Auth Portal DLPs and Video Vignettes.

### 4.20.a. Reference Table: Video Vignettes

| Authorization Portal Video Vignette Titles |
|---|
| HSCSN_Auth Portal_**Messages** |
| HSCSN_Auth Portal_**Navigating the Home Page** |
| HSCSN_Auth Portal_**Searching for Authorizations** |
| HSCSN_Auth Portal_**Submitting Additional Information** |
| HSCSN_Auth Portal_**Submitting Discharge Notification (Inpatient Only)** |
| HSCSN_Auth Portal_**Submitting Draft Requests** |
| HSCSN_Auth Portal_**Submitting Edit DOS (Outpatient Only)** |
| HSCSN_Auth Portal_**Submitting Extension (Reauthorization) Request** |
| HSCSN_Auth Portal_**Submitting Inpatient Request** |
| HSCSN_Auth Portal_**Submitting Outpatient Request** |
| HSCSN_Auth Portal_**Submitting Peer Review Request** |
| HSCSN_Auth Portal_**Viewing Notes_Documents_Letters** |
| HSCSN_Auth Portal_**Withdrawing a Pending Auth Request** |

## 4.21 Submitting an Extension (Reauthorization) Request

Auth Portal Users can request an extension (re-authorization) to authorizations submitted via the Authorization Portal with statuses of *Partially Approved* or *Approved*.

Admission extension (reauthorization/continuation) requests should be submitted prior to the end of the approved authorization period.

### **Acute Admissions (Acute Hospital, BH Admission)**

Clinical review for continuing stay (concurrent review) for acute admissions is required every three (3) days unless otherwise specified.

Please submit UR Notes and/or Medical Records via the Authorization Portal with each continuing stay request (extension request).

Failure to obtain extension for additional services may result in denied claim payment.

### **Non-Acute Admissions (BH Residential, Post Acute Facility, Post Acute Hospital)**

Note: Clinical review for continuing stay (concurrent review) for non-acute admissions varies based on Treatment Type. Please see authorization range guidelines in this FAQ Section (click here): Authorization Portal: Authorization Date Range - From Date/To Date

Please submit Pertinent Medical Records (most recent progress notes, discipline notes, team notes, plan of treatment) and/or UR Notes via the Authorization Portal with each continuing stay request (extension request).

Failure to obtain extension for additional services may result in denied claim payment.

Please refer to the below DLP for further instructions how to submit an Extension request.

- HSCSN_DLP_Auth Portal_Messages_Submitting Additional Information

## 4.22 Authorization Portal Messages

HSCSN Utilization Management Reviewers can send Messages via the Auth Portal to providers requesting additional information on pending cases. These Messages inform providers how to access the applicable authorization to upload the requested information. The Auth Portal User can Opt-In to get a generic email (does not contain PHI) message at 4pm on any day the user has unread messages in the Auth Portal.

Please refer to the below DLP for further instructions how to navigate Messages and submit Additional Information.

- HSCSN_DLP_Auth Portal_Messages_Submitting Additional Information

## 4.23 Submitting Additional Information

Auth Portal Users can submit additional information on previously submitted requests.

- While decision is pending (prior to decision).

  Note: This may be related to a request from the HSCSN Utilization Management team or it can submitted at any time the Auth Portal User has additional information to submit to inform the medical necessity review.

  Note: Admission for Physical and Behavioral Health acute hospital care requires notification to HSCSN within 24 hours of admission and submission of clinical documents by the next business day after admission.

- After a denial or partial denial decision for Reconsideration when the information is submitted within 14 calendar days of date on Adverse Benefit Determination notice.

  Note: If submission of additional information is received after 14 calendar days of Adverse Benefit Determination Date, it is no longer eligible for Reconsideration. The case remains eligible for an Appeal if the request to Appeal is submitted within 60 calendar days of Adverse Benefit Determination.

Please refer to the below DLP for further instructions how to submit Additional Information.

- HSCSN_DLP_Auth Portal_Messages_Submitting Additional Information

## 4.24 Submitting Discharge Notification

Auth Portal User must submit Discharge notification to HSCSN UM within one business day of discharge. Auth Portal Users are required to submit the Discharge Instructions (and/or Discharge Summary) at the time of the Discharge notification. If both are available at the time of discharge notification, please upload the Discharge Instructions and the Discharge Summary.

Please refer to the below DLP for further instructions how to submit Discharge Notification (referred as Discharge Plan in the Auth Portal).

- HSCSN_DLP_Auth Portal_Messages_Submitting Inpatient Discharge

## 4.25 Submitting a Peer to Peer Review Request

Submission of Peer to Peer (P2P) Requests (Provider requests to speak with HSCSN Provider who made the decision) shall be requested within seven (7) calendar days of the Adverse Benefit Determinations ABD.

Peer-to-Peer (P2P) Requests are limited to Medical Necessity Adverse Benefit Determinations. Please use the Peer Review Button to request a P2P call.

Please refer to the below DLP for further instructions how to submit a Peer to Peer Review Request.

- HSCSN_DLP_Auth Portal_Submitting Peer to Peer Review Request

## 4.26 Withdrawing a Pending Request

Auth Portal Users can withdraw a pending request if the request is no longer needed.

Please refer to the below DLP for further instructions how to withdraw a pending authorization request.

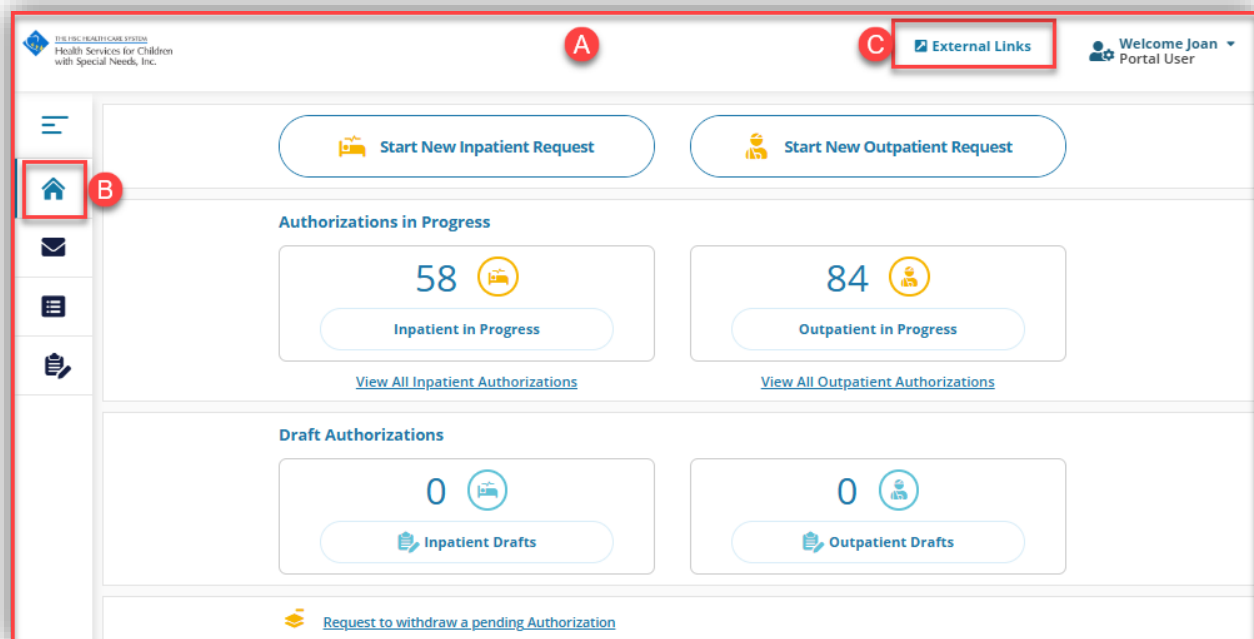- HSCSN_DLP_Auth Portal_Withdrawing a Pending Authorization

## 4.27 How to Access DLPs and Video Vignettes

This section provides instructions how Auth Portal users can access additional resources: DLPs and Video Vignettes

### 4.27.a How to Access DLPs and Video Vignettes from the Authorization Portal

Once Auth Portal User lands on the Auth Portal Home Page, Navigate to External Links and click on the URL for the DLP that requires review.

A.  The Auth Portal User will land on the Authorization Portal Home page via Availity SSO
B.  Click on the Home icon to return to this page at any time
C.  Click External Links to access HSCSN Resources, to include DLPs

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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, 08/14/2025 | | |
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