

# HSCSN Authorization Portal Outpatient Requests Frequently Asked Questions (FAQs)

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### 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

## HSCSN Authorization Portal Outpatient Requests Frequently Asked Questions (FAQs)

### 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 Outpatient Request

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

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

- HSCSN\_DLP\_Auth Portal\_Submitting an Outpatient 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 Outpatient Request.

### 4.3 Authorization Portal: Outpatient Authorization Types

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

Auth Type
<ul style="list-style-type: none"><li>• BH-ABA [Behavioral Health (BH) - Applied Behavior Analysis]</li><li>• BH-Day Program</li><li>• BH-Outpatient/Testing</li><li>• BH-PHP [Partial Hospitalization Program]</li><li>• DME [Durable Medical Equipment]</li><li>• Eyeglasses</li><li>• Home Health</li></ul>

## HSCSN Authorization Portal Outpatient Requests Frequently Asked Questions (FAQs)

### Auth Type

- Hospice
- Medical Injectables/Infusions
- Medical Supplies
- Nutritional Supplements
- Other [Observation greater than 48 hours]
- Procedures
- Rehabilitation [PT, OT, ST]
- Respite
- Therapeutic School Break Service

#### 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
Court Orders	<ul style="list-style-type: none"> <li>• <b>Do not select this option</b></li> </ul>
Post Service	<ul style="list-style-type: none"> <li>• HSCSN reviews Post Service requests on a case-by-case basis due to extenuating circumstances</li> <li>• When selecting this option, add a note in the Document upload section stating reason for the Post Service review request</li> </ul>
Preservice Standard	<ul style="list-style-type: none"> <li>• <b>Do not select this option</b></li> <li>• 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.)</li> </ul>
Preservice Expedited	<ul style="list-style-type: none"> <li>• Select this option when selecting the preservice standard timeframe could seriously jeopardize the enrollee's life or health or ability to attain, maintain, or regain maximum function</li> <li>• <b>Do not select this option for provider or enrollee convenience</b></li> </ul>
Preservice Standard – Portal	<ul style="list-style-type: none"> <li>• Select this option for preservice routine, elective admissions</li> </ul>
Respite	<ul style="list-style-type: none"> <li>• Respite TAT only applies to Respite Auth Type preservice requests</li> <li>• HSCSN reviews Post Service requests on a case-by-case basis due to extenuating circumstances</li> <li>• <b>Provider must contact HSCSN UM team if the Respite Request is Post Service (unable to submit this through the Auth Portal)</b></li> </ul>

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### 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 and Servicing Provider – select NPI from drop down list
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 Outpatient 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).

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### 4.6 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.

Auth Type	Treatment Type
BH-ABA	Applied Behavior Analysis (ABA)
BH-Day Program	Therapeutic Day Program
BH-Outpatient/ Testing	ASAM 2.5 PHP
	BH - Intensive Outpatient
	BH - Outpatient
	BH - PHP
	Neuropsychological Testing
	Psychological Testing
BH-PHP	ASAM 2.1 IOP
	ASAM 2.5 PHP
	Partial Hospitalization
DME	DME
	Orthotics
	Prosthetics
Eyeglasses	Eyeglasses
Home Health	Home Health Aide (HHA)
	Occupational Therapy (OT)
	Personal Care Aide (PCA)
	Physical Therapy (PT)
	Private Duty Nursing (PDN)
	Skilled Nursing
	Social Work Assessment- <b>Do not select</b>
	Speech Therapy (ST)
Hospice	Hospice
Medical Injectables/Infusions	Medical Injection/Infusions
Medical Supplies	Medical Supplies
Nutritional Supplements	Nutritional Supplements
Other	Observation – <b>Only select if observation is greater than 48 hours</b>

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Auth Type	Treatment Type
	Tele-Nutrition – limited to FoodSmart
Procedures	Procedure
	Surgery
Rehabilitation	Equipment Clinic
	Intensive Outpatient Rehab
	Occupational Therapy (OT)
	Other Therapy
	Physical Therapy (PT)
	Speech Therapy (ST)
Respite	Respite Care
Therapeutic School Break Service (TSBS)	Applied Behavior Analysis (ABA)
	Day Program
	Occupational Therapy (OT)
	Other Therapy
	Physical Therapy (PT)
	Speech Therapy (ST)
	Therapeutic Day Program

### 4.7 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.

Note: Do not select 'school' since POS 03-School is not a covered place of service.

### 4.8 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 Outpatient Request

## HSCSN Authorization Portal Outpatient Requests Frequently Asked Questions (FAQs)

### 4.9 Authorization Portal: Procedure Code

HSCSN requires providers to use appropriate Rev, CPT and/or HCPCS codes for the requested service(s).

### 4.10 Authorization Portal: Modifiers

Modifiers apply to Home Health and DME Authorization Types/Services. Please enter all applicable modifiers when submitting authorization requests.

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

For items/services that are provided once like surgery, procedures, or durable medical equipment, the start date can be the date of submission and the end date should allow enough time to provide the item/service.

For re-authorization of ongoing services, the start date after the end date of the previous authorization.

It is expected that all approved services are provided during the approved authorization period or claims will not pay.

Below are typical authorization durations (auth start date to end date) based on the type of service.

Authorization Type	Typical Auth Date Range From Date (Start) → To Date (End)
BH-ABA	3 - 6 months
BH-Day Program	2 - 8 weeks
BH-Outpatient/Testing	3 months
BH-PHP	2 – 4 weeks
DME	4 - 6 months
Eyeglasses	4 - 6 months
Home Health	30 to 60 calendar days
Hospice	90 days for first two authorization periods and 60 days for subsequent authorizations

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Medical Injectables/Infusions	4 months for single infusion; possibly 12 months for regular infusions
Medical Supplies	6 - 12 months (365 calendar days)
Nutritional Supplements	6 -12 months (180 calendar days)
Other	TBD
Procedures	2 to 4 months
Rehabilitation	2 – 6 months
Respite	2 to 7 calendar days
Therapeutic School Break Service	1 to 8 weeks

### 4.12 Authorization Portal: Unit Type

Outpatient Unit Type: HSCSN uses 'Units' for Outpatient Unit Type.

Requested unit amount, type and frequency must match what is specified in the clinical documents.

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

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

### 4.14 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 Outpatient Authorization Request
- **Additional Information Disclaimer:** Submitting Additional Information
- **Reauthorization Disclaimer:** Submitting an Extension Request

## **HSCSN Authorization Portal Outpatient Requests Frequently Asked Questions (FAQs)**

### **4.15 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 Outpatient Request

### **4.16 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.

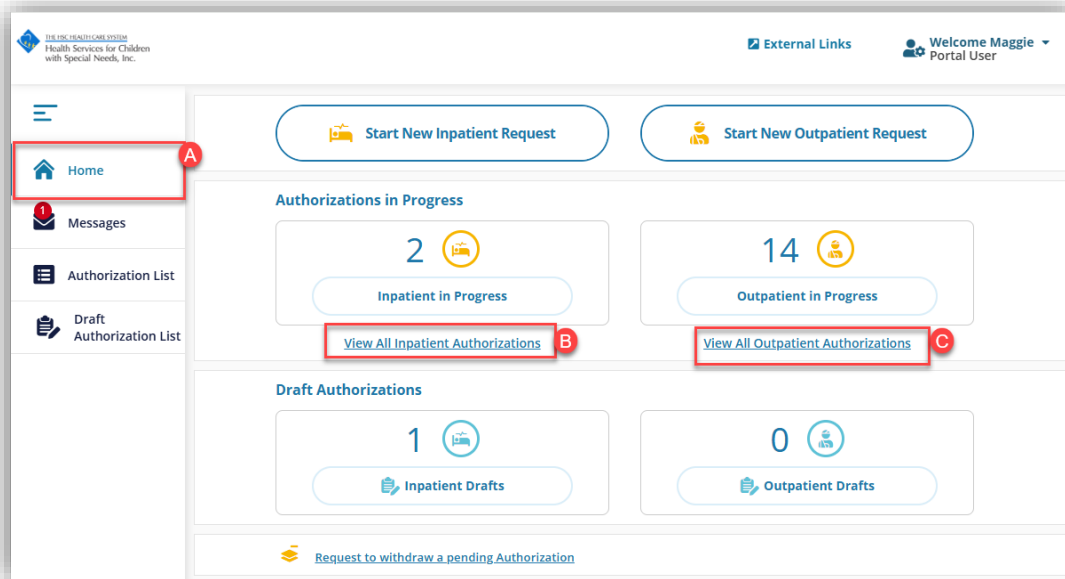
- HSCSN\_DLP\_Auth Portal\_Submitting an Outpatient Request

### **4.17 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

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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

### 4.18 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

## HSCSN Authorization Portal Outpatient Requests Frequently Asked Questions (FAQs)

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

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

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### 4.19 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.

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

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

## HSCSN Authorization Portal Outpatient Requests Frequently Asked Questions (FAQs)

### 4.20 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*.

The new start date (Extension/Reauthorization) cannot be more than 30 days past the end of the approved authorization date range.

The system will not allow the user to submit an Extension that exceeds the 30 day timeframe.

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

### 4.21 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

### 4.22 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 be submitted at any time the Auth Portal User has additional information to submit to inform the medical necessity review.

- 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.

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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

### 4.23 Submitting Edit Date of Service

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

The number of approved units/days cannot be updated with this function.

Please refer to the below DLP for further instructions how to submit an Edit Date of Service request.

- HSCSN\_DLP\_Auth Portal\_Editing Date of Service

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.

- A. Click the calendar icon to change the End Date
- B. Do not click on the date itself (e.g., 10/5/2025)
- C. 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.

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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	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

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

### 4.24 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

## HSCSN Authorization Portal Outpatient Requests Frequently Asked Questions (FAQs)

### 4.25 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

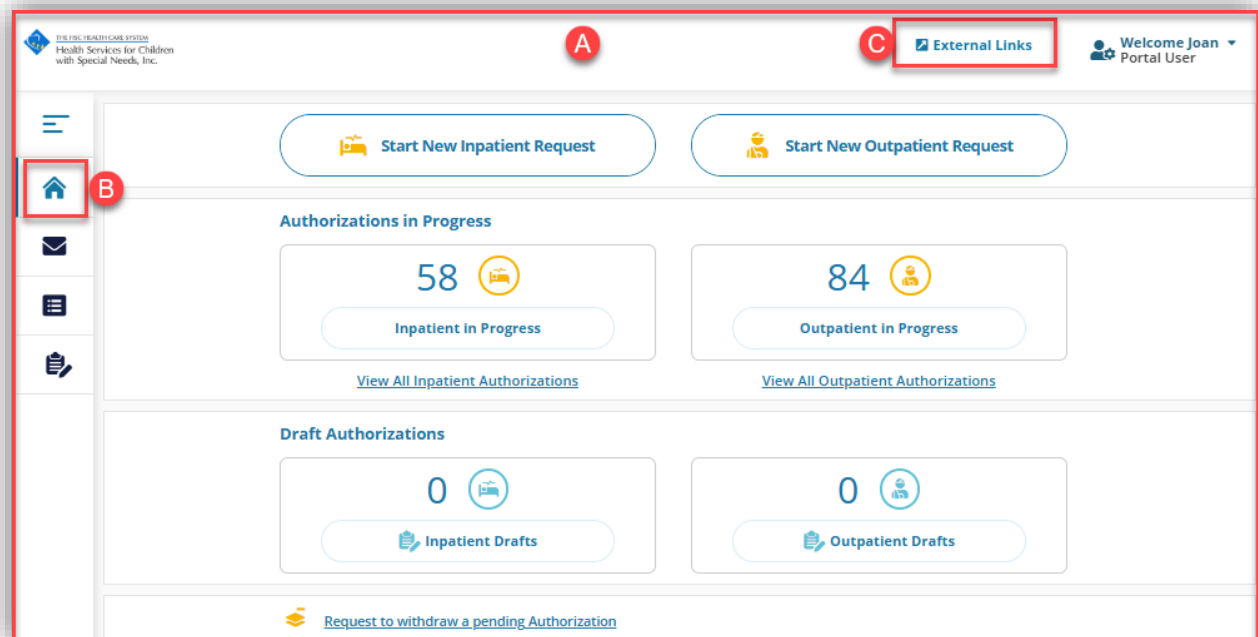
### 4.26 How to Access DLPs and Video Vignettes

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

#### 4.26.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.

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



## HSCSN Authorization Portal Outpatient Requests Frequently Asked Questions (FAQs)

### 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		