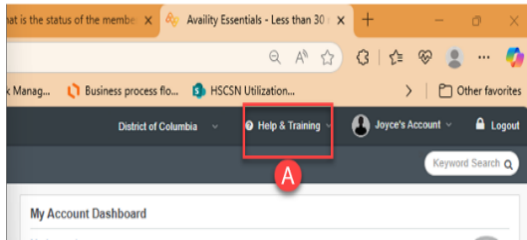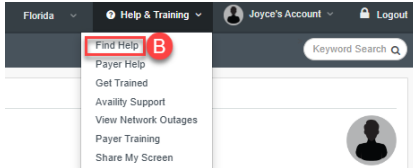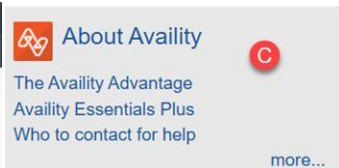**Auth Portal Desk Level Procedure (DLP)**
Navigating Auth Portal Home Page

Contents

1. Key Information:

Title	Provider – Navigating Auth Portal Home Page
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:

The Auth Portal user (user) navigates to the HSCSN Authorization Portal via SSO (single sign on) from Availity® Payer Spaces.

The SSO option navigates the user to the HSCSN Authorization Portal Home page.

This Desk Level Procedure (DLP) provides instructions how the user navigates the Aviality® Payer Spaces to access the HSCSN Authorization Portal (Auth Portal), and it provides an overview of Home Page navigation options.
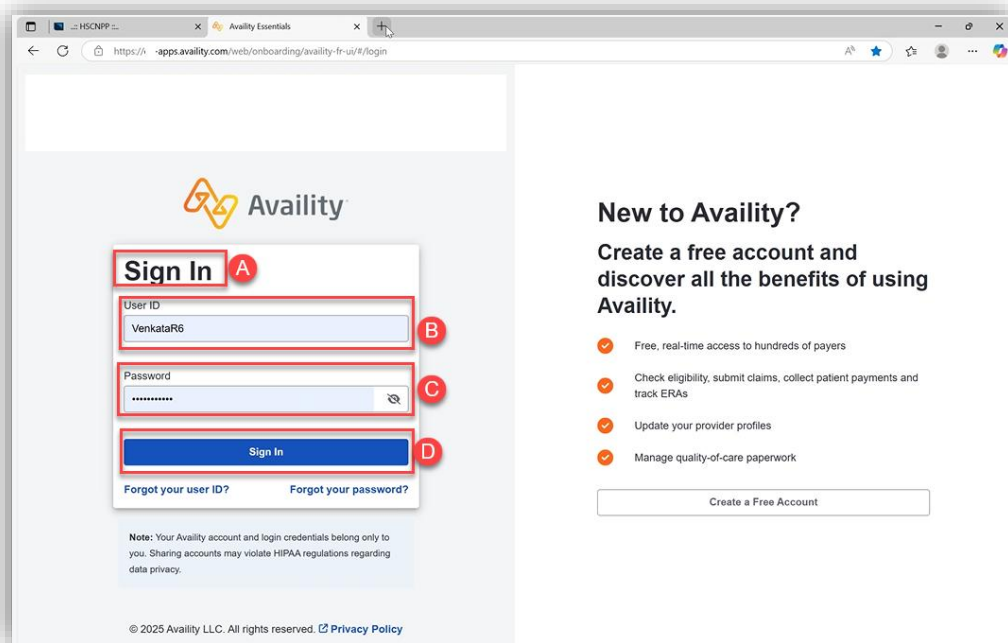
4. Detailed Steps:

4.1 Use Availity® Payer Spaces for SSO Access to HSCSN Auth Portal

User is required to access Availity's Single Sign On feature (based on HSCSN instructions which is beyond the scope of this DLP) to access HSCSN's Auth Portal.

If the user encounters Availity® access issues, please follow the steps outlined at the beginning of this DLP "Access Issues" to contact Availity® support.
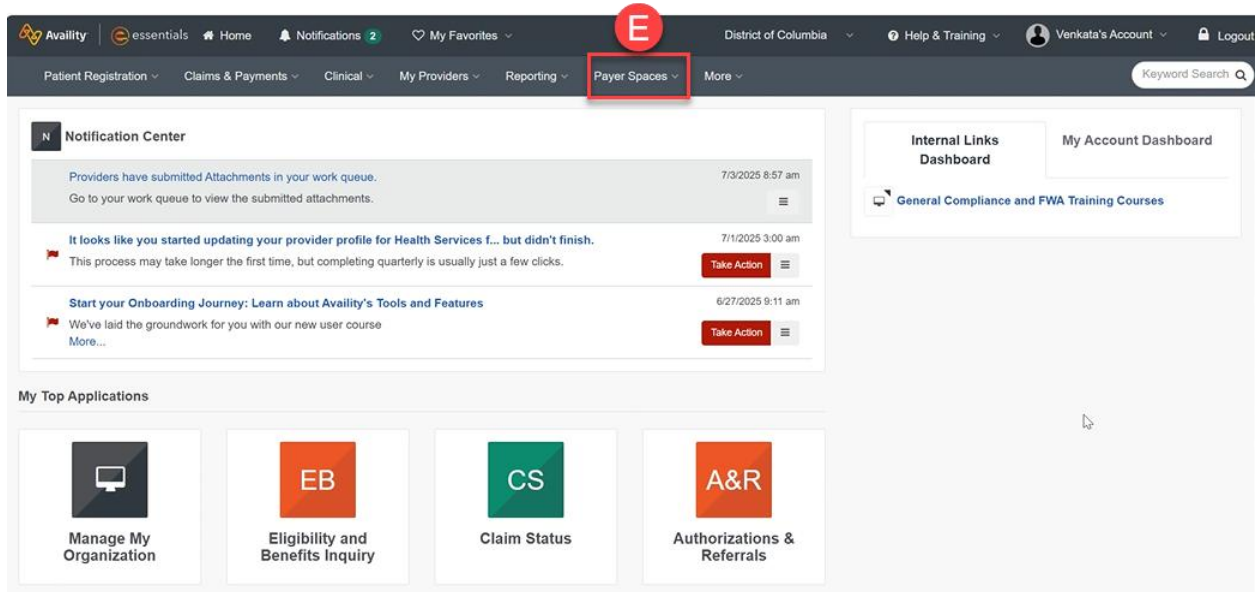
> A. Navigate to Availity® User Sign In page
> B. User ID: Enter Availity® user ID
> C. Password: Enter Availity® password
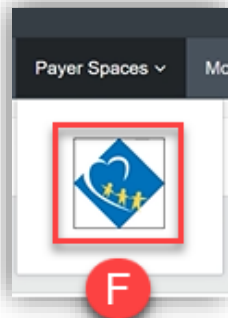> D. Click Sign In

E. Click on Payer Spaces

F. This opens drop down with HSCSN logo- click on the logo

G. This navigates user to the HSCSN Provider Portal
H. Click on HSCSN Authorization Portal
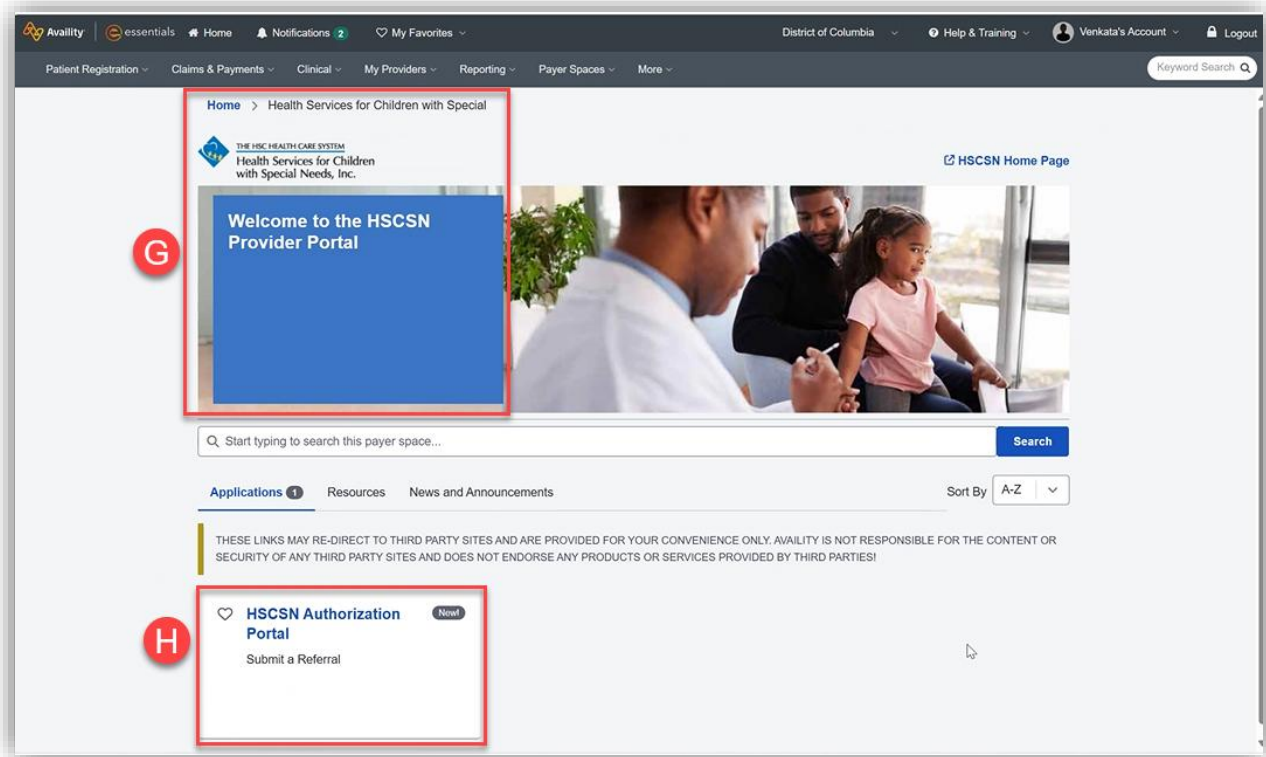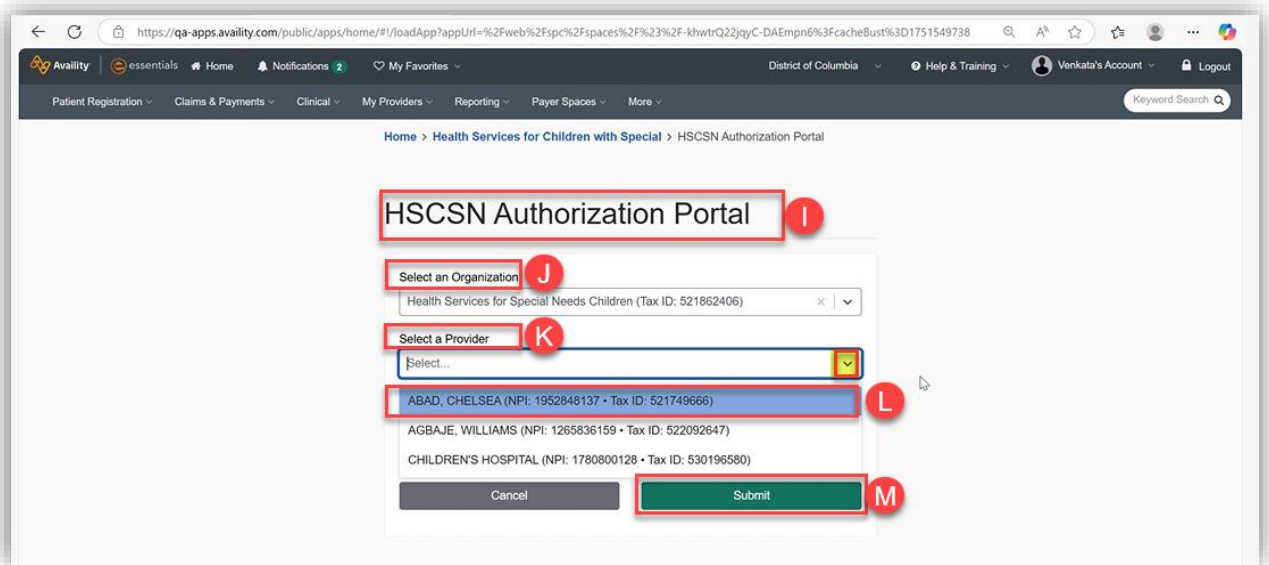
I. User is navigated to HSCSN Authorization Portal
J. Select an Organization: Defaults to Health Services for Special Needs Children
K. Select a Provider: click on the caret to search for Provider
L. Choose provider from the drop down menu
M. Once provider is confirmed, click Submit

Note: This navigates user to the HSCSN Authorization Portal Home Page

4.2 Navigating Proofpoint URL Isolation Message
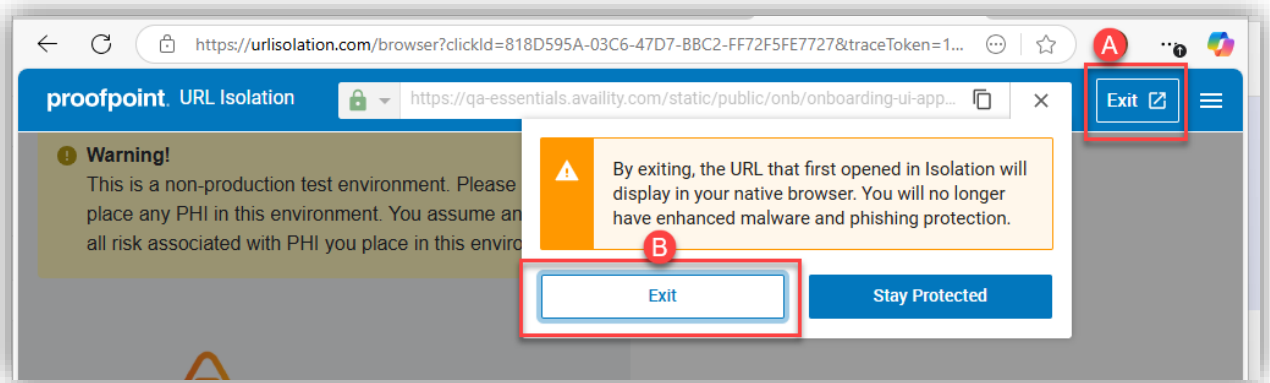
User may experience a warning message regarding proofpoint ULR isolation. Please follow the steps below to proceed.

A. Click 'Exit'
B. User will see a pop up message 'By exiting, the URL that first opened in isolation will display in your native browser. You will no longer have enhanced malware and phishing protections.'; Click 'Exit'.

C. User will now be able to continue with Availity log in to HSCSN Auth Portal
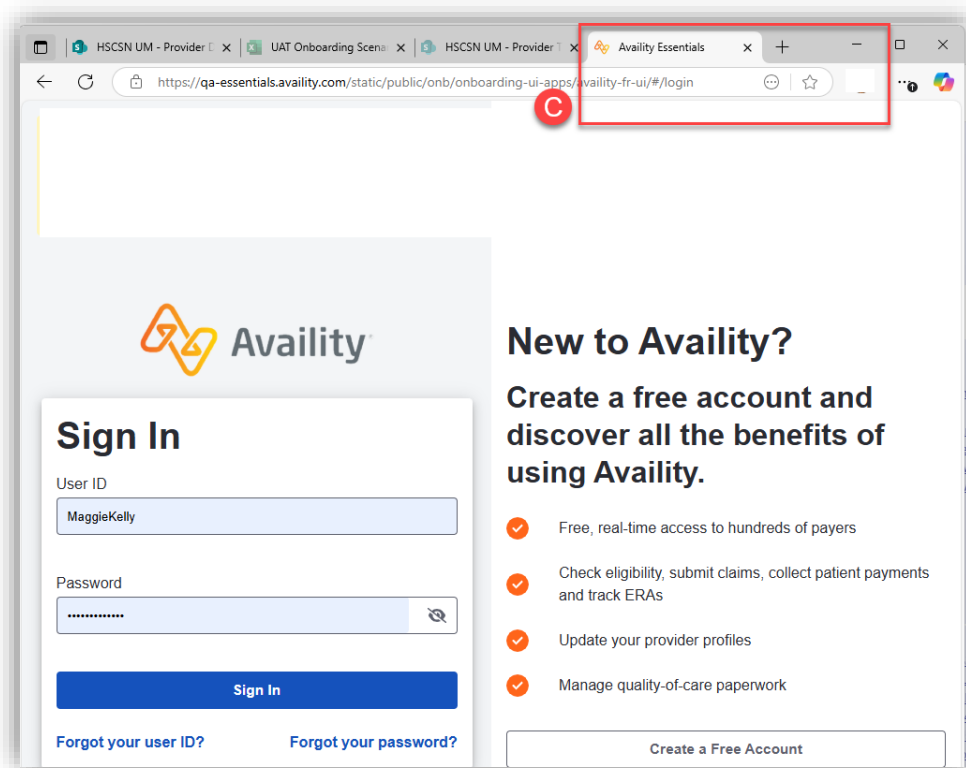
4.3 HSCSN Authorization Portal Home Page

From the HSCSN Authorization Portal (Auth Portal) Home Page, user can start a new authorization, view authorizations in progress or withdraw a pending authorization request. There is a count of the authorizations in progress by type, as well as a count of the authorization drafts by type.

A. HSCSN Logo – confirms user is on the HSCSN Auth Portal site
B. External Links – select to view and access links to external resources

   Note: Work done within the external links do not save in the Authorization Portal. User needs to save data related to work done from these sites then save it in the Authorization Portal using notes, documents, and attachments, as applicable.

C. Welcome – this confirms the Portal User name

D. Click this icon ≡ to expand or collapse the menu (to see names associated with the icons below)

   Note: when you hover over the navigation icon, the navigation icon label displays. The collapsed navigation bar only displays the icons.

E. Home – this icon brings user back to the Auth Portal Landing or "Home" page
F. Messages – user can access messages received from the HSCSN UM team
G. Authorization List – user can check the status of all in-progress authorizations

H. Draft Authorization List – draft authorizations that have been saved in the Auth Portal but have not yet been submitted for review.
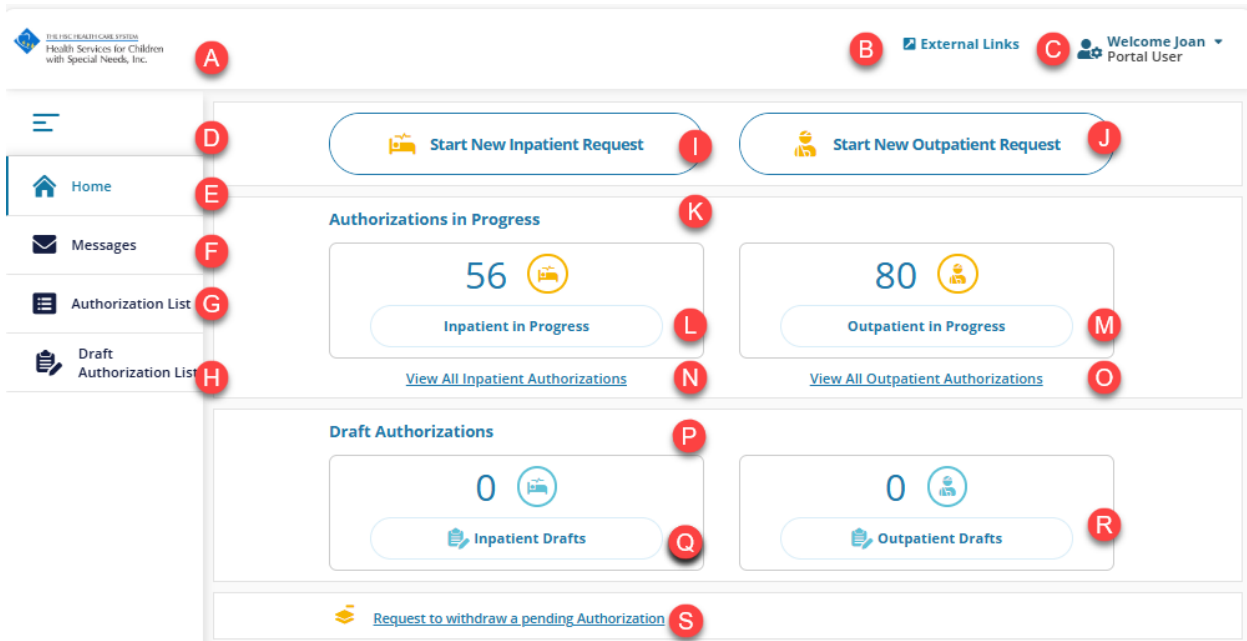
   IMPORTANT NOTE: Saving as Draft does not start the authorization request, does not start the UM review, and does not start the review time frame/due date. The Draft is not visible to the HSCSN UM team, and it is deleted from the system after seven (7) calendar days.

I. Start New Inpatient Request – select this option to start a new inpatient authorization request
J. Start New Outpatient Request - select this option to start a new outpatient authorization request

K. Authorizations in Progress – displays the count of in-progress authorizations; user can select anywhere in these tiles to go the Authorization List

L. Inpatient in Progress – user selects this option to see user's in-progress inpatient authorizations

M. Outpatient in Progress – user selects this option to see user's in-progress outpatient authorizations

N. View All Inpatient Authorizations – select to see all user's inpatient authorizations regardless of status

O. View All Outpatient Authorizations - select to see all user's outpatient authorizations regardless of status

P. Draft Authorizations – user selects these tiles to see their draft authorizations

Q. Inpatient Drafts – select this to see user's inpatient drafts

R. Outpatient Draft – select this to see user's inpatient drafts

S. Request to withdraw a pending Authorization – select this option to withdraw a pending authorization

5. Version History:

Version #	Comments	Created By and Date	Review By and Date	Approved By and Date
1.0	Initial Version	Maggie Kelley, Anoteros 06/18/2025		
1.1	Added new section RE: Proofpoint URL isolation message Navigating Proofpoint URL Isolation Message	Maggie Kelley, Anoteros, 08/18/2025		