

***HPHConnect* for Providers User Guide**

Advanced Imaging Notification

October 2019

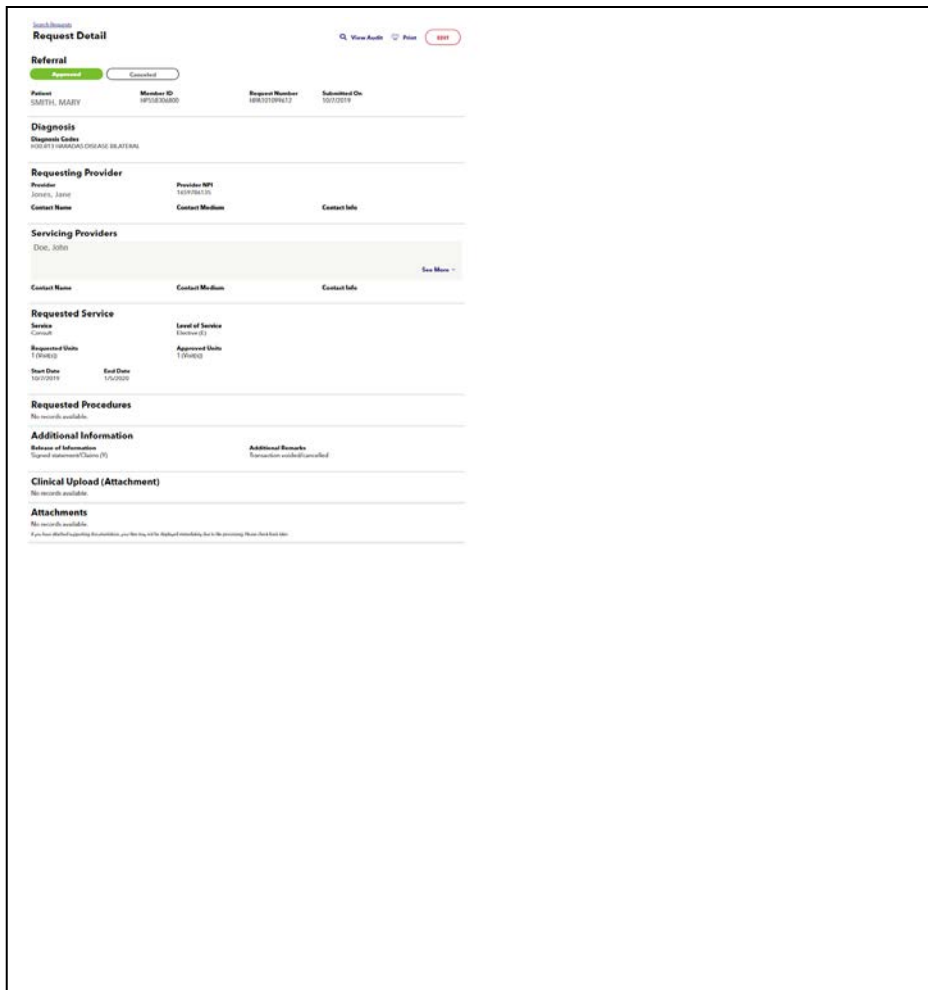
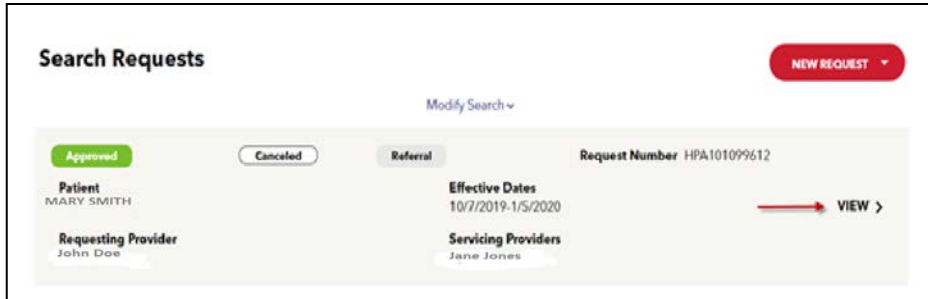
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View Notifications by Individual Member

To view notifications by individual member:

1. In “Patient Management,” select the member from the patient list.
 - a. Click on the “Authorizations and Notifications” link to access the “Service Request Search Results” list of the member’s referral/authorization transactions for your provider(s). The approved NIA transaction number is found in “Request Number” field.
2. When you locate the request you’re looking for, it will appear as the summary screen shown below.
3. Click “View” on the right side to expand the details of the existing record.



4. If no record exists for the service and date in question, call NIA at 800-642-7543.

View Notifications by Provider/Facility for a Date Range

To view notifications by provider/facility for a date range:

1. In “Office Management,” select Authorizations & Notifications.” You’ll be directed to the Referral and Authorization landing page.
2. Click on “Advanced Search” to open all available search fields.
3. Make the desired selection for your servicing provider by using the SMART or Advanced search options. See separate guide on performing searches for more details.
4. In the “Requested Service” section, de-select everything except “Outpatient”

Search Requests

Patients: Requesting Provider: Servicing Provider:

Request Number: Date Range:

Requested Service

Outpatient Referral
 Home Care Admission
 Transport

Status

Approved Denied
 Pended Modified
 No Action Required

5. Enter the desired start date and end date.
6. Click on “View” to view the transaction detail, which displays the procedure code, reason codes, etc.

Search Requests

Modify Search

Approved Canceled Referral Request Number: HPA101099612

Patient: MARY SMITH Effective Dates: 10/7/2019-1/5/2020

Requesting Provider: John Doe Servicing Providers: Jane Jones

7. If no record exists for the service and date in question, call NIA at 800-642-7543.