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

Auth Portal Desk Level Procedure (DLP)
Provider Search

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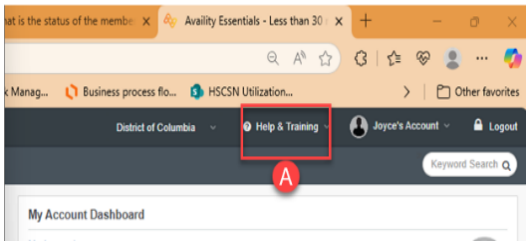
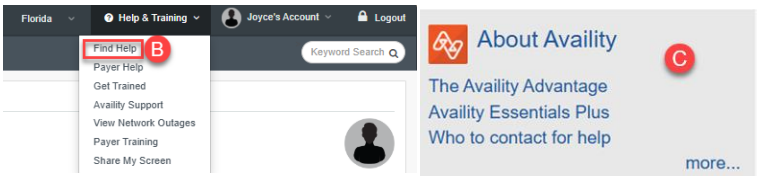
1. Key Information:

Title	Auth Portal - Provider Search
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  

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3. High-level Description:

This Desk Level Procedure (DLP) supports Auth Portal users submitting new authorization requests through the portal. It explains how to perform an Advanced Provider Search when the provider is not found using the Quick Search function.

4. Detailed Steps:

4.1 Navigate to Provider Fields in a New Authorization Request

Please see the Provider Details Section of the following Auth Portal Desk Level Procedures (DLPs) for instructions how to submit a new authorization request that includes instructions how to navigate to the Provider data fields and perform the (provider) Quick Search functionality.

- HSCSN_Auth Portal_Submitting an Inpatient Request
- HSCSN_Auth Portal_Submitting an Outpatient Request

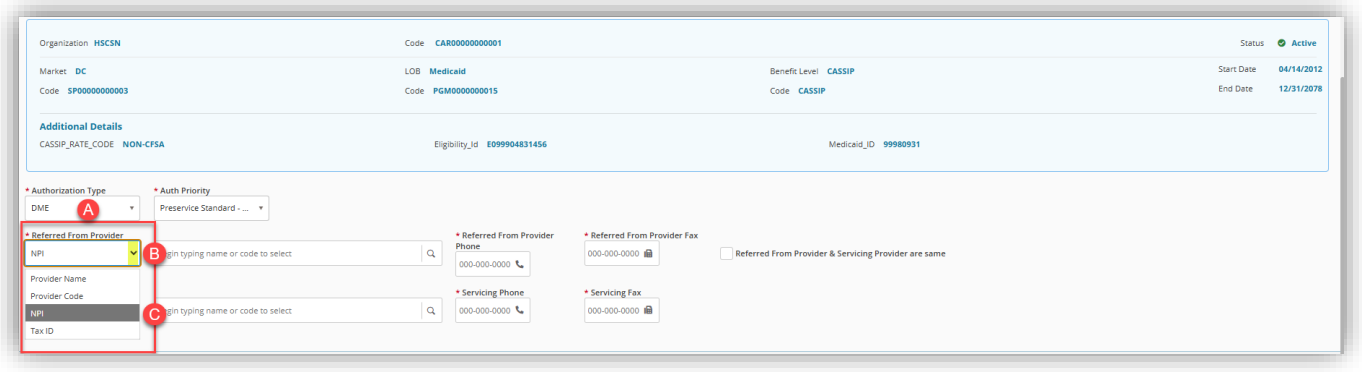
4.2 How to Enter Provider Data Using the Advanced Search Function

This option is only needed when the Quick Search does not find the targeted provider.

Note: HSCSN requires Auth Portal users to use the provider/facility Group NPI number and physical address to search for providers. The physical address is where the services are provided.

Note: Since the submitter should be the Rendering/Servicing Provider/Facility this DLP is focused on finding the Referred From Provider; however, the same steps apply for any Advanced Provider Search in the Auth Portal.

A. Navigate to the Referred From Provider field
B. Click the caret to open a drop-down list
C. Select NPI



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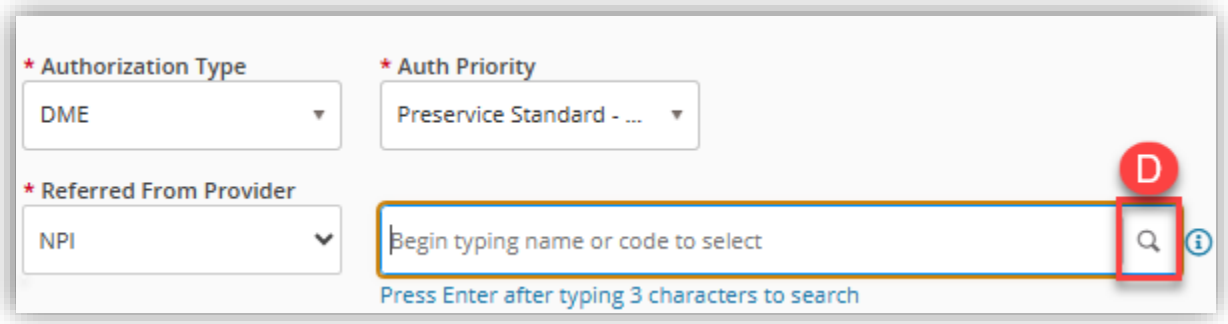
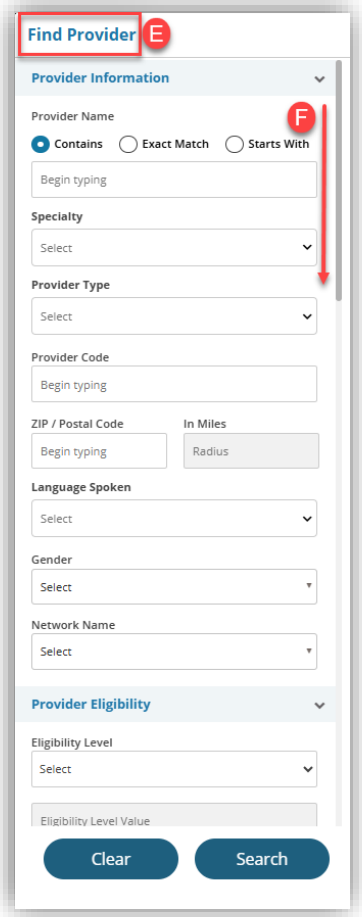
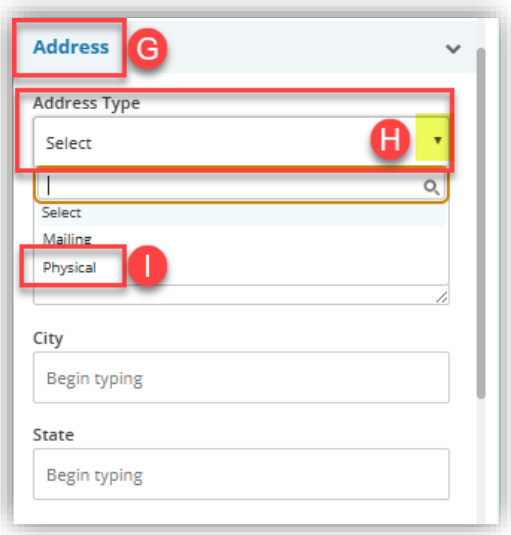
D. Click on the hour glass to open the Advanced Search function



E. This opens the Find Provider panel
F. Scroll down the panel
G. Navigate to Address
H. Click the caret to open the drop down list
I. Select Physical(where services provided)





Note: HSCSN system includes one physical address for the Group/Facility. Select the option that matches any one of the Group/Facility physical address locations.

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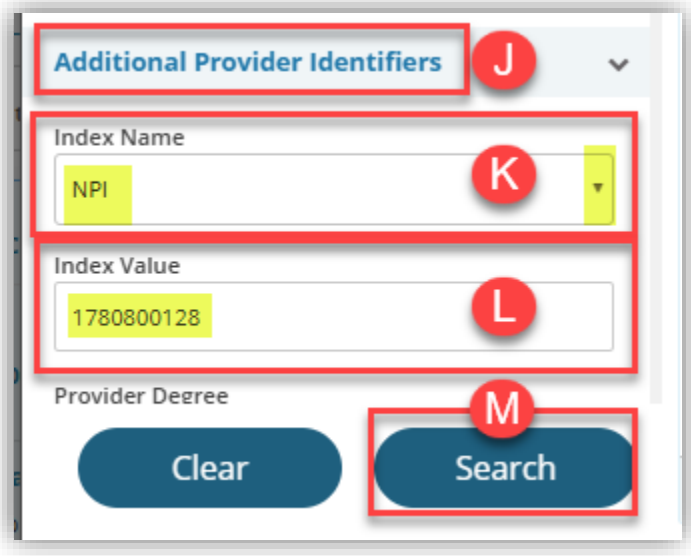
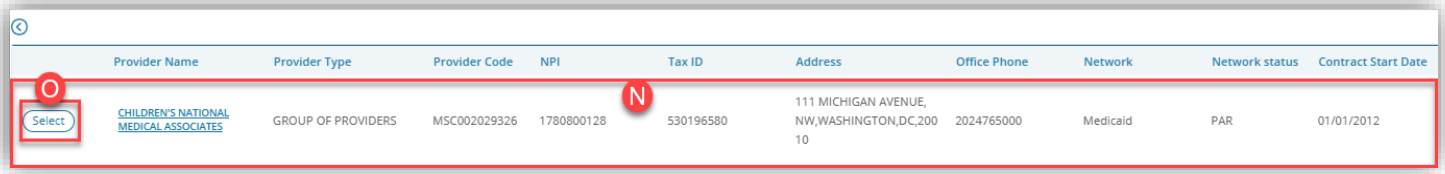
J. Continue to scroll down until user reaches Additional Provider Identifiers
K. Index Name: click on the caret to open the drop down list; select NPI
L. Index Value: Enter the **Group NPI** number
M. Click Select

Note: Only select 'Clear' option when the user wants to remove the entered data



N. Clicking Search as noted above opens the provider list
O. Review the provider identifiers noted on the screen; once user confirms it is the correct provider, Click Select



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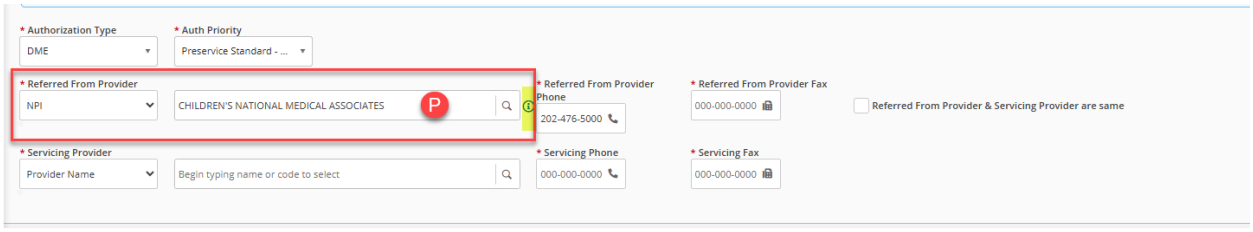
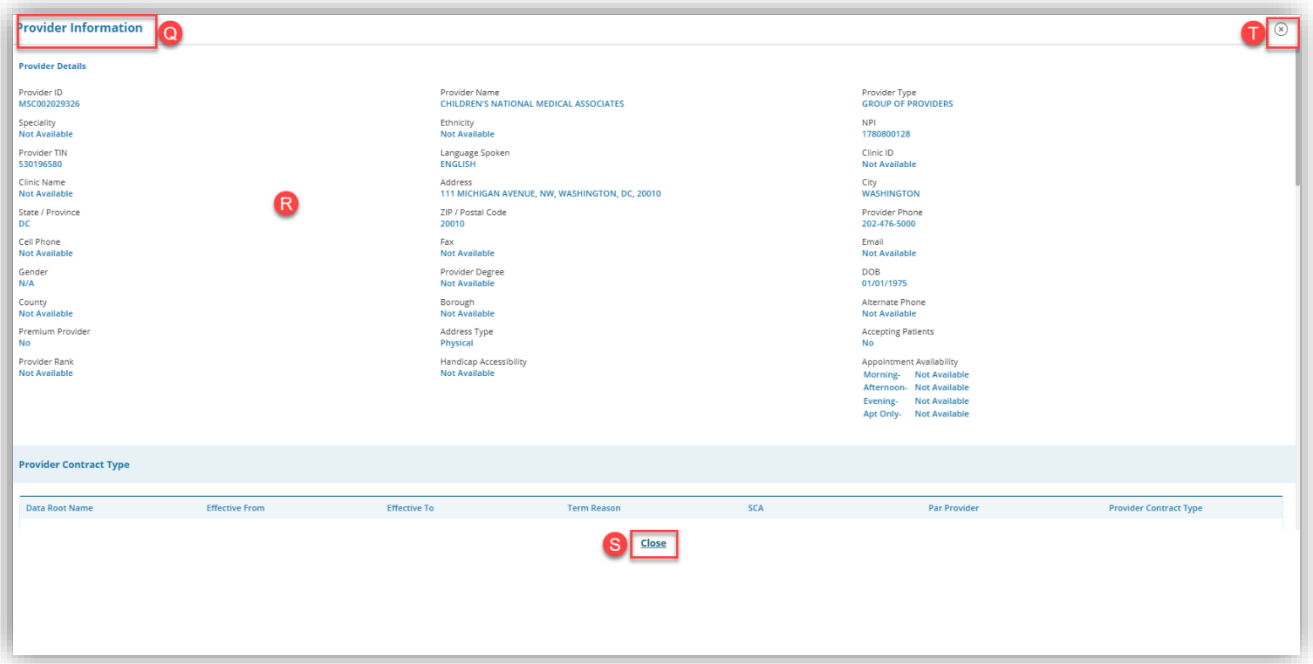
Clicking Select as noted in the above section brings the user back to the authorization screen

P. Notice that the selected provider information is now populated in the Referred From Provider field



Note: User can click on 'i' to see Provider Information (see below screenshot)

Q. Provider Information page
R. Review content as needed
S. Click Close to exit, or
T. Click 'x' to exit page



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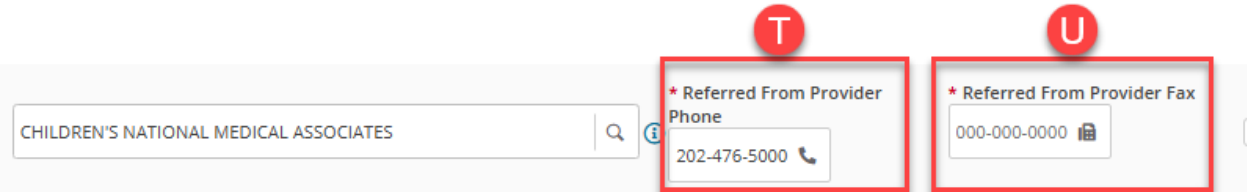
The user must review and update, as needed, the Provider Phone and Fax Numbers to ensure accuracy.

A. Referred From Provider Phone: review and update, if needed
B. Referred From Provider Fax: review and update, if needed



4.4 When Advanced Search Fails to Locate Provider

It is important that the user follows the steps in this DLP to search for the provider. If user is still unable to locate the provider through the Advanced Search function, follow instructions at the top of this DLP to contact Customer 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, 07/03/2025		

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