Auth Portal Desk Level Procedure (DLP)
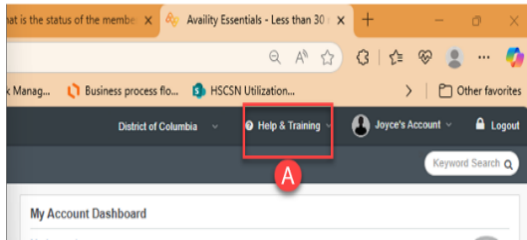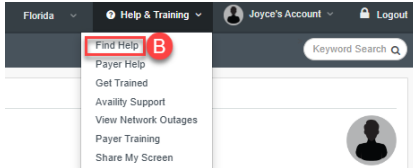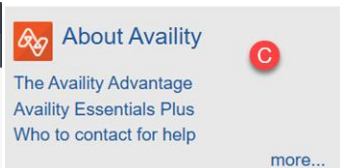**Viewing Authorizations in Progress**

Contents

Auth Portal Desk Level Procedure (DLP)
Viewing Authorizations in Progress

1. Key Information:

Title	Auth Portal – Viewing Authorizations in Progress
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 an Auth Portal user searches the Authorization Portal for authorizations that the user submitted or the user has access to view due to assigned role permissions based on provider group or facility alignment.
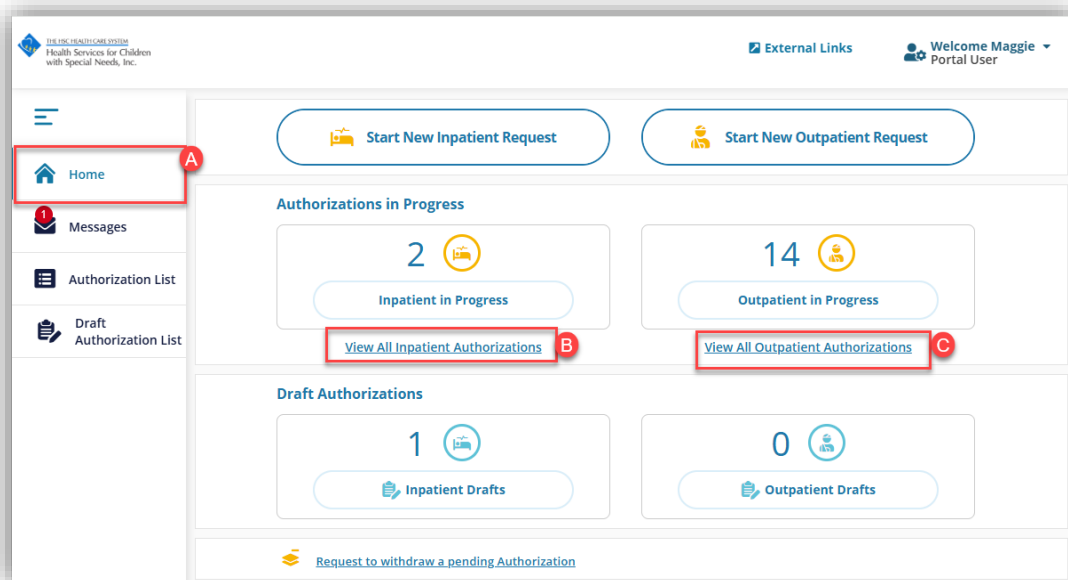
4. Detailed Steps:

4.1 Searching for Any Submitted Authorization User Has Permission to View

While there are several ways to search for Authorizations submitted via the Authorization Portal (Auth Portal), HSCSN recommends providers use the View All Authorization Option as described in this section.

This DLP will describe the steps to search for an inpatient authorization, but the steps are the same for searching for Outpatient Authorizations by clicking on the appropriate link as noted below.

- A. Navigate to the Home Page of the Auth Portal
- B. When searching for an Inpatient Authorization, click "View All Inpatient Authorizations"
- C. When searching for an Outpatient Authorization, click "View All Outpatient Authorizations"

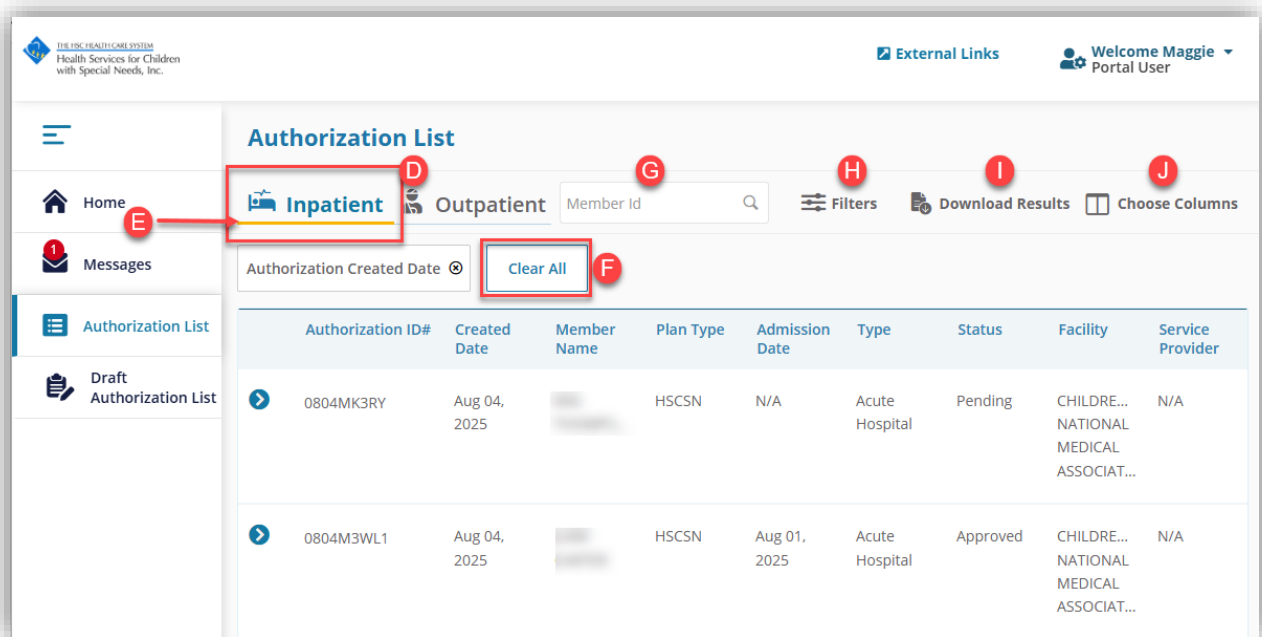Note: In this example, we will select View All Inpatient Authorizations

This opens the Inpatient Authorization List (includes open/in progress and closed auth requests).

D. This navigates user to the Inpatient Authorization List
E. The yellow line below Inpatient signals that the user is viewing the Inpatient List (if the user opened the Outpatient List, the yellow line would be below Outpatient)
F. Select 'Clear All'

Note: This step is important to ensure any prior filters are cleared, so the user is searching all authorizations and not a subset of submitted authorizations.

G. User can search for auths by entering the Member Id and clicking the magnifying glass
H. Filters allows users to filter their search (see below section for further details)
I. Download Results: use to download a copy of search results
J. Choose Columns: use this to add configuration columns to search feature

Note: See following sections for further instructions on each search option listed above.

4.2 How to Configure Columns to Enhance Authorization Search

A. Click on the Choose Columns icon
B. This opens a drop down menu where the user can select column headers
C. Check the boxes of column headers user would like displayed in search table

Note: User can unselect the options to remove the column from the search table

D. Click Save
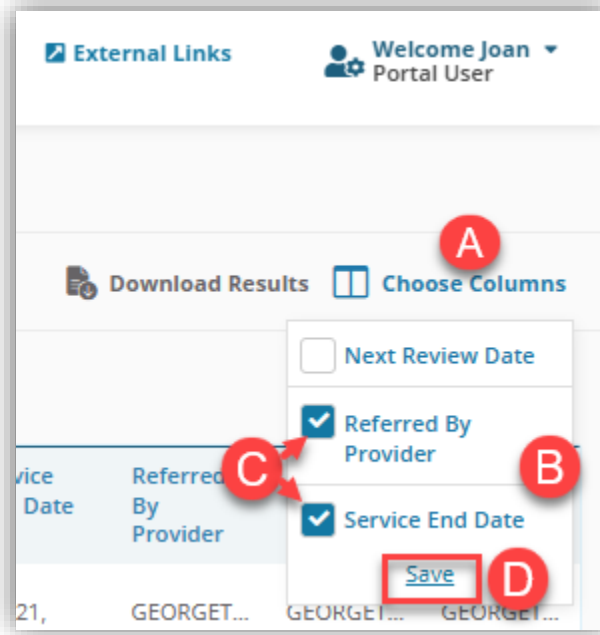
E. Search table column headers

Note: User can click on any column title (blue tab) to sort that column

Authorization List

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

Authorization Created Date ⊗   [Clear All]

Authorization ID#	Created Date	Member Name	Plan Type	Admission Date	Type	Status	Service End Date	Referred By Provider	Facility	Service Provider
● 0619T0RZJ	Jun 19, 2025	TEST1047 MEMBER1047	HSCSN	Jun 18, 2025	Acute Hospital	Pending	Jun 21, 2025	GEORGETO... UNIVERSITY HOSPITAL	GEORGETO... UNIVERSITY HOSPITAL	GEORGETO... UNIVERSITY HOSPITAL

4.3 How to User Filters, Search Field, and Download Functions

A. Click on the filter icon to open the Filter options
B. Status: user can select one or more status to refine search
C. Type: user can select one or more Auth Type to refine search
D. User can enter data into the various search fields to further refine the search

Authorization List

🛏 Inpatient   🧍 Outpatient   Member Id 🔍   ⇄ Filters   📥 Download Results

Filters Select a filter   Clear ⊗

Select Saved Filter   **Name and Save Your Filter**
[Select   ▾]   [Apply Filter]   [Enter filter name]   [Save Filter]

Status
☐ Approved
☐ Denied
☐ Partially Approved
☐ Pending
☐ N/A

Authorization Created Date
From Date   MM/DD/YYYY
[6/28/2024   📅]
To Date   MM/DD/YYYY
[6/28/2025   📅]

Type
☐ Acute Hospital
☐ BH-Admission
☐ BH-Residential Treatment
☐ Post Acute Facility
☐ Post Acute Hospital

Authorization ID #
[Begin typing ID]

Facility Provider
[Begin typing name]
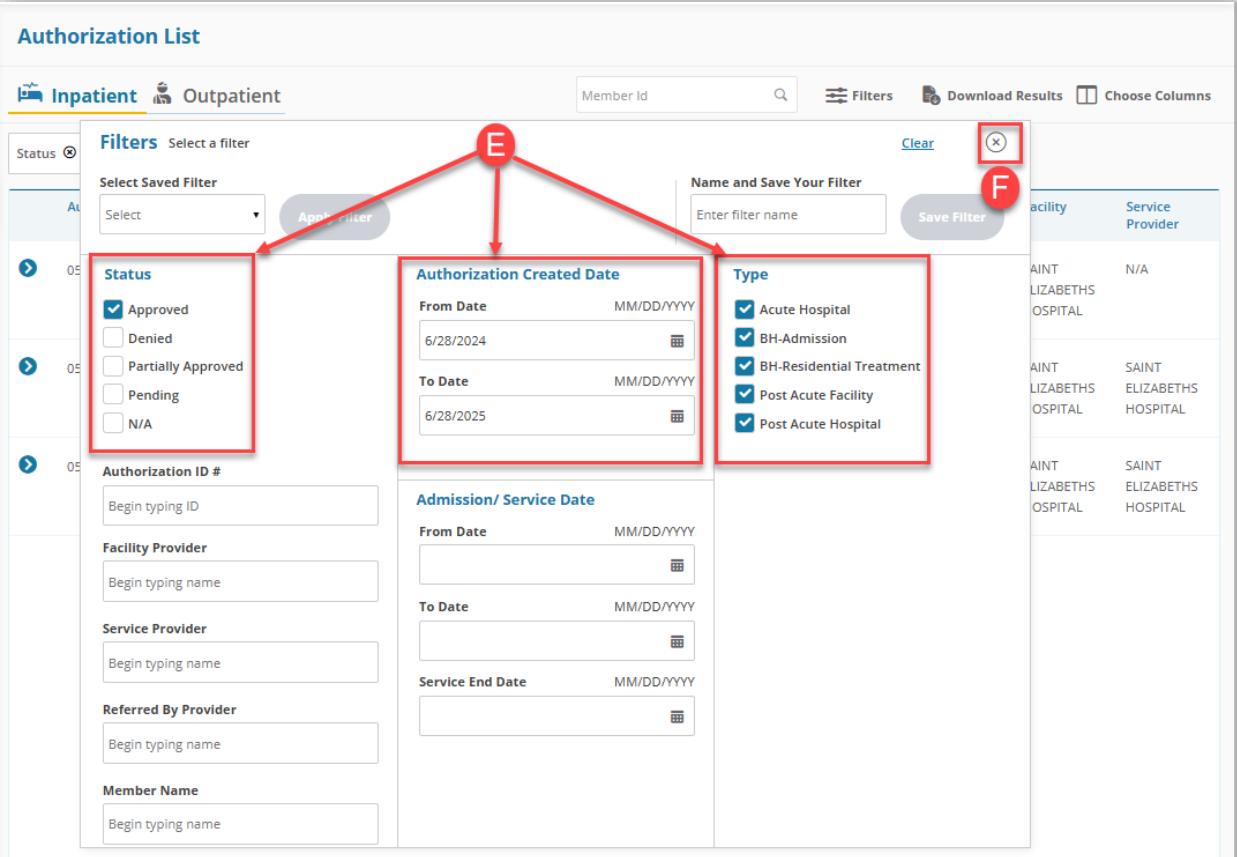
Service Provider
[Begin typing name]

Referred By Provider
[Begin typing name]

Member Name
[Begin typing name]

Admission/ Service Date
From Date   MM/DD/YYYY
[📅]
To Date   MM/DD/YYYY
[📅]
Service End Date   MM/DD/YYYY
[📅]

E. User selects applicable options; in this example 'Approved" "Authorizations Created Date' and 'Type'
F. Click 'x' to exit and see the user's filtered list

G. Notice how the list includes the search parameters user entered previously (E)

4.4 How to Open and View a Specific Authorization

User will navigate the list to find and select the intended authorization.

A. Once the applicable authorization line is found, click on the caret (example A)
B. This caret opens the field below as shown in row (B)
C. Auth Details window opens displaying options the user can use to view information and initiate actions that are available on that particulate authorization (e.g., Discharge, Extension, Edit Date of Service)

D. View and Print Auth: user selects this option to see and print auth details
E. View Notes: user selects this option to see any visible Notes associated with Auth
F. View Docs: user can see and open documents attached to this authorization
G. View Letter: user can select this open to see any letters associated with this authorization

   Note: the letter contains full information about the authorization decision

H. View Guidelines: user can view assessment answers associated with this authorization
I. View Discharge Plan: view and print discharge assessment responses
J. View Extension Guidelines: view and print extension assessment responses

For the following options, see associated DLPs listed below for further instructions
- HSCSN_Auth Portal_Submitting Inpatient Discharge
- HSCSN_Auth Portal_Submitting Extension
- HSCSN_Auth Portal_Editing Date of Service

K. +Discharge Information: user can select this option to enter discharge information
L. +Extension: user can select this option to request an extension of approved auth
M. +Edit Date of Service: user can select this option to modify the dates of service

Note: These folders will include applicable content when it applies to the specific authorization. Some folders may be empty if the content does not apply to the authorization. An example of this is 'View Discharge Plan'. Since outpatient authorization requests do not require a Discharge Plan, this folder will be empty for Outpatient authorizations.

4.5 View Examples of Auth Detail Options

A. <u>Click View & Print Auth</u>
1. Authorization Summary
2. Click to print
3. Scroll down to see entire Authorization Summary
4. Click 'x' to exit view and return to Auth Details

5. Authorization Summary (another view)
6. Procedure Codes – while the procedure codes section provides approved/denied status, number of units and from/to dates, it does not contain full details that will be found in the authorization letters (see letters for full decision details)

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B. <u>Click View Notes</u>
   1. Notes
   2. Note Details
   3. Expand/Collapse to see all notes (when applicable)
   4. Select 'x' to close the window and return to Auth Details

C. Click View Docs
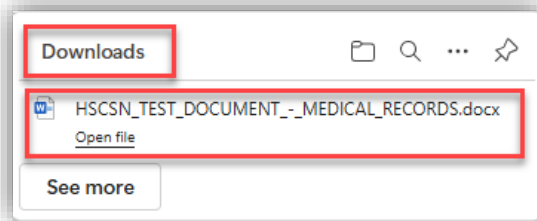1. Navigate to Auth Details of the applicable authorization
2. Click on 'View Docs'

3. This navigates user to the Authorization Documents page
4. Click on the URL to open the document that the user wants to review

Note: Step 4: Clicking the URL downloads a copy of the document on the user's desktop; click on the download to view the file

5. Click Close to exit; or
6. Click 'x' to exit

D. <u>Click on View Letter</u>

1. This navigates user to the Letters page
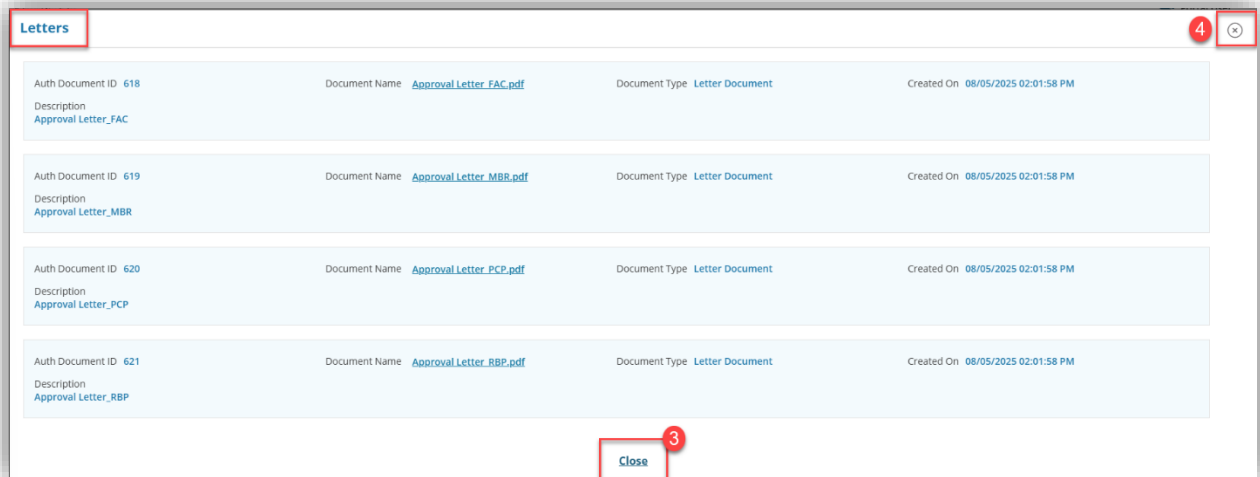2. Click on the URL to open the letter that the user wants to review

Note: Clicking on this URL uploads a copy of the letter on the user's desktop; click on the download to view the file

Note: While the overall status is noted on the Auth Portal, the user can view full decision details within the determination letters
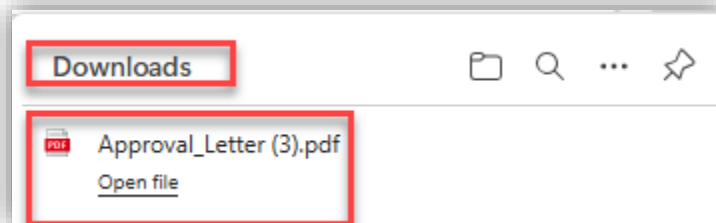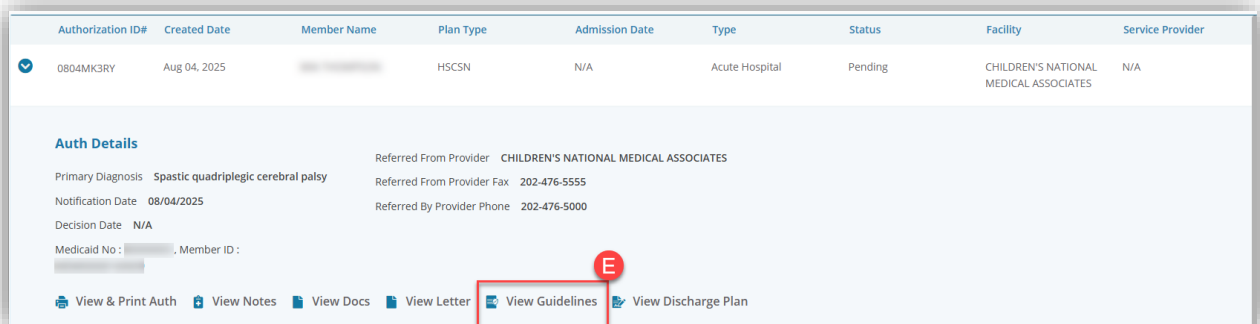
3. Click Close to exit; or
4. Click 'x' to exit

Letters

Auth Document ID	618	Document Name	Approval Letter_FAC.pdf	Document Type	Letter Document	Created On	08/05/2025 02:01:58 PM

Description
Approval Letter_FAC

| Auth Document ID | 619 | Document Name | Approval Letter_MBR.pdf | Document Type | Letter Document | Created On | 08/05/2025 02:01:58 PM |

Description
Approval Letter_MBR

| Auth Document ID | 620 | Document Name | Approval Letter_PCP.pdf | Document Type | Letter Document | Created On | 08/05/2025 02:01:58 PM |

Description
Approval Letter_PCP

| Auth Document ID | 621 | Document Name | Approval Letter_RBP.pdf | Document Type | Letter Document | Created On | 08/05/2025 02:01:58 PM |

Description
Approval Letter_RBP

Close

E. Click View Guidelines

Authorization ID#	Created Date	Member Name	Plan Type	Admission Date	Type	Status	Facility	Service Provider
0804MK3RY	Aug 04, 2025		HSCSN	N/A	Acute Hospital	Pending	CHILDREN'S NATIONAL MEDICAL ASSOCIATES	N/A

Auth Details

Primary Diagnosis Spastic quadriplegic cerebral palsy

Notification Date 08/04/2025

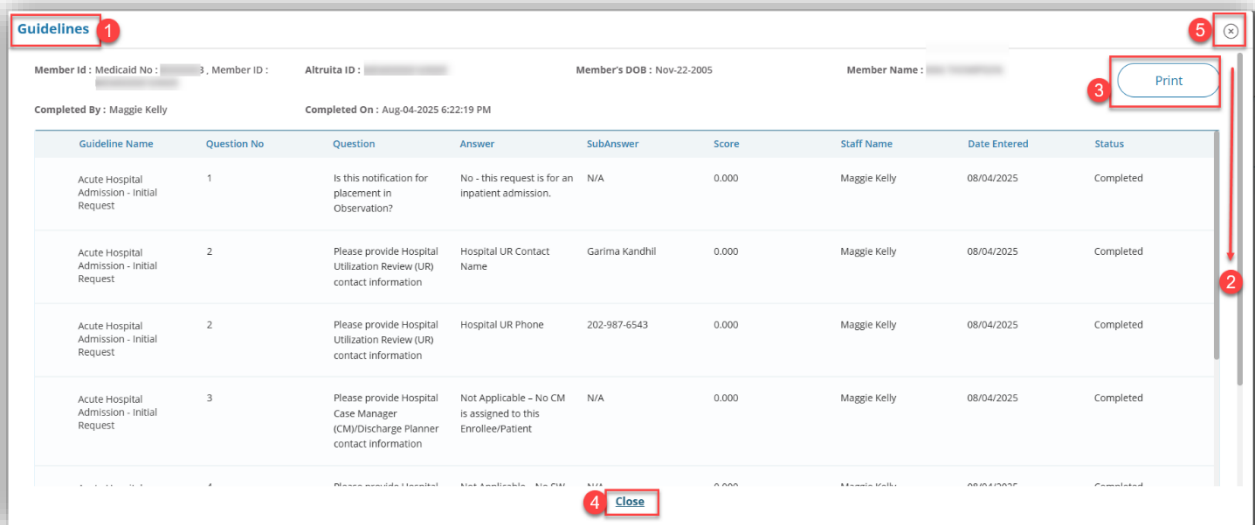Decision Date N/A

Medicaid No :   . Member ID :

Referred From Provider CHILDREN'S NATIONAL MEDICAL ASSOCIATES

Referred From Provider Fax 202-476-5555

Referred By Provider Phone 202-476-5000

View & Print Auth   View Notes   View Docs   View Letter   View Guidelines   View Discharge Plan

1. This navigates user to the Guidelines (answers to assessment questions that the user filled out during the authorization submission process)
2. Scroll down to see the full page
3. Print: User can print a copy (optional)
4. Click 'Close' to exit; or
5. Click 'x' to exit

F. Click on View Discharge Plan
   Note: Discharge Plan only applies to Inpatient Authorization requests

1. This navigates user to the Discharge Plan (available after discharge information has been submitted on the case)
2. Click on 'View Response' to review the information that the user submitted
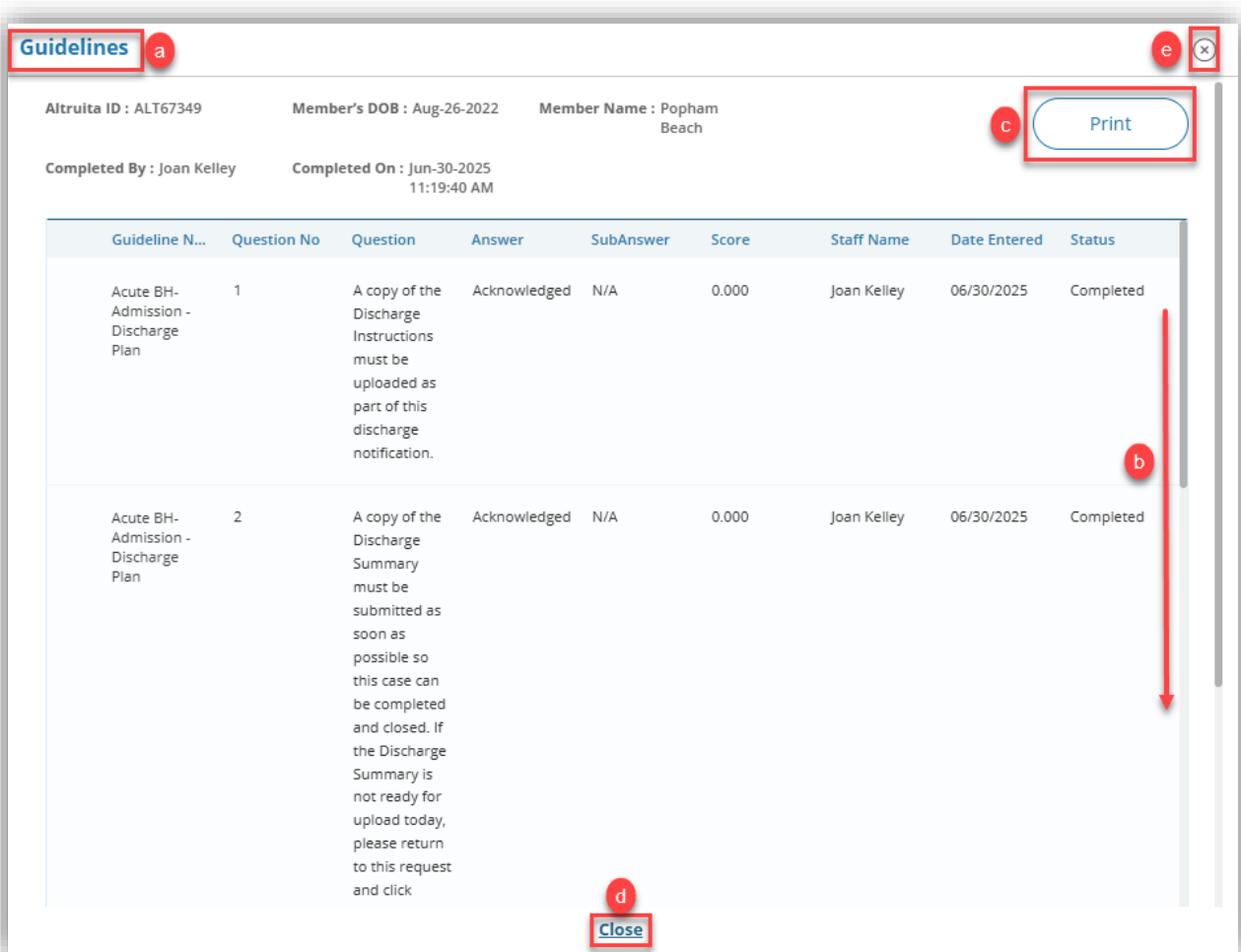3. Print: User can print a copy (optional)
4. Click 'x' to exit

View Response (further details from Step 2 above)
- a. This navigates user to the Guidelines (answers to assessment questions that the user filled out during the authorization submission process)
- b. Scroll down to see the full page
- c. Print: User can print a copy (optional)
- d. Click 'Close' to exit; or
- e. Click 'x' to exit

H. Click View Extension Guidelines

1. Opens Extension Guidelines
2. View Response: click to review answers to Extension Assessment questions that the user completed
3. Print: user can print a copy of the Extension Assessment (optional)
4. Click 'x' to close out screen

4.6 Searching for Authorizations In Progress

While this search option may have a shorter authorization list than the View All Authorization options, it will not contain authorizations that have been closed by HSCSN UM staff. Therefore, Auth Portal Users are encouraged to search the View All Outpatient Options as described in section 4.1 Searching for Any Submitted Authorization User Has Permission to View

A. Navigate to the Home Page to view Authorizations in Progress
B. Authorizations in Progress – this is section that contains all authorizations submitted by user that are in progress on the authorization portal
C. Inpatient in Progress: click here to go to inpatient authorizations in progress
D. Outpatient in Progress: click here to go to outpatient authorizations in progress
E. Inpatient Count: number of inpatient authorizations in progress
F. Outpatient Count: number of outpatient authorizations in progress
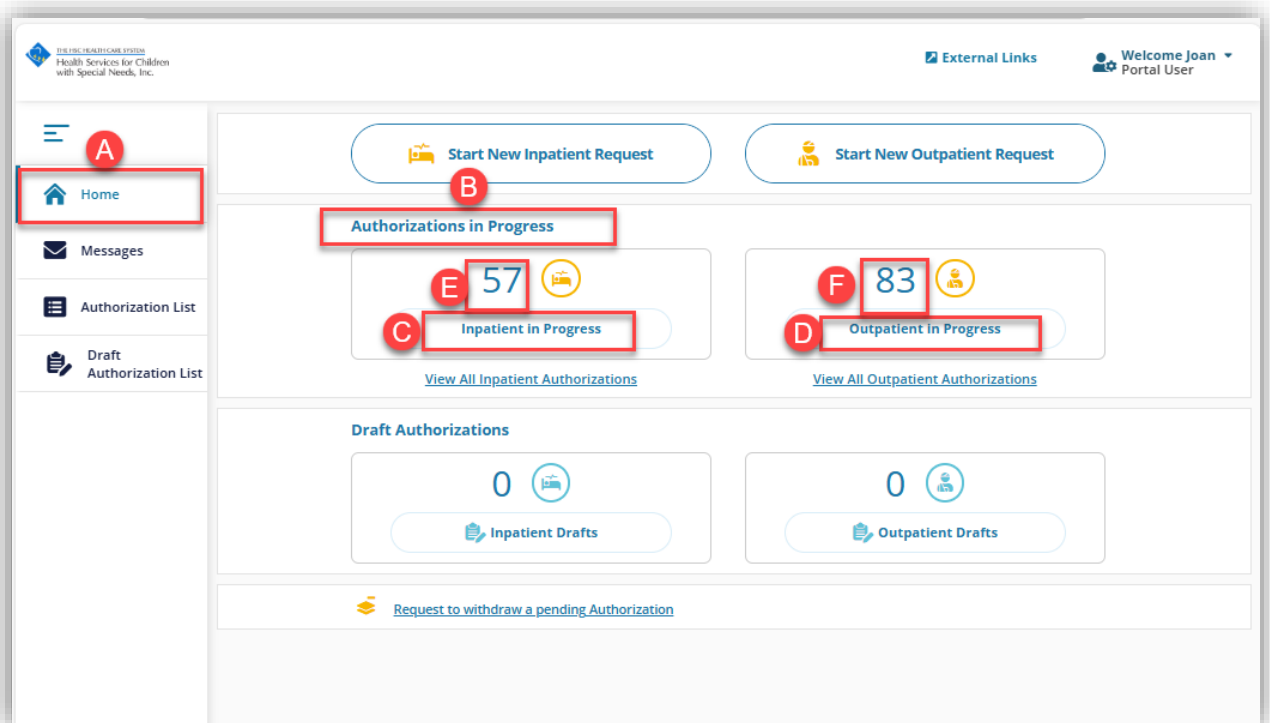
Note: Search options for the Inpatient in Progress and Outpatient in Progress work the same as View All Authorization Options.
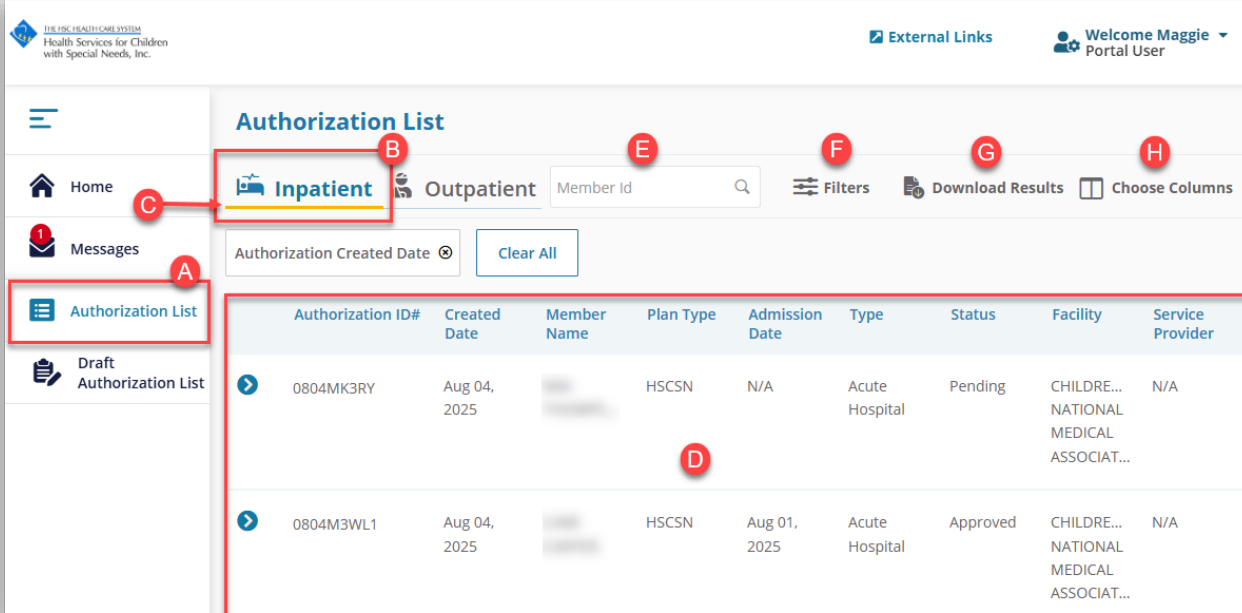
4.7 Search the Authorization List: View Authorizations in Progress

Searching this list follows the same steps outlined in above section 4.5. Searching for Authorizations In Progress

A. Navigate to the Authorization list (by selecting Inpatient/Outpatient in Progress)
B. Inpatient List
C. The yellow line under Inpatient indicates user is reviewing the Inpatient list

Note: if the yellow line is under Outpatient then the user would be reviewing the Outpatient list

D. This is the list of Authorizations in progress
E. Member Id: User can search for a specific Member auth by typing in enrollee's ID
F. Filters: user can filter search options
G. Once results are selected, the user can download results
H. Choose Columns: this option allows user to choose which search options they prefer to use

5. Version History:

Version #	Comments	Created By and Date	Review By and Date	Approved By and Date
1.0	Initial Version	Maggie Kelley, Anoteros, 6/30/2025		
1.1	Updated title of Section 4.2 Search the Authorization List: View Authorizations in Progress Updated title and clarified View All Authorizations in Section 4.7 View All Authorizations User Has Permission to View: In Progress and Closed	Maggie Kelley, Anoteros, 7/21/2025		
1.2	Updated document to emphasize use of View All Authorizations, reordered sections and updated several screenshots throughout the DLP	Maggie Kelley, Anoteros, 8/11/2025		

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