

Authorizations Module

This module is accessible through the Community First Provider Portal.

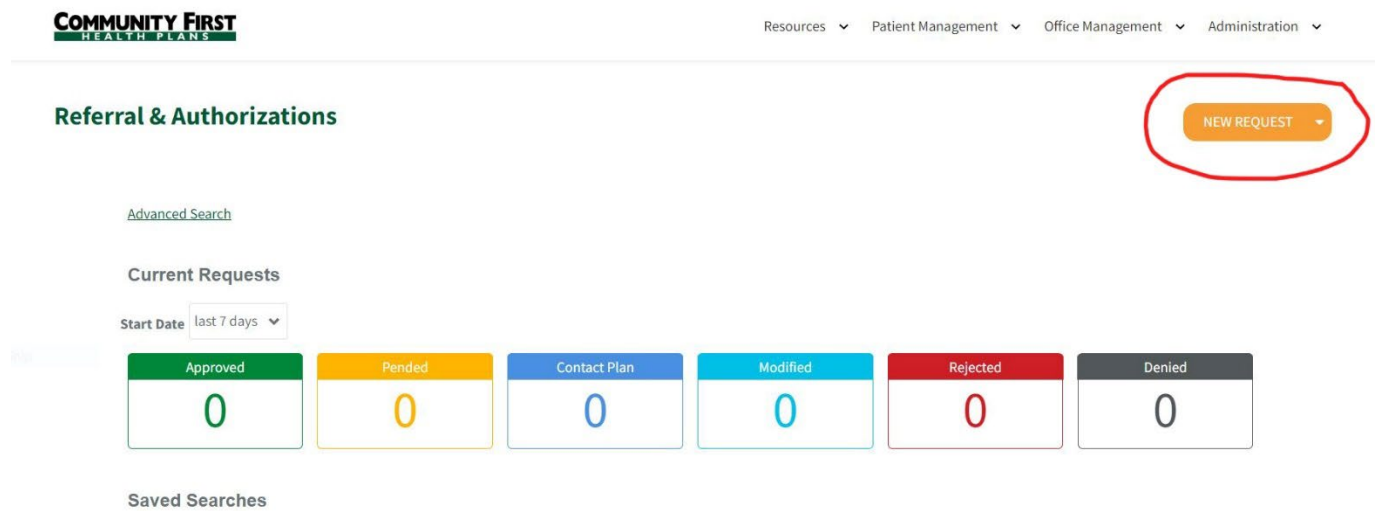
To access the Authorizations Module, log in to the Provider Portal and navigate to **Office Management > Referrals/Authorizations**.

The screenshot displays the Community First Health Plans Provider Portal interface. At the top left is the logo. The top right navigation bar includes 'Resources', 'Patient Management', 'Office Management', and 'Administration'. A dropdown menu is open under 'Office Management', listing 'Eligibility', 'Claims', 'Provider Directory', 'Reports', 'Document Manager', 'Referrals/Authorizations' (highlighted with a red circle), 'Claim Appeal Form', and 'Explanation of Payment'. Below the navigation is a 'Quick Access' section with a list of links: 'View Claims', 'Provider News', 'Appeal Form', 'Retroeligibility Change Notice', 'Community First U | Virtual Learning Institute for Providers', and 'Notice of Pregnancy Form'. The main content area is divided into two panels: 'Verify a Member's Eligibility' and 'Manage Claims'. The 'Verify a Member's Eligibility' panel includes a search form with fields for 'Last Name', 'DOB' (MM/DD/YYYY), and 'GENDER', along with 'SEARCH' and 'CLEAR' buttons and a 'View all patients' link. The 'Manage Claims' panel includes a search form with a 'Last Name' field, 'SEARCH' and 'CLEAR' buttons, and a 'View all claims' link.

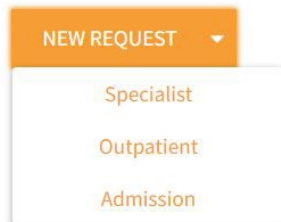
Authorizations Module, cont.

NEW REQUESTS

1. To submit a new request, click on the “New Request” button on the Authorizations Dashboard.



2. Select the type of request you would like to submit.



Specialist - services from a specialty provider for chiropractic, dental rehab/restoration, office visit, or oral surgery.

Outpatient - outpatient services, such as outpatient surgery, clinician-administered drugs, skilled health, etc.

Admission - any type of inpatient admission, such as medical, surgical, or behavioral health.

3. Complete all fields for your request. Any fields marked with an * are required in order for your request to be submitted.

Authorizations Module, cont.

Specialist Request



Referral & Authorizations / Search Requests

Specialist Request Submission

Patient

* Search Current Patients

Select a patient

Diagnosis

* Search and select a diagnosis

Requesting Provider

* Requesting Provider

Select... ▾

* Contact Name

* Contact Info

Phone ▾

Servicing Providers

* Servicing Providers

Contact Name

Contact Info

Phone ▾

Service Details

* Service

Select... ▾

* Level of Service

Select... ▾

* Service Units

Days ▾

* Start Date

01/31/2023

End Date

02/07/2023

Requested Procedures

* Procedure Code

Additional Information

* Remarks

Characters remaining: 225 / 225

* Paperwork

Authorizations Module, cont.

Outpatient Request



Referral & Authorizations / Search Requests

Outpatient Request Submission

Patient

*Search Current Patients

Select a patient

Diagnosis

*Search and select a diagnosis

Requesting Provider

*Requesting Provider

Select...

*Contact Name

*Contact Info

Phone

Servicing Providers

*Servicing Providers

Contact Name

Contact Info

Phone

Service Details

*Service

Select...

*Level of Service

Select...

*Service Units

Days

*Start Date

01/31/2023

*End Date

02/07/2023

Requested Procedures

*Procedure Code

Additional Information

Remarks

Characters remaining: 225 / 225

*Paperwork

Authorizations Module, cont.

Admission Request



Referral & Authorizations / Search Requests

Admission Request Submission

Patient

* Search Current Patients

Select a patient

Diagnosis

* Search and select a diagnosis

Requesting Provider

* Requesting Provider

* Contact Name

* Contact Info

Select... Phone ▾

Servicing Providers

* Servicing Providers

Contact Name

Contact Info

Phone ▾

Service Details

* Service

* Level of Service

Select... Select...

* Service Units

* Start Date

* End Date

Days ▾ 01/31/2023 02/07/2023

Requested Procedures

* Procedure Code

Additional Information

Remarks

Characters remaining: 225 / 225

* Paperwork

Authorizations Module, cont.

- When you are ready to submit your request, click the **Submit** button at the bottom of the screen.

If any required fields are missing, you will receive the error message below. Return to the form to complete any missing information.



When a request is submitted successfully, you'll see a summary of your request details, the date submitted, and the label "PENDED" at the top.

Referral & Authorizations / Search Requests

Request Detail PRINT

Specialist Request

Pended

| | | | | |
|-----------------------------------|--------------------------------|---------------------------------|-----------------------|----------------------------------|
| Patient [Redacted] | Member ID [Redacted] | Birth Date [Redacted] | Request Number | Submitted On 1/31/2023 |
| Confirmation Number 797 | | | | |

Diagnosis

Diagnosis Codes
A06.4 Amebic liver abscess

Requesting Provider

| | | |
|-------------------------------|-----------------------------------|-----------------------------------|
| Provider [Redacted] | Provider NPI [Redacted] | Address [Redacted] |
| Contact Name Smith | Contact Medium Phone | Contact Info 2100000000 |

Servicing Providers

No Servicing Providers selected.

STATUS OF REQUESTS

The Authorization Module dashboard shows you the status of your requests.

Referral & Authorizations NEW REQUEST

[Advanced Search](#)

Current Requests

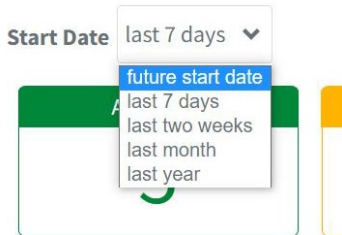
Start Date: last 7 days

| | | | | | |
|----------------------|---------------------|--------------------------|----------------------|----------------------|--------------------|
| Approved 5 | Pended 23 | Contact Plan 0 | Modified 0 | Rejected 0 | Denied 1 |
|----------------------|---------------------|--------------------------|----------------------|----------------------|--------------------|

Authorizations Module, cont.

By default, the dashboard displays requests submitted over the past 7 days. You can choose how far back you would like to see requests by making a different selection in the “Start Date” dropdown menu.

Current Requests



After you change the start date, you should see the amount of requests change in your dashboard.

Referral & Authorizations

NEW REQUEST

[Advanced Search](#)

Current Requests

Start Date last month

| | | | | | |
|----------|--------|--------------|----------|----------|--------|
| Approved | Pended | Contact Plan | Modified | Rejected | Denied |
| 32 | 118 | 0 | 0 | 0 | 9 |

Click on any of the status boxes in the dashboard to see a list of requests that fall in that category. The request also is marked with a tag to indicate the type of request.

Referral & Authorizations

Search Requests

Modify Search

| | | | |
|---------------------|---------------------|----------------|--------|
| Pended | Specialist | Request Number | VIEW > |
| Patient | Effective Dates | | |
| Requesting Provider | Servicing Providers | | |
| Pended | Outpatient | Request Number | VIEW > |
| Patient | Effective Dates | | |
| Requesting Provider | Servicing Providers | | |
| Pended | Outpatient | Request Number | |

Authorizations Module, cont.

SEARCH FOR REQUESTS

To search for a request, click on “Advanced Search” on the dashboard.

Referral & Authorizations

[NEW REQUEST](#)

[Advanced Search](#)

Current Requests

Start Date

| | | | | | |
|----------|--------|--------------|----------|----------|--------|
| Approved | Pended | Contact Plan | Modified | Rejected | Denied |
| 5 | 23 | 0 | 0 | 0 | 1 |

Start your search by completing any of the fields on the Search Requests screen.



Referral & Authorizations

Search Requests

Requesting Provider

Request Number

Requested Service Outpatient Specialist Admission

Servicing Provider

Date Range

Status Approved Denied Pended
 Modified Rejected No Action Required
 Contact Plan