

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

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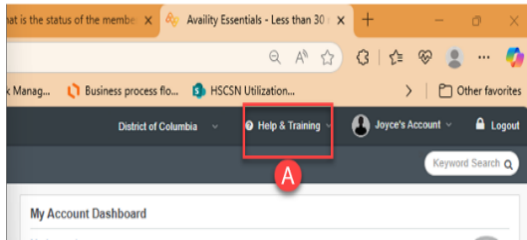
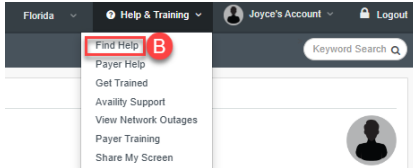
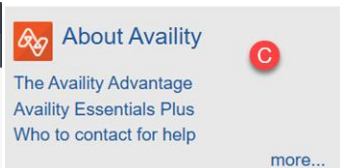
## Auth Portal Desk Level Procedure (DLP) Viewing Authorizations in Progress

### 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	<p>If the provider's issue is related to the HSCSN Auth Portal:</p> <ul style="list-style-type: none"> <li>• inability to access the Auth Portal; or</li> <li>• the Auth Portal functionality is not performing as expected</li> </ul> <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 <a href="#">clicking here</a> and logging in then</p> <ol style="list-style-type: none"> <li>Click 'Help and Training'</li> <li>Click 'Find Help'</li> <li>Click 'About Availity' for Availity contact information</li> </ol>   

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

### 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.

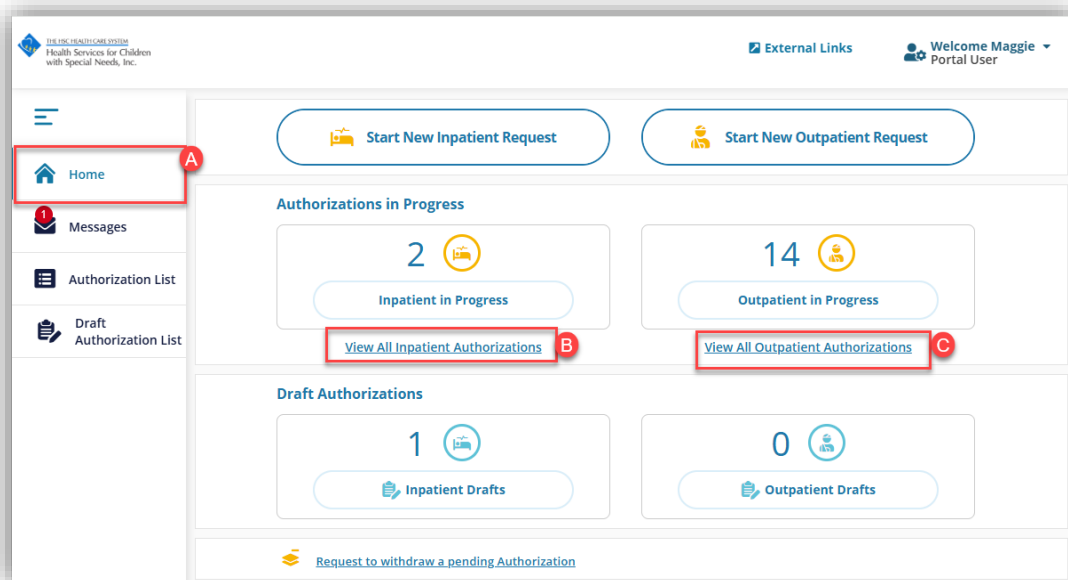
### 4. Detailed Steps:

#### 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”



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

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

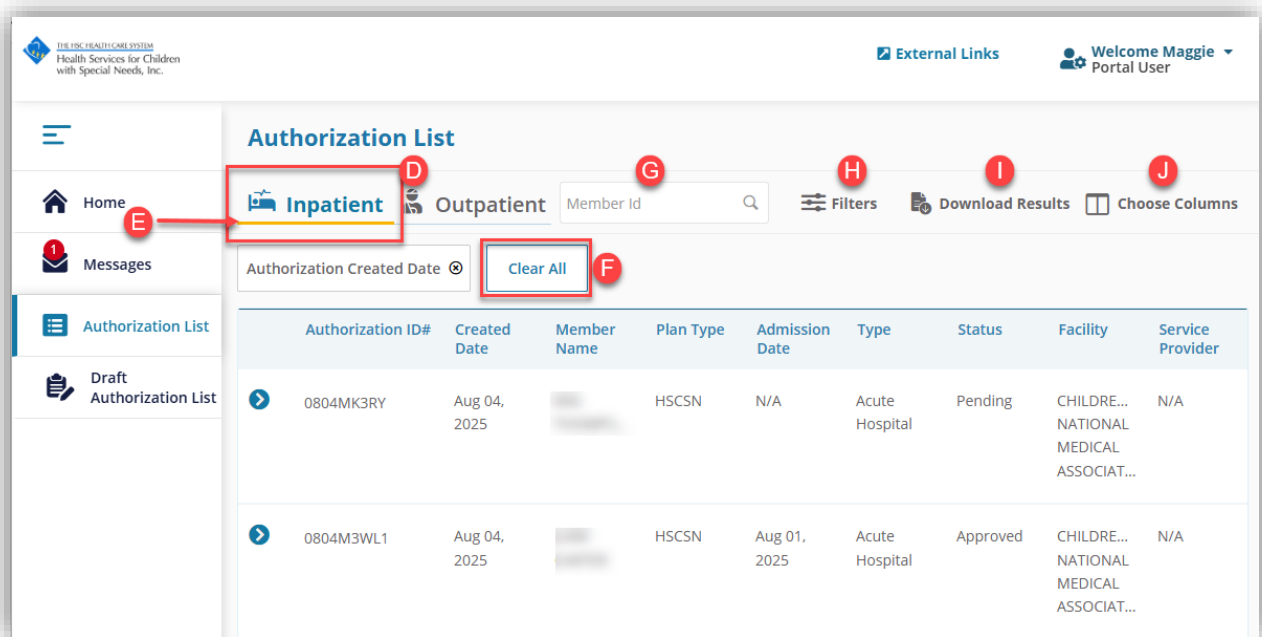
This opens the Inpatient Authorization List (includes open/in progress and closed auth requests).

- 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.



The screenshot shows the 'Authorization List' interface. The 'Inpatient' tab is selected, indicated by a yellow underline (E) and a red box (D). A red box (F) highlights the 'Clear All' button. The interface includes a search bar (G), filters (H), download results (I), and choose columns (J) options. The table below displays authorization details.

Authorization ID#	Created Date	Member Name	Plan Type	Admission Date	Type	Status	Facility	Service Provider
0804MK3RY	Aug 04, 2025	[REDACTED]	HSCSN	N/A	Acute Hospital	Pending	CHILDR... NATIONAL MEDICAL ASSOCIAT...	N/A
0804M3WL1	Aug 04, 2025	[REDACTED]	HSCSN	Aug 01, 2025	Acute Hospital	Approved	CHILDR... NATIONAL MEDICAL ASSOCIAT...	N/A

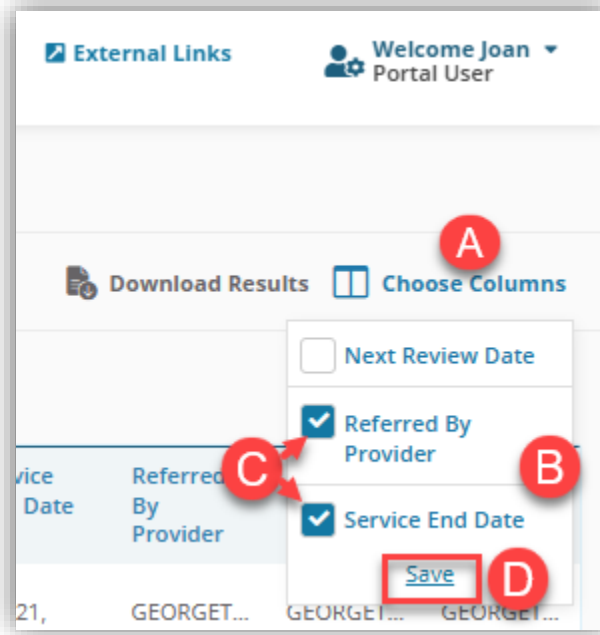
## Auth Portal Desk Level Procedure (DLP) Viewing Authorizations in Progress

### 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

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

**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
0619TORZJ	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

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

**Authorization List**

[Inpatient](#) [Outpatient](#)

Member Id

[Filters](#) [Download Results](#)

[Clear](#)

**Filters** Select a filter

Select Saved Filter  [Apply Filter](#)

Name and Save Your Filter  [Save Filter](#)

**Status**

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

**Authorization Created Date**

From Date  MM/DD/YYYY  
 To Date  MM/DD/YYYY

**Type**

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

**Admission/ Service Date**

From Date  MM/DD/YYYY  
 To Date  MM/DD/YYYY  
 Service End Date  MM/DD/YYYY

**Authorization ID #**

**Facility Provider**

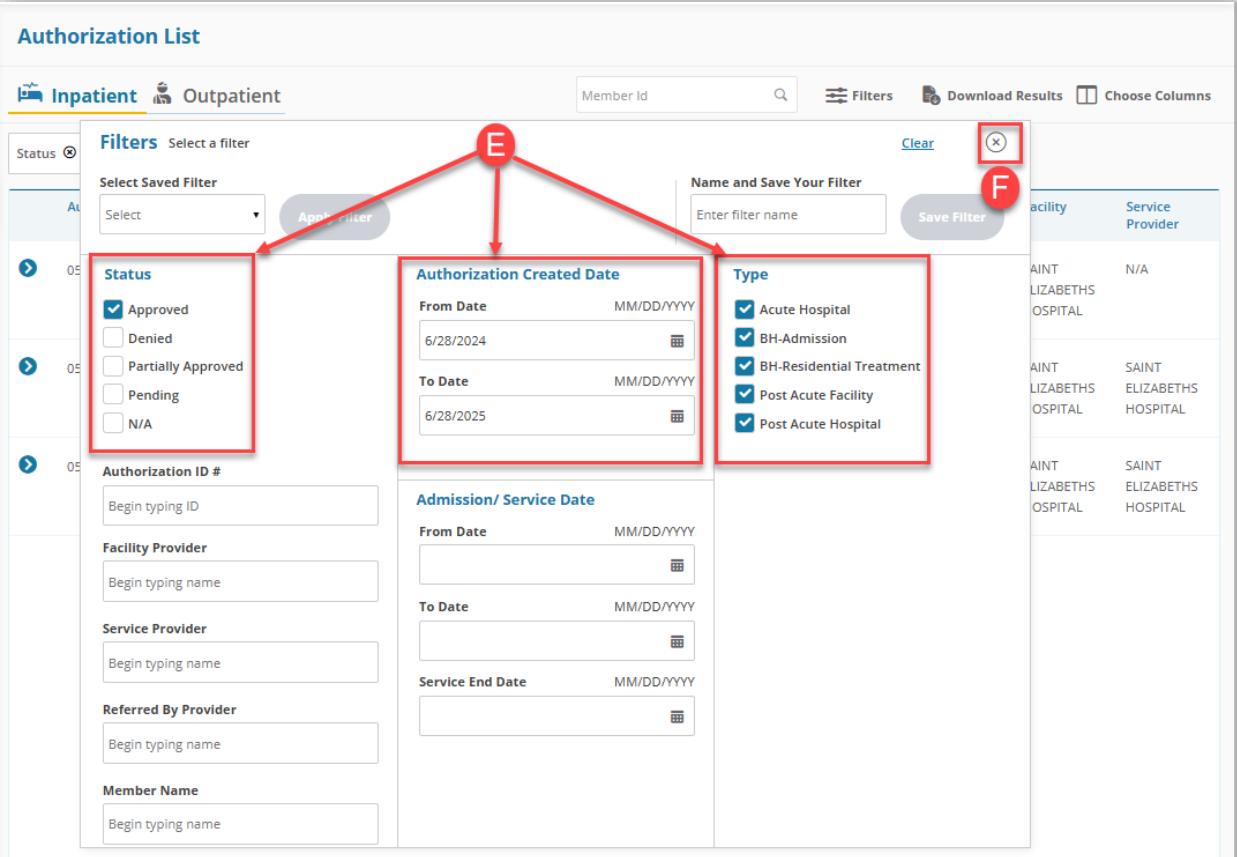
**Service Provider**

**Referred By Provider**

**Member Name**

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

- 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



The screenshot shows the 'Authorization List' interface. A red circle 'E' is placed above the filter selection area, with arrows pointing to the 'Status', 'Authorization Created Date', and 'Type' filter boxes. A red circle 'F' is placed over the 'Close' (X) button in the top right corner of the filter panel.

**Authorization List**

**Inpatient** | **Outpatient** | Member ID: [Search] | Filters | Download Results | Choose Columns

**Filters** Select a filter

Select Saved Filter: [Select] | Apply Filter

Name and Save Your 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

**Admission/ Service Date**

From Date: MM/DD/YYYY

To Date: MM/DD/YYYY

Service End Date: MM/DD/YYYY

**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

Facility	Service Provider
SAINT ELIZABETHS HOSPITAL	N/A
SAINT ELIZABETHS HOSPITAL	SAINT ELIZABETHS HOSPITAL
SAINT ELIZABETHS HOSPITAL	SAINT ELIZABETHS HOSPITAL

## Auth Portal Desk Level Procedure (DLP)




### Viewing Authorizations in Progress

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

**Authorization List**

☒ Inpatient 
 ☐ Outpatient 
 
G

Status  
 Type  
 Authorization Created Date

	Authorization ID#	Created Date	Member Name	Plan Type *	Admission Date	Type	Status	Service End Date	Referred By Provider	Facility	Service Provider
	0516FYGTJ	May 16, 2025	Salty Dog	HSCSN	May 15, 2025	Acute Hospital	Approved	May 23, 2025	SYNTHIA JOHNSON	SAINT ELIZABETHS HOSPITAL	N/A
	0523FB5YY	May 23, 2025	Popham Beach	HSCSN	May 20, 2025	BH- Admission	Approved	May 23, 2025	SAINT ELIZABETHS HOSPITAL	SAINT ELIZABETHS HOSPITAL	SAINT ELIZABETHS HOSPITAL
	0523FPKJX	May 23, 2025	TEST1047 MEMBER1047	HSCSN	May 22, 2025	BH- Admission	Approved	May 30, 2025	SAINT ELIZABETHS HOSPITAL	SAINT ELIZABETHS HOSPITAL	SAINT ELIZABETHS HOSPITAL

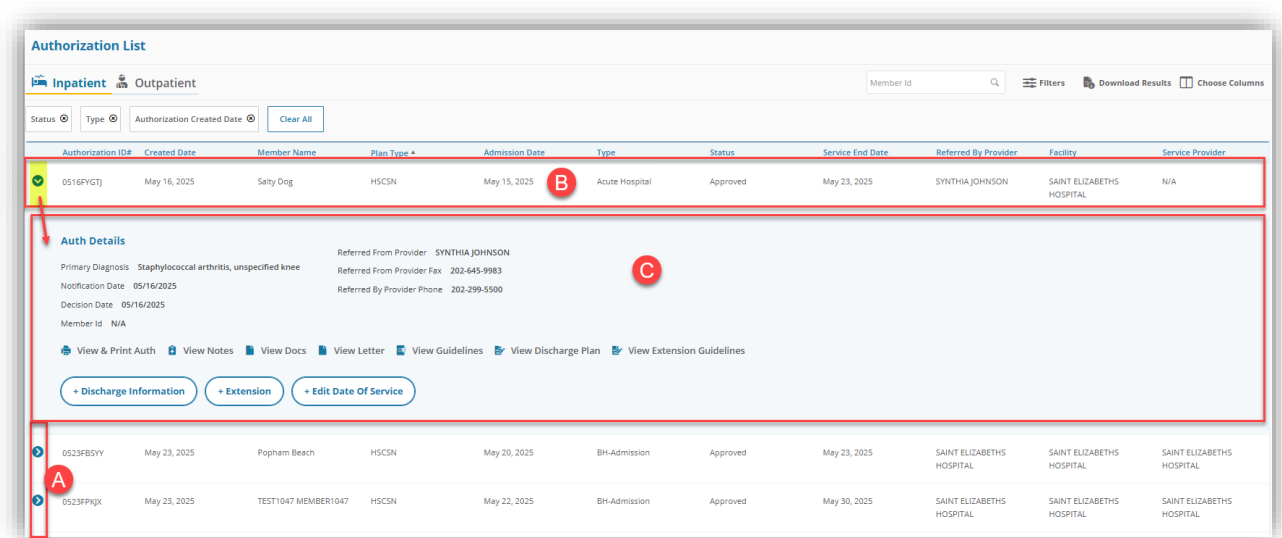


## Auth Portal Desk Level Procedure (DLP) Viewing Authorizations in Progress

### 4.4 How to Open and View a Specific Authorization

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

- Once the applicable authorization line is found, click on the caret (example A)
- This caret opens the field below as shown in row (B)
- 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)



The screenshot displays the 'Authorization List' interface. At the top, there are tabs for 'Inpatient' and 'Outpatient', a search bar for 'Member Id', and options for 'Filters', 'Download Results', and 'Choose Columns'. Below these are filters for 'Status', 'Type', and 'Authorization Created Date'. The main table lists authorizations with columns: Authorization ID#, Created Date, Member Name, Plan Type, Admission Date, Type, Status, Service End Date, Referred By Provider, Facility, and Service Provider. The first row (0516VGT) is highlighted with a green checkmark and a red circle 'B'. Below this row, the 'Auth Details' for authorization 0516VGT are expanded, showing primary diagnosis, notification date, decision date, member ID, and referred provider information. At the bottom of the details view are buttons for '+ Discharge Information', '+ Extension', and '+ Edit Date Of Service'. Below the details view, two more rows are visible, with the first one (0523FBSYY) marked with a red circle 'A'.

Authorization ID#	Created Date	Member Name	Plan Type	Admission Date	Type	Status	Service End Date	Referred By Provider	Facility	Service Provider
0516VGT	May 16, 2025	Sahy Dog	HSCSN	May 15, 2025	Acute Hospital	Approved	May 23, 2025	SYNTHIA JOHNSON	SAINT ELIZABETHS HOSPITAL	N/A
0523FBSYY	May 23, 2025	Popham Beach	HSCSN	May 20, 2025	BH-Admission	Approved	May 23, 2025	SAINT ELIZABETHS HOSPITAL	SAINT ELIZABETHS HOSPITAL	SAINT ELIZABETHS HOSPITAL
0523FPQX	May 23, 2025	TEST1047 MEMBER1047	HSCSN	May 22, 2025	BH-Admission	Approved	May 30, 2025	SAINT ELIZABETHS HOSPITAL	SAINT ELIZABETHS HOSPITAL	SAINT ELIZABETHS HOSPITAL

- View and Print Auth: user selects this option to see and print auth details
- View Notes: user selects this option to see any visible Notes associated with Auth
- View Docs: user can see and open documents attached to this authorization
- 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

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

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

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. Click View & Print Auth

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

Authorization ID#	Created Date	Member Name	Plan Type	Admission Date	Type	Status	Facility	Service Provider
0804MK3RY	Aug 04, 2025	[REDACTED]	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: [REDACTED], Member ID: [REDACTED]


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

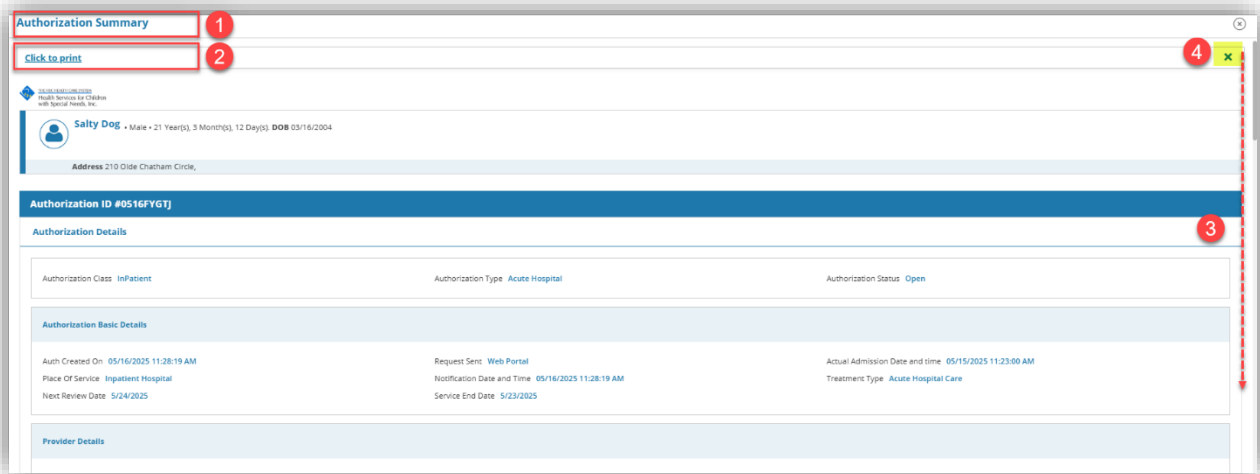
 View Docs

 View Letter

 View Guidelines

 View Discharge Plan

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



**Authorization Summary** 1

[Click to print](#) 2

**Salty Dog** • Male • 21 Year(s), 3 Month(s), 12 Day(s) DOB 03/16/2004

Address 210 Olde Chatham Circle,

**Authorization ID #0516FY6TJ**

**Authorization Details** 3

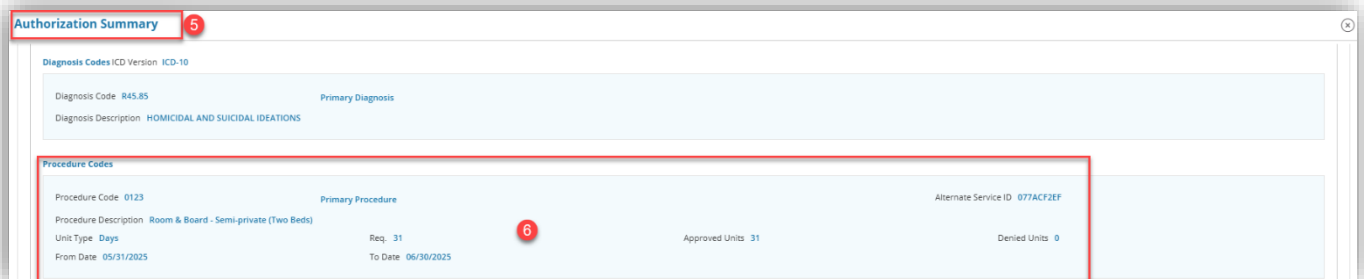
Authorization Class: Inpatient	Authorization Type: Acute Hospital	Authorization Status: Open
--------------------------------	------------------------------------	----------------------------

**Authorization Basic Details**

Auth Created On: 05/16/2025 11:28:19 AM	Request Sent: Web Portal	Actual Admission Date and time: 05/15/2025 11:23:00 AM
Place Of Service: Inpatient Hospital	Notification Date and Time: 05/16/2025 11:28:19 AM	Treatment Type: Acute Hospital Care
Next Review Date: 5/24/2025	Service End Date: 5/23/2025	

**Provider 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)



**Authorization Summary** 5

**Diagnosis Codes** ICD Version: ICD-10

Diagnosis Code: R45.85	Primary Diagnosis
Diagnosis Description: HOMICIDAL AND SUICIDAL IDEATIONS	

**Procedure Codes** 6

Procedure Code: 0123	Primary Procedure	Alternate Service ID: 077ACF2EF
Procedure Description: Room & Board - Semi-private (Two Beds)	Req: 31	Approved Units: 31
Unit Type: Days	To Date: 06/30/2025	Denied Units: 0
From Date: 05/31/2025		

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

### B. Click View Notes

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

Authorization ID#	Created Date	Member Name	Plan Type	Admission Date	Type	Status	Facility	Service Provider
0804MK3RY	Aug 04, 2025	[REDACTED]	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: [REDACTED], Member ID: [REDACTED]

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](#)

**Notes** 1 4 X

**Authorization Notes** | Extension Notes | Discharge Notes

3 [View All](#)

Note Type: CM Notification Note - Discharge

Note Description: CM notified from Authorization Portal of discharge 2

Created By: BRE USER

Created On: 05/16/2025 11:57 AM

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

### C. Click View Docs

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

Authorization ID#	Created Date	Member Name	Plan Type	Admission Date	Type	Status	Facility	Service Provider
0804MK3RY	Aug 04, 2025	[REDACTED]	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: [REDACTED], Member ID: [REDACTED]

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](#)

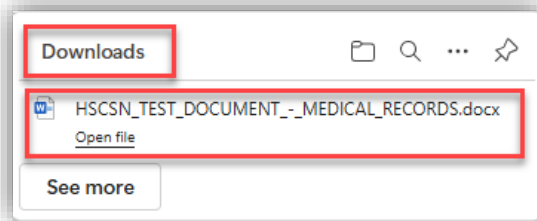
3. This navigates user to the Authorization Documents page
4. Click on the URL to open the document that the user wants to review

Auth Document ID	Description	Document Name	Document Type	Created On
12236	N/A	<a href="#">HSCSN TEST DOCUMENT MEDICAL RECORDS.docx</a>	Authorization Portal Peer Review	05/23/2025 10:19:30 AM
12234	N/A	<a href="#">HSCSN TEST DOCUMENT.docx</a>	Authorization Portal Additional Details	05/23/2025 10:15:44 AM
12233	N/A	<a href="#">HSCSN TEST DOCUMENT MEDICAL RECORDS.docx</a>	Authorization Portal Additional Details	05/23/2025 10:12:57 AM

[Close](#)

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

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



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

### D. Click on View Letter

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

**Auth Details**

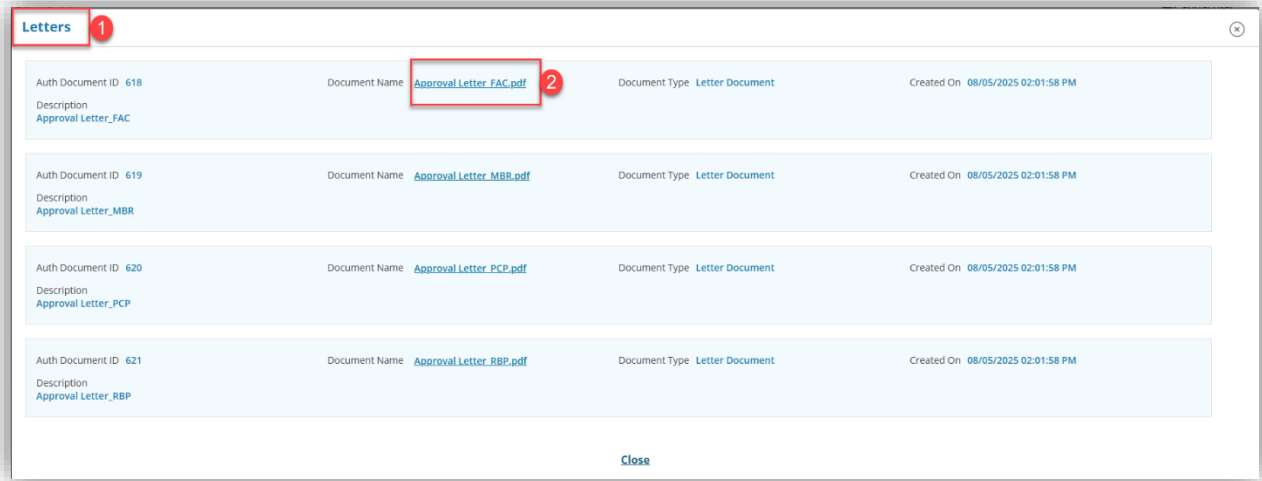
Primary Diagnosis: Spastic quadriplegic cerebral palsy  
 Notification Date: 08/04/2025  
 Decision Date: N/A  
 Medicaid No: [REDACTED], Member ID: [REDACTED]

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](#)

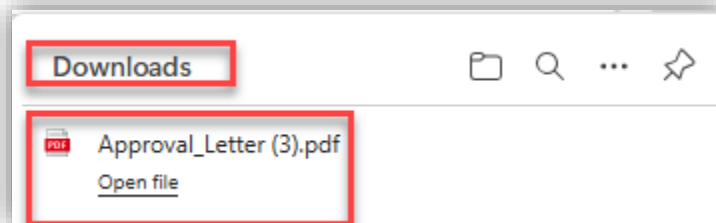
## Auth Portal Desk Level Procedure (DLP) Viewing Authorizations in Progress

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



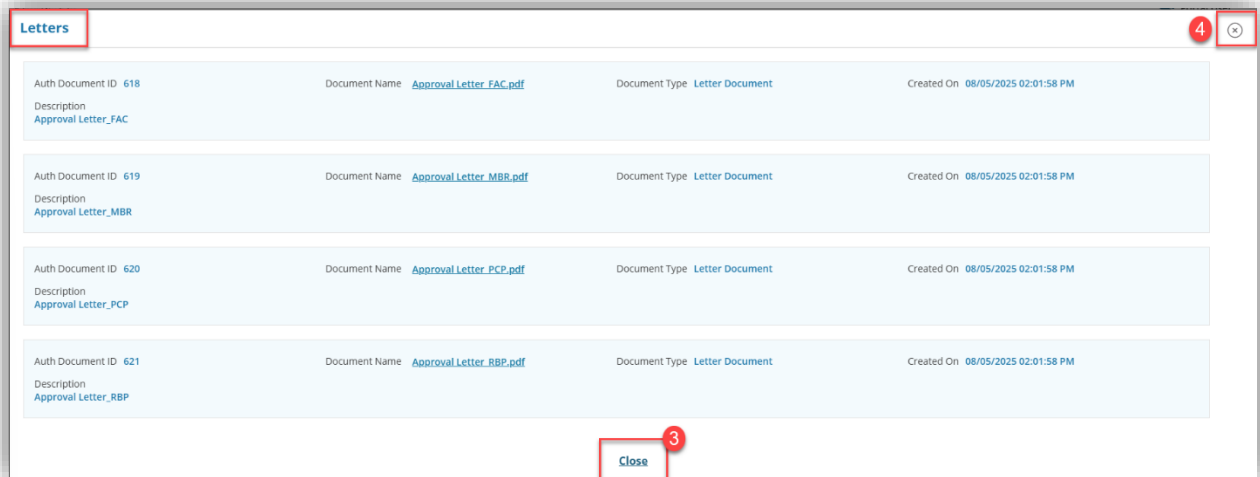
Note: Clicking on this URL uploads a copy of the letter on the user's desktop; click on the download to view the file

Note: While the overall status is noted on the Auth Portal, the user can view full decision details within the determination letters



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

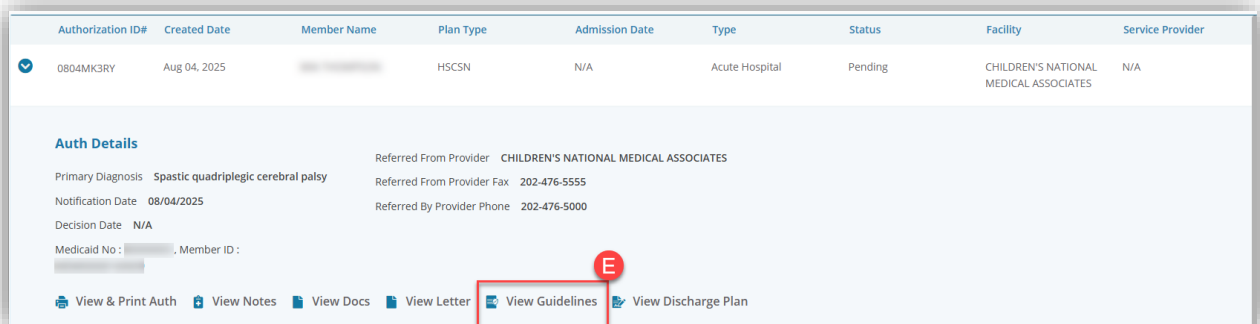
3. Click Close to exit; or
4. Click 'x' to exit



Auth Document ID	Description	Document Name	Document Type	Created On
618	Approval Letter_FAC	<a href="#">Approval Letter_FAC.pdf</a>	Letter Document	08/05/2025 02:01:58 PM
619	Approval Letter_MBR	<a href="#">Approval Letter_MBR.pdf</a>	Letter Document	08/05/2025 02:01:58 PM
620	Approval Letter_PCP	<a href="#">Approval Letter_PCP.pdf</a>	Letter Document	08/05/2025 02:01:58 PM
621	Approval Letter_RBP	<a href="#">Approval Letter_RBP.pdf</a>	Letter Document	08/05/2025 02:01:58 PM

Close

### E. Click View Guidelines



Authorization ID#	Created Date	Member Name	Plan Type	Admission Date	Type	Status	Facility	Service Provider
0804MK3RY	Aug 04, 2025	[REDACTED]	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  
 Medical No: [REDACTED], Member ID: [REDACTED]

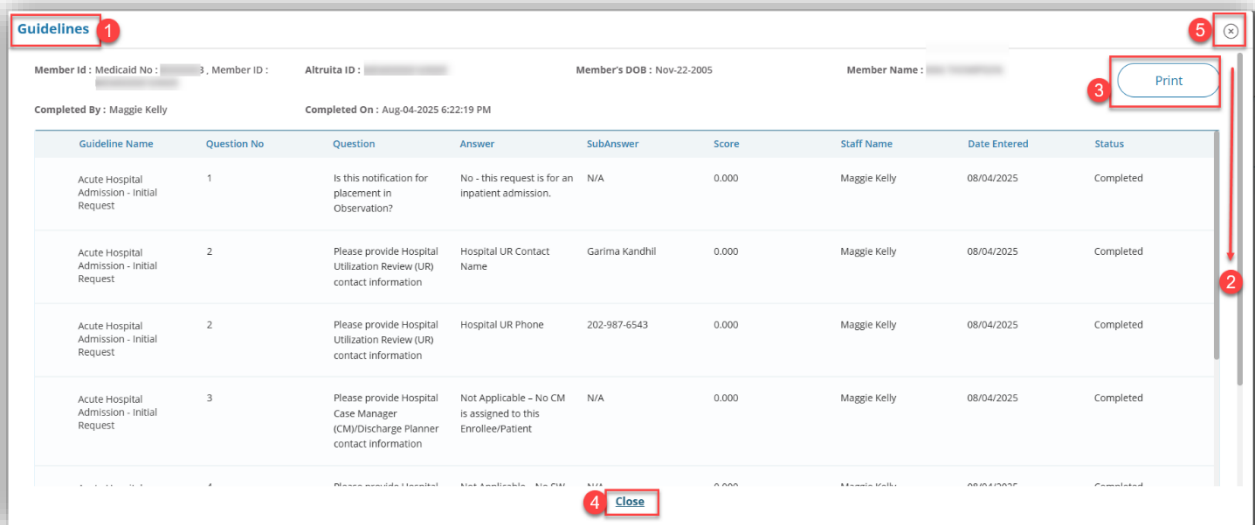
Referred From Provider: CHILDREN'S NATIONAL MEDICAL ASSOCIATES  
 Referred From Provider Fax: 202-476-5555  
 Referred By Provider Phone: 202-476-5000

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



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

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



**Guidelines** 1

Member Id : Medicaid No : 3, Member ID : Altruista ID : Member's DOB : Nov-22-2005 Member Name :

Completed By : Maggie Kelly Completed On : Aug-04-2025 6:22:19 PM

Guideline Name	Question No	Question	Answer	SubAnswer	Score	Staff Name	Date Entered	Status
Acute Hospital Admission - Initial Request	1	Is this notification for placement in Observation?	No - this request is for an inpatient admission.	N/A	0.000	Maggie Kelly	08/04/2025	Completed
Acute Hospital Admission - Initial Request	2	Please provide Hospital Utilization Review (UR) contact information	Hospital UR Contact Name	Garima Kandhil	0.000	Maggie Kelly	08/04/2025	Completed
Acute Hospital Admission - Initial Request	2	Please provide Hospital Utilization Review (UR) contact information	Hospital UR Phone	202-987-6543	0.000	Maggie Kelly	08/04/2025	Completed
Acute Hospital Admission - Initial Request	3	Please provide Hospital Case Manager (CM)/Discharge Planner contact information	Not Applicable - No CM is assigned to this Enrollee/Patient	N/A	0.000	Maggie Kelly	08/04/2025	Completed

2

3 Print

4 Close

5 x

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

### F. Click on View Discharge Plan

Note: Discharge Plan only applies to Inpatient Authorization requests

Authorization ID#	Created Date	Member Name	Plan Type	Admission Date	Type	Status	Facility	Service Provider
0804MK3RY	Aug 04, 2025	[REDACTED]	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: [REDACTED], Member ID: [REDACTED]

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 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

**Discharge Plan**

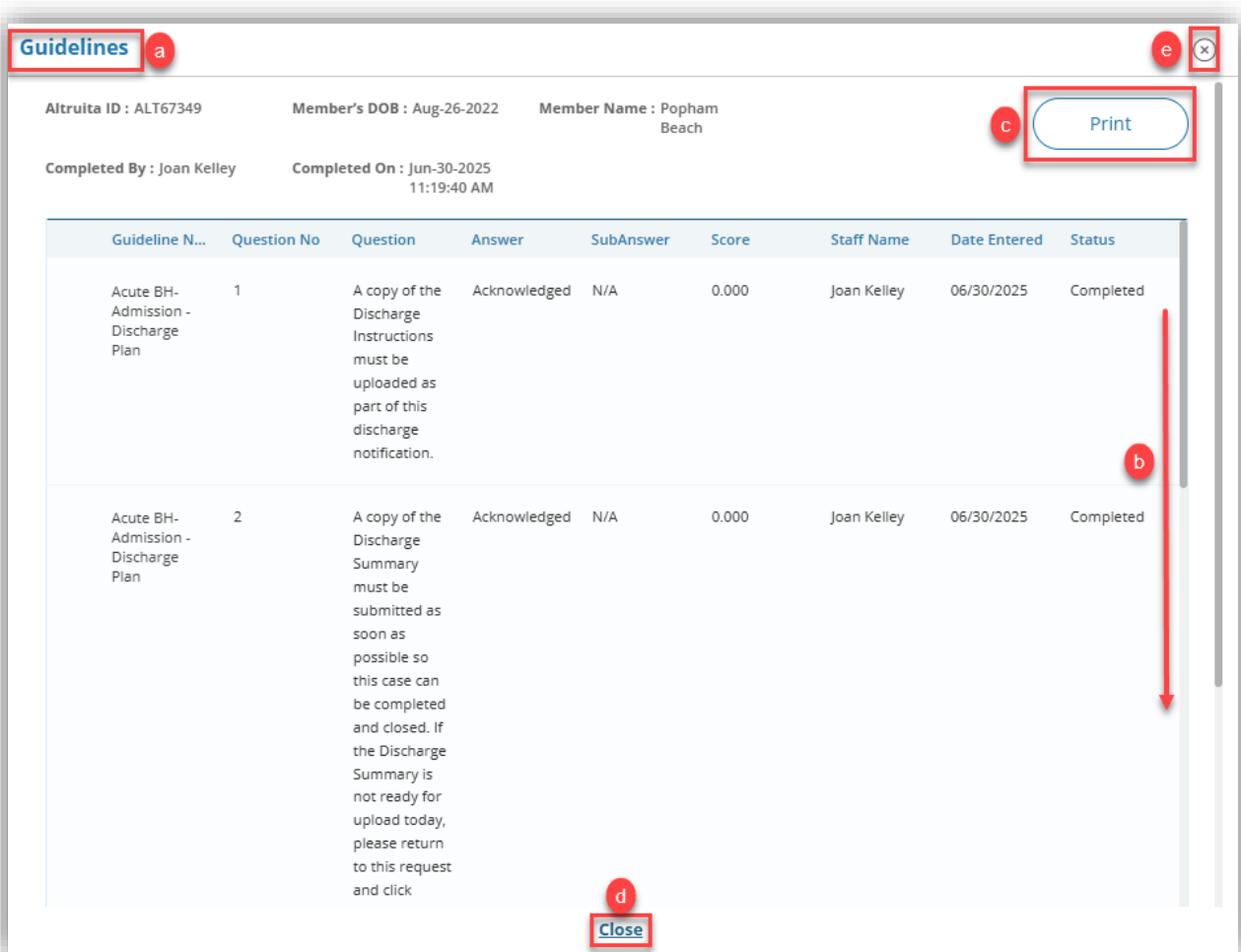
Altrolista ID : ALT67349      Member's DOB : Aug-26-2022      Member Name : Popham Beach

Script Name	Staff Name	Initiated On	Completed On	View Response	Print
Acute BH-Admission - Discharge Plan	Joan Kelley	06/30/2025	06/30/2025	<a href="#">View Response</a>	

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

View Response (further details from Step 2 above)

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



**Guidelines** a

Altruista ID : ALT67349    Member's DOB : Aug-26-2022    Member Name : Popham Beach

Completed By : Joan Kelley    Completed On : Jun-30-2025 11:19:40 AM

c e x b d

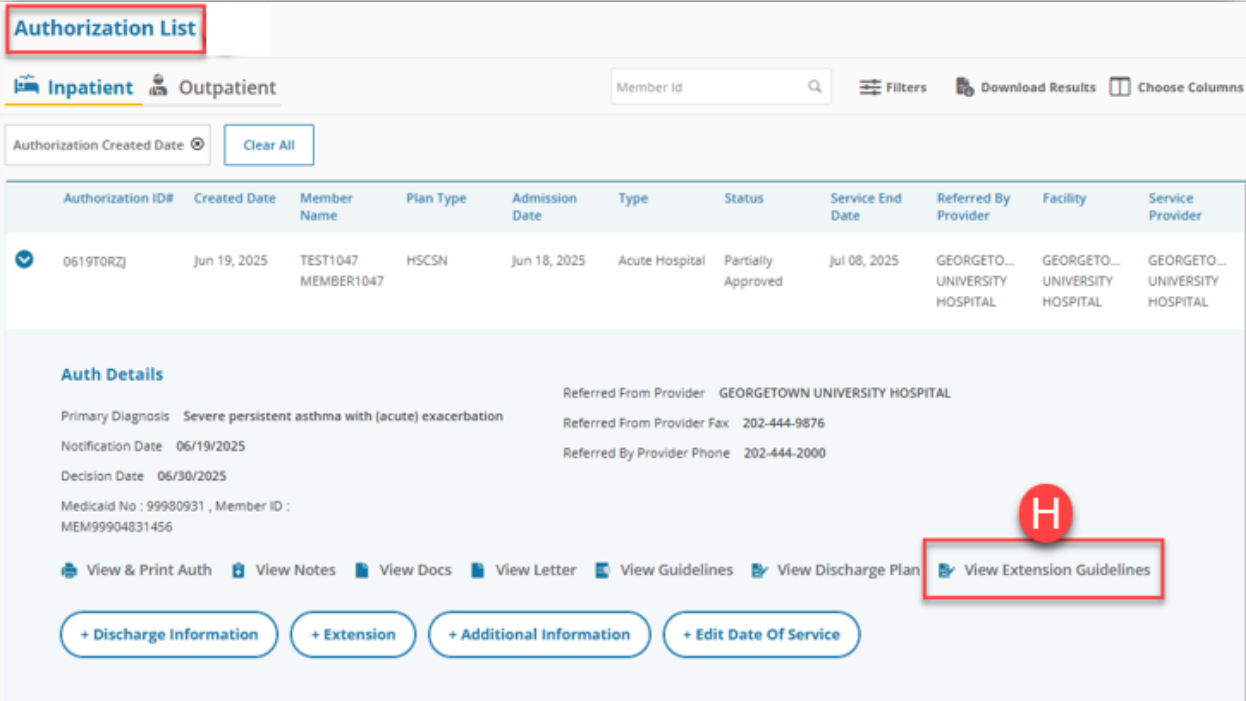
Guideline N...	Question No	Question	Answer	SubAnswer	Score	Staff Name	Date Entered	Status
Acute BH- Admission - Discharge Plan	1	A copy of the Discharge Instructions must be uploaded as part of this discharge notification.	Acknowledged	N/A	0.000	Joan Kelley	06/30/2025	Completed
Acute BH- Admission - Discharge Plan	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	Acknowledged	N/A	0.000	Joan Kelley	06/30/2025	Completed

d c e x b d

**Close**

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

### H. Click View Extension Guidelines



**Authorization List**

**Inpatient** **Outpatient** Member Id

Authorization Created Date

Authorization ID#	Created Date	Member Name	Plan Type	Admission Date	Type	Status	Service End Date	Referred By Provider	Facility	Service Provider
0619TORZJ	Jun 19, 2025	TEST1047 MEMBER1047	HSCSN	Jun 18, 2025	Acute Hospital	Partially Approved	Jul 08, 2025	GEORGETO... UNIVERSITY HOSPITAL	GEORGETO... UNIVERSITY HOSPITAL	GEORGETO... UNIVERSITY HOSPITAL

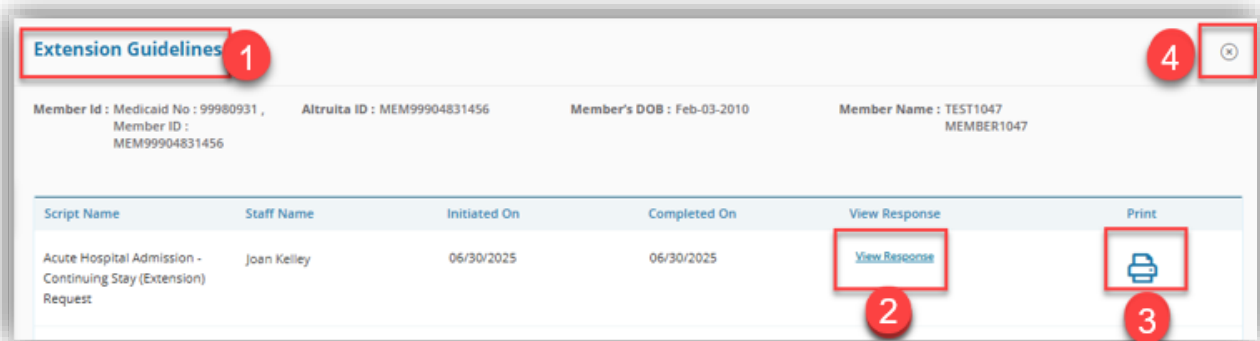
**Auth Details**

Primary Diagnosis: Severe persistent asthma with (acute) exacerbation  
Notification Date: 06/19/2025  
Decision Date: 06/30/2025  
Medicaid No: 99980931, Member ID: MEM99904831456

Referred From Provider: GEORGETOWN UNIVERSITY HOSPITAL  
Referred From Provider Fax: 202-444-9876  
Referred By Provider Phone: 202-444-2000


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


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



**Extension Guidelines** 1

Member Id : Medicaid No : 99980931 , Altruista ID : MEM99904831456 Member's DOB : Feb-03-2010 Member Name : TEST1047  
Member ID : MEM99904831456 MEMBER1047

Script Name	Staff Name	Initiated On	Completed On	View Response	Print
Acute Hospital Admission - Continuing Stay (Extension) Request	Joan Kelley	06/30/2025	06/30/2025	<a href="#">View Response</a> 2	 3

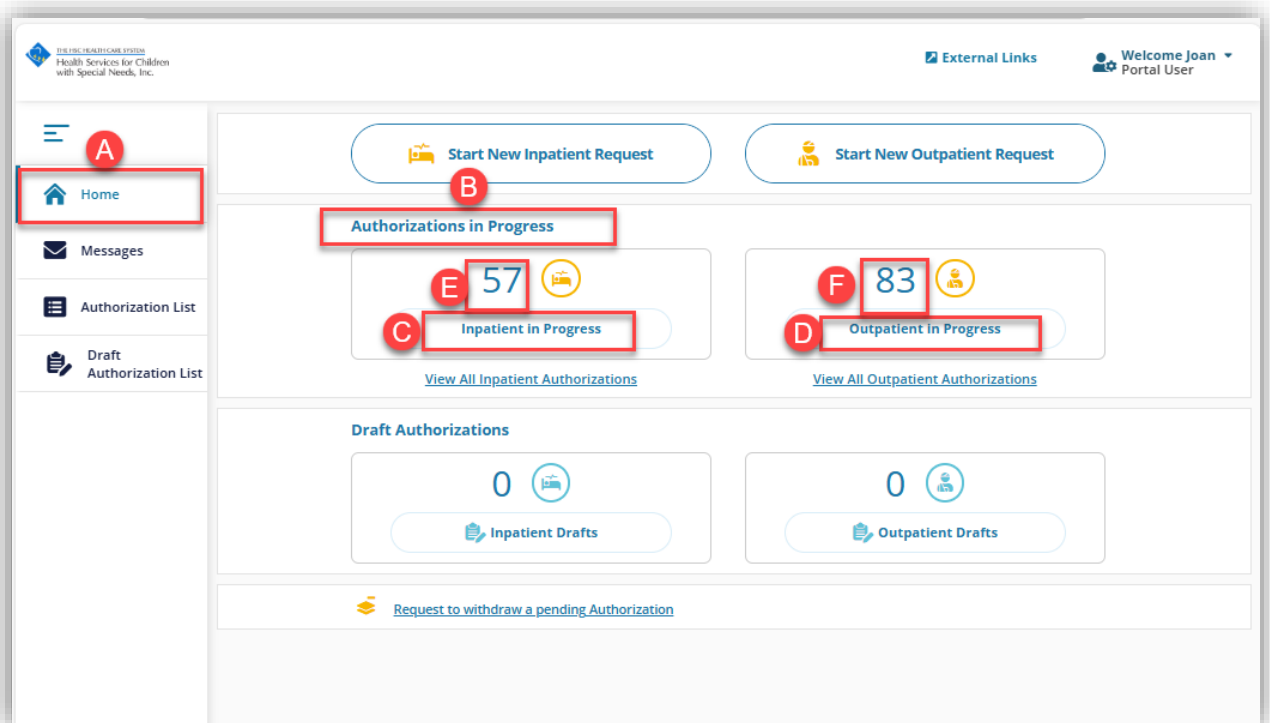
4 

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

### 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.

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

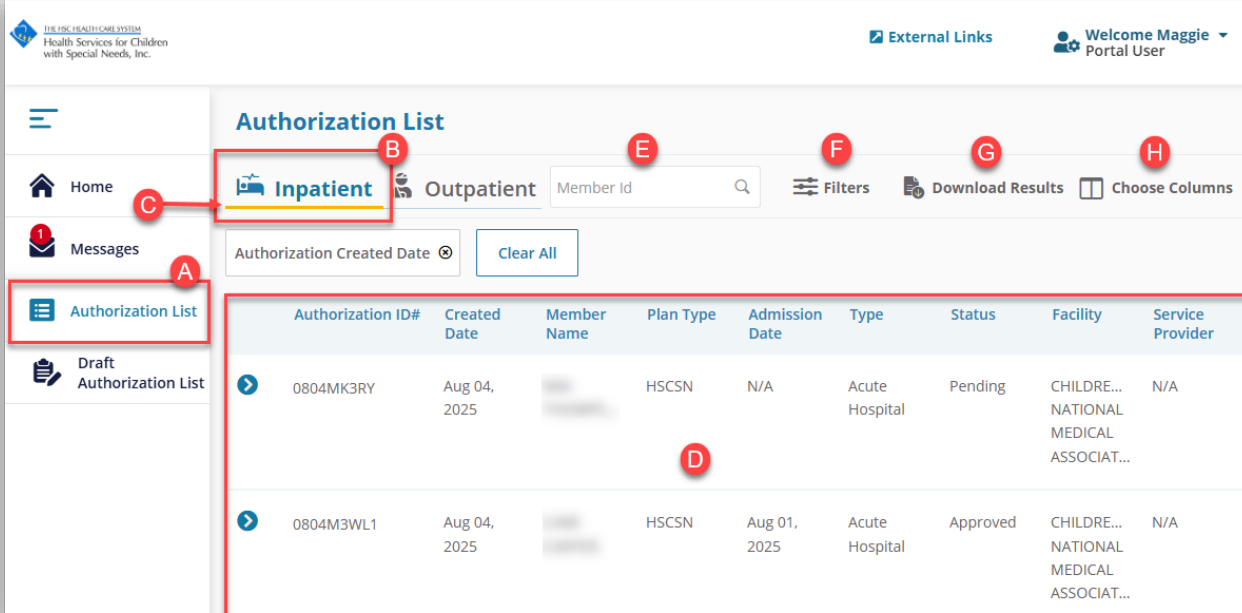
### 4.7 Search the Authorization List: View Authorizations in Progress

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



The screenshot shows the 'Authorization List' interface. On the left, a sidebar contains 'Home', 'Messages', 'Authorization List' (highlighted with a red box and label A), and 'Draft Authorization List'. The main area has tabs for 'Inpatient' (highlighted with a red box and label B) and 'Outpatient'. Above the tabs is a search bar labeled 'Member Id' (E) and buttons for 'Filters' (F), 'Download Results' (G), and 'Choose Columns' (H). Below the tabs is a filter for 'Authorization Created Date' with a 'Clear All' button. The main table displays two authorization records:

Authorization ID#	Created Date	Member Name	Plan Type	Admission Date	Type	Status	Facility	Service Provider
0804MK3RY	Aug 04, 2025	[REDACTED]	HSCSN	N/A	Acute Hospital	Pending	CHILDR... NATIONAL MEDICAL ASSOCIAT...	N/A
0804M3WL1	Aug 04, 2025	[REDACTED]	HSCSN	Aug 01, 2025	Acute Hospital	Approved	CHILDR... NATIONAL MEDICAL ASSOCIAT...	N/A

Annotation D points to the first row of the table.

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

### 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	<p>Updated title of Section <a href="#">4.2 Search the Authorization List: View Authorizations in Progress</a></p> <p>Updated title and clarified View All Authorizations in Section <a href="#">4.7 View All Authorizations User Has Permission to View: In Progress and Closed</a></p>	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		





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