Auth Portal Desk Level Procedure (DLP)
Submitting Inpatient Discharge

Contents

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1. Key Information:

Title	Auth Portal - Submitting Inpatient Discharge
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:

This Desk Level Procedure (DLP) explains how to submit Discharge Information on inpatient authorizations.

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.

4. Detailed Steps:

4.1 Navigating to the Authorization In Progress

From the Home Page, the user navigates to the Authorizations in Progress to search for the authorization that the user wants to add Discharge notification.

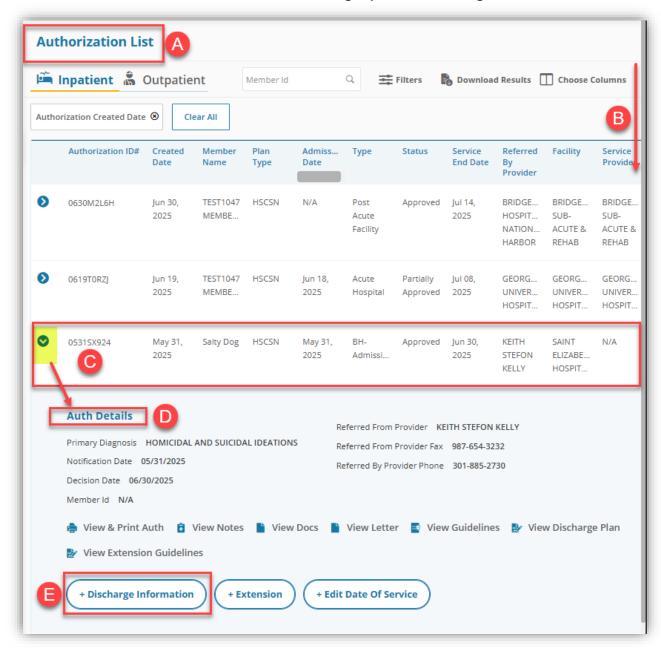See the below DLP for further instructions in Searching for an authorization that the user submitted.

- HSCSN_DLP_Auth Portal_Viewing Authorizations in Progress

4.2 How to Navigate to Discharge Information

A. Navigate to the Authorization List
B. Select the row of the authorization that needs to be extended; click the caret to open Auth Details
C. Auth Details page
D. Click + Discharge Information

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THE HSC HEALTH CARE SYSTEM

Authorization List (A)

🛏 **Inpatient**   🧍 **Outpatient**   Member Id 🔍   ⇄ Filters   📥 Download Results   ▯▯ Choose Columns

Authorization Created Date ⊗ | Clear All | (B)

	Authorization ID#	Created Date	Member Name	Plan Type	Admiss... Date	Type	Status	Service End Date	Referred By Provider	Facility	Service Provide
❯	0630M2L6H	Jun 30, 2025	TEST1047 MEMBE...	HSCSN	N/A	Post Acute Facility	Approved	Jul 14, 2025	BRIDGE... HOSPIT... NATION... HARBOR	BRIDGE... SUB-ACUTE & REHAB	BRIDGE... SUB-ACUTE & REHAB
❯	0619T0RZJ	Jun 19, 2025	TEST1047 MEMBE...	HSCSN	Jun 18, 2025	Acute Hospital	Partially Approved	Jul 08, 2025	GEORG... UNIVER... HOSPIT...	GEORG... UNIVER... HOSPIT...	GEORG... UNIVER... HOSPIT...
⊘	0531SX924	May 31, 2025	Salty Dog	HSCSN	May 31, 2025	BH-Admissi...	Approved	Jun 30, 2025	KEITH STEFON KELLY	SAINT ELIZABE... HOSPIT...	N/A

(C)

Auth Details (D)

Primary Diagnosis   HOMICIDAL AND SUICIDAL IDEATIONS

Notification Date   05/31/2025

Decision Date   06/30/2025

Member Id   N/A

Referred From Provider   KEITH STEFON KELLY

Referred From Provider Fax   987-654-3232

Referred By Provider Phone   301-885-2730

🖨 View & Print Auth   🔒 View Notes   📄 View Docs   📄 View Letter   📋 View Guidelines   📋 View Discharge Plan

📋 View Extension Guidelines

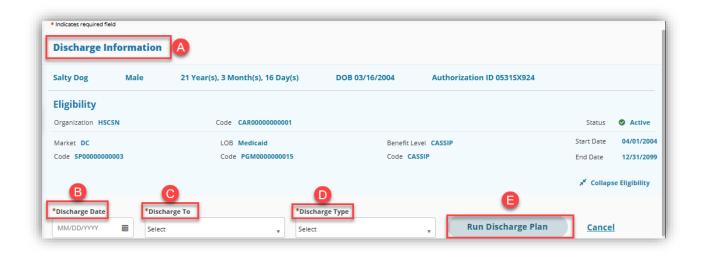(E)   (+ Discharge Information)   (+ Extension)   (+ Edit Date Of Service)

4.3 How to Submit Discharge Information

This section provides instructions how to submit Discharge Information.

Note: User is required to upload a copy of the Discharge Instructions (and/or Discharge Summary) and enter the Discharge Code. Please have this information ready as you initiate the Discharge notification process.

A. Navigate to the Discharge Information Page
B. Discharge Date:
C. Discharge To: Enter most appropriate option (see Table C: Discharge To Reference Table)
D. Discharge Type: Enter the most appropriate option (see Table D: Discharge Type Reference Table)
E. Run Discharge Plan

C. Discharge To Reference Table

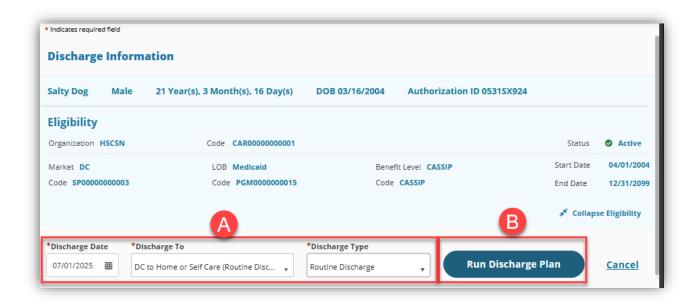| Ref	Discharge Type	Instructions
C	Admitted IP to this Hospital (After Observation)	Use as appropriate
C	DC to Home or Self Care (Routine Discharge)	Use as appropriate
C	DC to Home or Self Care with Planned IP Rehab Admit	Use as appropriate
C	DC to Home with Home Health Services	Use as appropriate
C	DC/Transfer to ASAM Outpatient Treatment	Use as appropriate
C	DC/Transfer to ASAM Residential Treatment	Use as appropriate
C	DC/Transfer to Critical Access Hospital	Use as appropriate
C	DC/Transfer to Designated Cancer/Children's Hospice	Use as appropriate
C	DC/Transfer to Different Short- term Hospital	Use as appropriate
C	DC/Transfer to Federal Hospital	Use as appropriate
C	DC/Transfer to Hospice	Use as appropriate
C	DC/Transfer to IP Rehab	Use as appropriate
C	DC/Transfer to Intermediate Care Facility (ICF)	Use as appropriate
C	DC/Transfer to Long Term Care Hospital (LTACH)	Use as appropriate
C	DC/Transfer to Other Types of Institutions (NOS)	Use as appropriate
C	DC/Transfer to Psychiatric Hospital	Use as appropriate
C	DC/Transfer to Skilled Nursing Facility (SNF)	Use as appropriate
C	DC/Transfer to Subacute BH	Use as appropriate
C	DC/Transfer to Subacute PH	Use as appropriate
C	Expired After Discharge (Hospice)	Use as appropriate
C	Expired After Discharge (Not Hospice)	Use as appropriate
C	Expired in Facility	Use as appropriate
C	Left Against Medical Advice	Use as appropriate
C	Still in Facility (Not Discharged)	Use as appropriate
C	Unknown	Use as appropriate

D. Discharge Type Reference Table

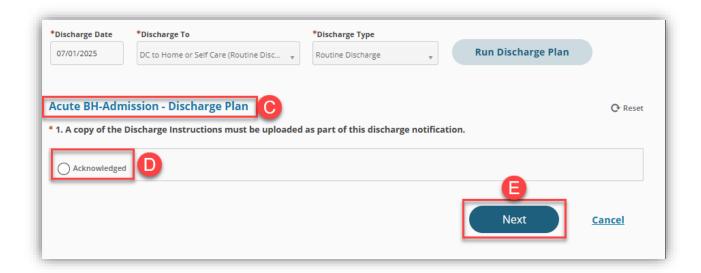| Ref	Discharge Type	Instructions
B	Acute to BH Transfer	Use as appropriate
B	BH to Acute Transfer	Use as appropriate
B	Expired	Use as appropriate
B	Left Against Medical Advice	Use as appropriate
B	Routine Discharge	Use as appropriate
B	Transferred to Another Facility	Use as appropriate
B	Unknown	Use as appropriate
B	Not Applicable	Use as appropriate

4.4 How to Document Discharge Plan

A. As noted in prior section, user enters Discharge Date, Discharge To, and Discharge Type
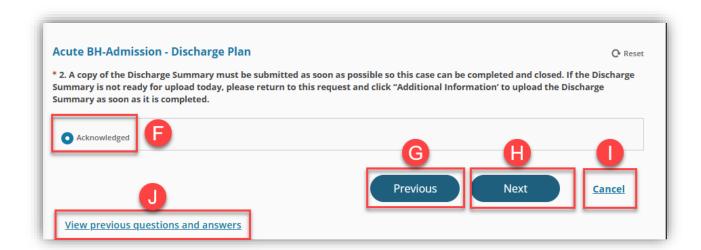B. Click Run Discharge Plan

C. This opens the Discharge Plan Assessment – a guided series of questions that need to be completed
D. User answers each question
E. Click Next to proceed to the next question

F. User answers each question
G. Previous: user can select this option to review the previous question and update it if needed
H. Next: the user selects this option to proceed to the next assessment question
I. Cancel: only select this option if the user wants to cancel the entered answers
J. View previous questions and answers: user can select this to see all questions and answers on this assessment

Acute BH-Admission - Discharge Plan   ↻ Reset

* 2. A copy of the Discharge Summary must be submitted as soon as possible so this case can be completed and closed. If the Discharge Summary is not ready for upload today, please return to this request and click "Additional Information' to upload the Discharge Summary as soon as it is completed.

⦿ Acknowledged **F**

J   **G** Previous   **H** Next   **I** Cancel

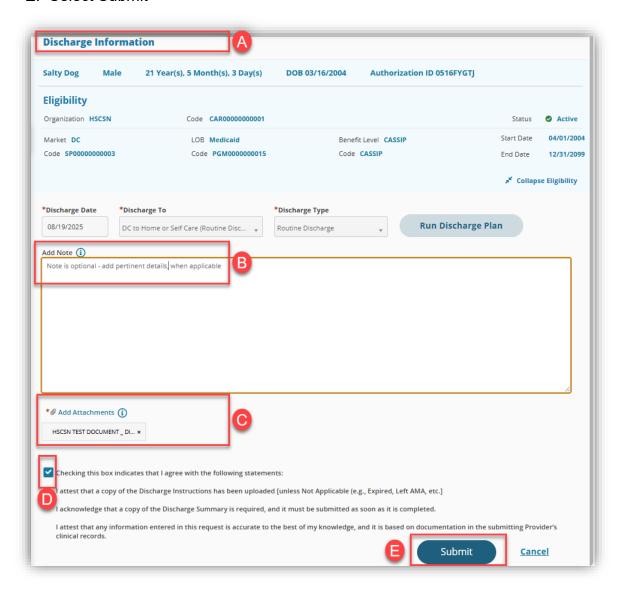View previous questions and answers

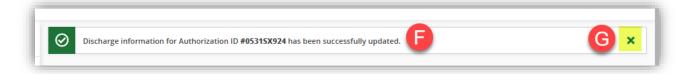## 4.5 How to Add Note and Upload Discharge Instructions/Discharge Summary

Once the Discharge Assessment questions are completed the user will be navigated to the Discharge Page to 'Add Note' and 'Add Documentation'.

A. Discharge Information page
B. Add Note: user can add pertinent details about the Discharge Plan that are not included in the Discharge instructions, when applicable (optional)
C. Add Attachment: user must upload the Discharge Instructions and/or Discharge Summary (if both are available, please upload both)
D. Check the box acknowledging user has read the disclaimer
E. Select Submit

F. User receives a pop up message at the top of the page confirming the Discharge Plan has been submitted
G. Click 'x' to close the pop up message

5. Version History:

Version #	Comments	Created By and Date	Review By and Date	Approved By and Date
1.0	Initial Version	Maggie Kelley, Anoteros, 07.01.2025		
1.1	Corrected enter 'extension' to enter 'discharge' Navigating to the Authorization In Progress Refreshed screenshots due to formatting update How to Add Note and Upload Discharge Instructions/Discharge Summary	Maggie Kelley, Anoteros, 08.19.2025		