

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

Contents

1. Key Information:	2
2. Pre-requisite and System Access:.....	2
3. High-level Description:.....	3
4. Detailed Steps:	3
4.1 Use Availity® Payer Spaces for SSO Access to HSCSN Auth Portal	3
4.2 Navigating Proofpoint URL Isolation Message	7
4.3 HSCSN Authorization Portal Home Page	8
5. Version History:	10

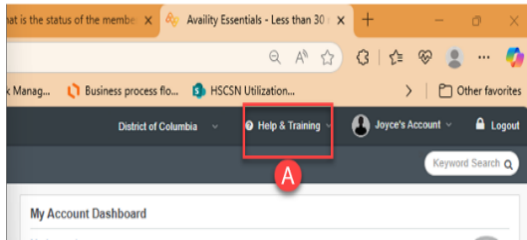
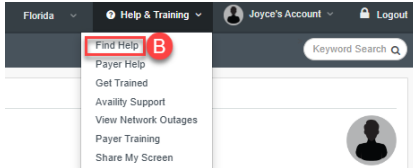
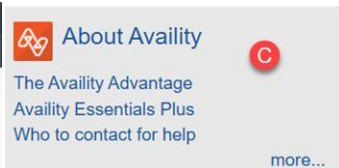
Auth Portal Desk Level Procedure (DLP) Navigating Auth Portal Home Page

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	<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) Navigating Auth Portal Home Page

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 Availity® Payer Spaces to access the HSCSN Authorization Portal (Auth Portal), and it provides an overview of Home Page navigation options.

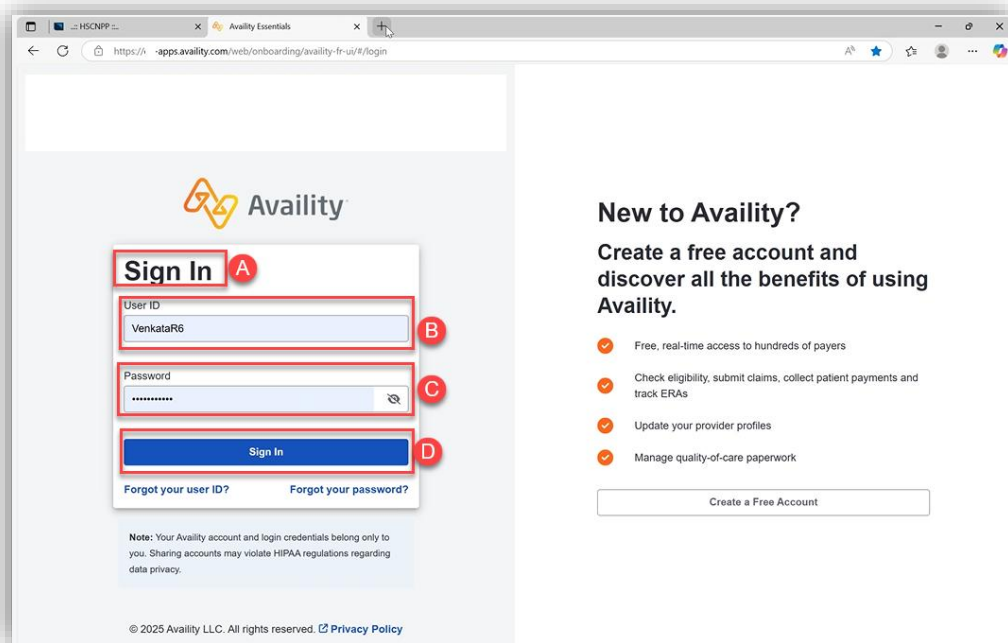
4. Detailed Steps:

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.

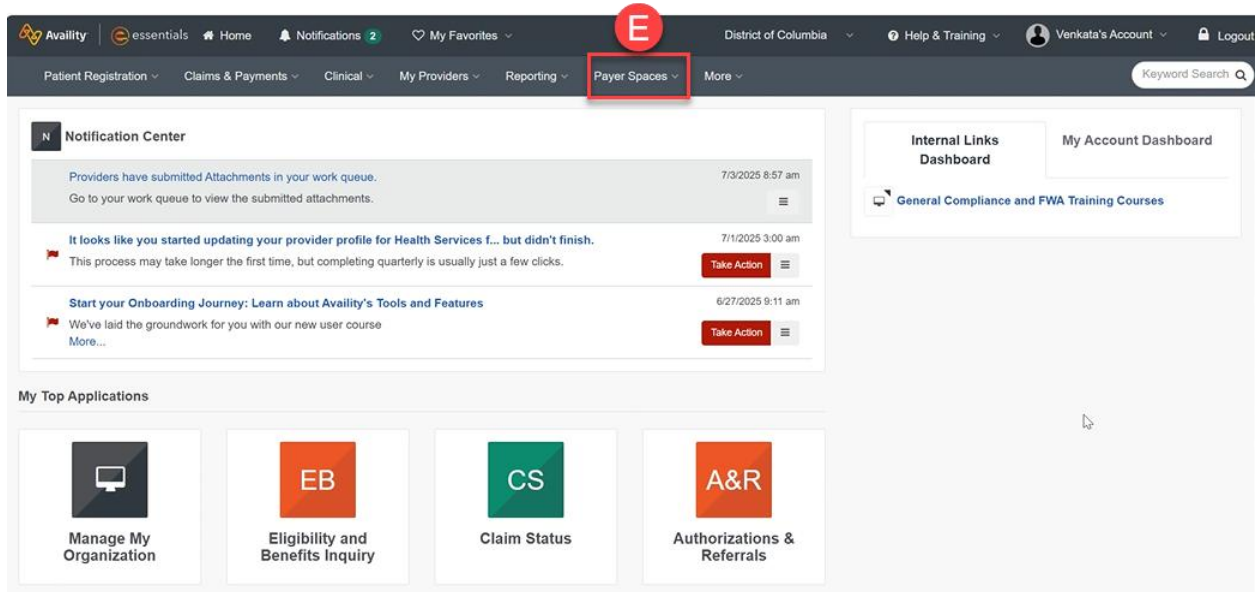
- A. Navigate to Availity® User Sign In page
- B. User ID: Enter Availity® user ID
- C. Password: Enter Availity® password
- D. Click Sign In



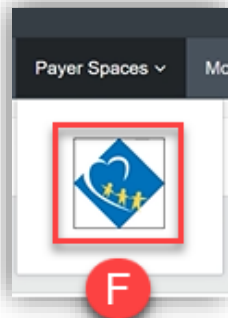
The screenshot shows the Availity Sign In page. The URL in the browser is <https://apps.availity.com/web/onboarding/availability-fr-us/#/login>. The page features the Availity logo at the top. Below it is a 'Sign In' section with a red box labeled 'A' around the 'Sign In' header. Inside this section, there are two input fields: 'User ID' with the text 'VenkataR6' and a red box labeled 'B' around it, and 'Password' with a red box labeled 'C' around it. Below the password field is a blue 'Sign In' button with a red box labeled 'D' around it. There are also links for 'Forgot your user ID?' and 'Forgot your password?'. To the right of the sign-in section is a 'New to Availity?' section with the text 'Create a free account and discover all the benefits of using Availity.' and a list of benefits: 'Free, real-time access to hundreds of payers', 'Check eligibility, submit claims, collect patient payments and track ERAs', 'Update your provider profiles', and 'Manage quality-of-care paperwork'. At the bottom of this section is a 'Create a Free Account' button. A note at the bottom of the sign-in section states: 'Note: Your Availity account and login credentials belong only to you. Sharing accounts may violate HIPAA regulations regarding data privacy.' The footer of the page reads '© 2025 Availity LLC. All rights reserved. Privacy Policy'.

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

E. Click on Payer Spaces



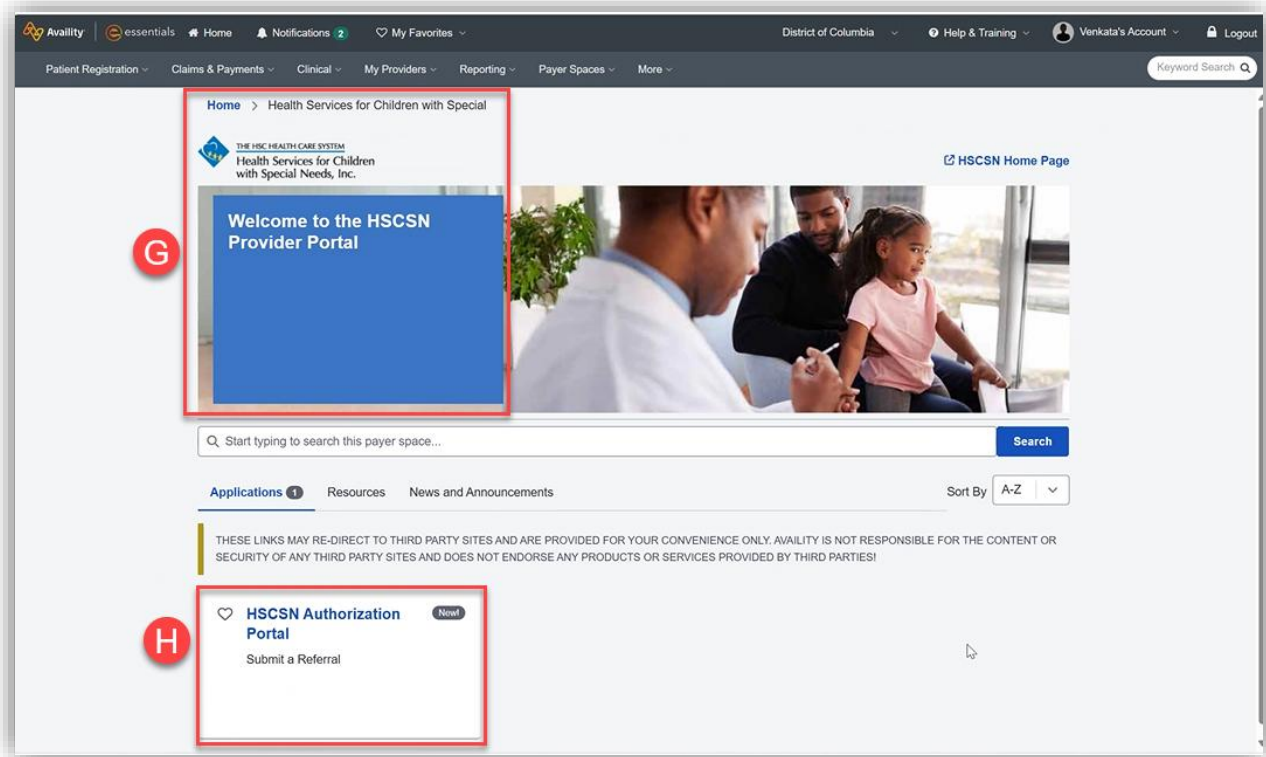
F. This opens drop down with HSCSN logo- click on the logo



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

G. This navigates user to the HSCSN Provider Portal

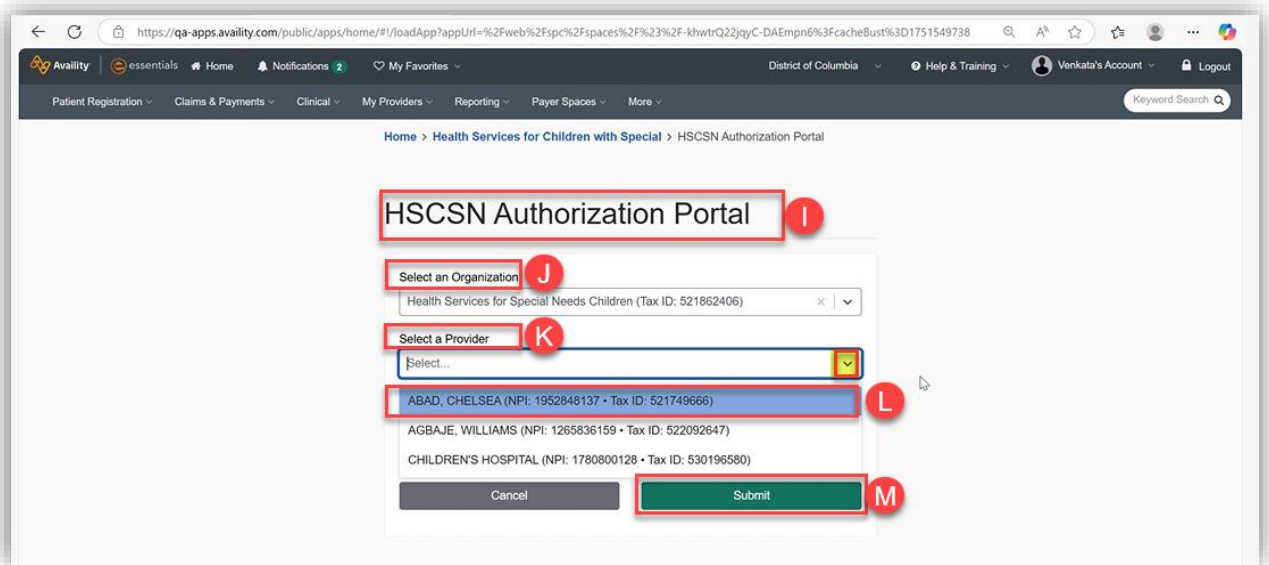
H. Click on HSCSN Authorization Portal



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

- 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



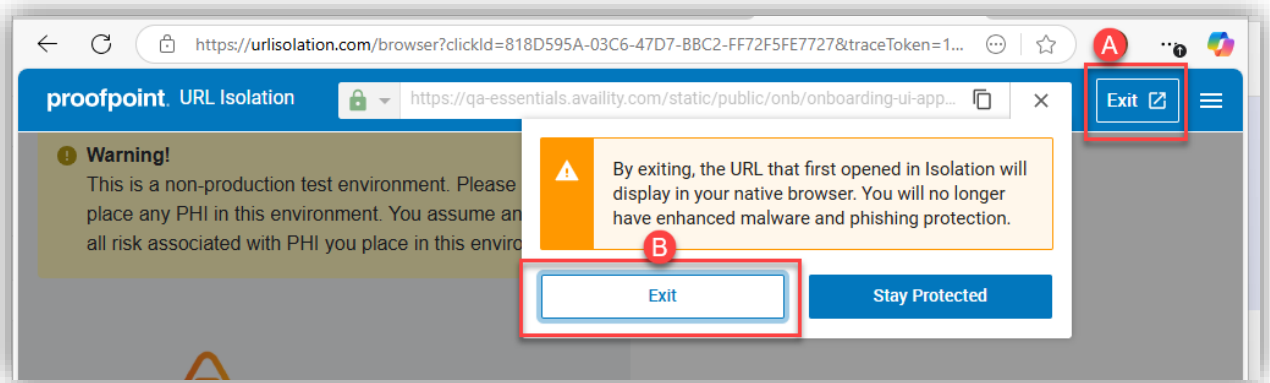
The screenshot shows the HSCSN Authorization Portal interface. The page title is "HSCSN Authorization Portal". Below the title, there are two main sections: "Select an Organization" and "Select a Provider". The "Select an Organization" section has a dropdown menu with "Health Services for Special Needs Children (Tax ID: 521862406)" selected. The "Select a Provider" section has a dropdown menu with "ABAD, CHELSEA (NPI: 1952848137 • Tax ID: 521749666)" selected. Below the dropdown menus are "Cancel" and "Submit" buttons. Red boxes and letters I through M are overlaid on the interface to indicate the steps: I points to the portal title, J points to the "Select an Organization" label, K points to the "Select a Provider" label, L points to the provider dropdown menu, and M points to the "Submit" button.

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

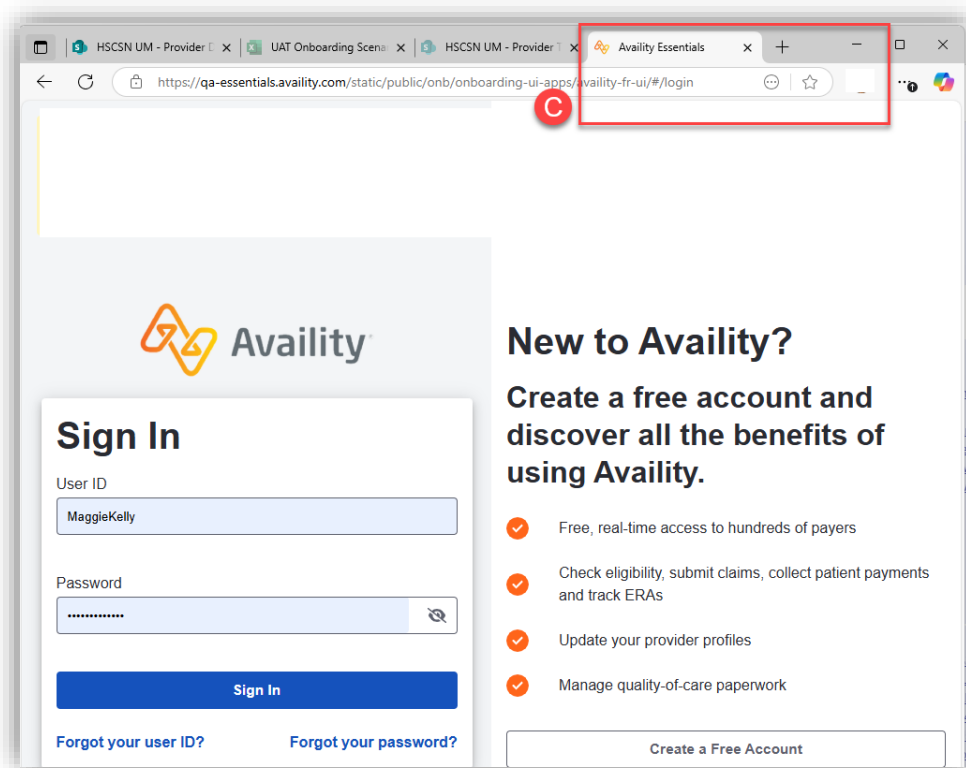
4.2 Navigating Proofpoint URL Isolation Message

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




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

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.

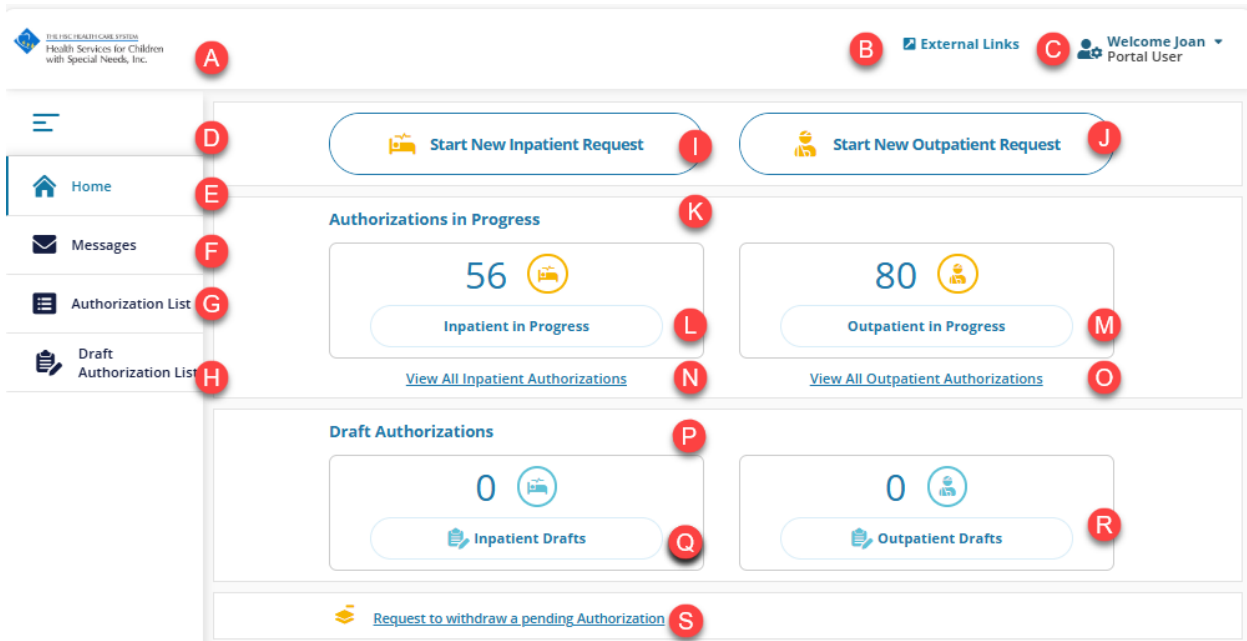
IMPORTANT NOTE: Saving as Draft does not start the authorization request, does not start the UM review, and does not start the review time frame/due date. The Draft is not visible to the HSCSN UM team, and it is deleted from the system after seven (7) calendar days.

- 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

Auth Portal Desk Level Procedure (DLP)

Navigating Auth Portal Home Page

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



The screenshot displays the Auth Portal Home Page interface. The top navigation bar includes the HSC Health Care System logo (A), a user profile section with 'Welcome Joan Portal User' (C), and an 'External Links' icon (B). A left sidebar contains navigation links: Home (E), Messages (F), Authorization List (G), and Draft Authorization List (H). The main content area features several tiles: 'Start New Inpatient Request' (I) and 'Start New Outpatient Request' (J) at the top; 'Authorizations in Progress' (K) with two sub-tiles for 'Inpatient in Progress' (L, showing 56) and 'Outpatient in Progress' (M, showing 80), each with a 'View All' link (N and O respectively); 'Draft Authorizations' (P) with two sub-tiles for 'Inpatient Drafts' (Q, showing 0) and 'Outpatient Drafts' (R, showing 0); and a 'Request to withdraw a pending Authorization' link (S) at the bottom.

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

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		