

HPHConnect for Providers User Guide

Referral, Authorization & Notification Transaction Status

October 2019

Table of Contents

Patient Management

Introduction to Patient Management.....	3
Search Request Results.....	3
Request Detail.....	4

Office Management

Introduction to Office Management.....	5
Status Search Form.....	5
Search Example.....	6

Patient Management

Introduction to Patient Management

The Patient Management Referrals and Authorization & Notification links lets you access the most recent 12 months of referrals, authorizations and notifications transaction history for providers on your access list for a member on the “Current Patient” list. When the patient’s name has been selected from the list and is showing in the “Current Patient” field, click the “Referrals or Authorizations & Notifications” link.

If the patient’s name is not on the “Current Patient” list, follow the steps in the *Eligibility Verification* section to add it.

Search Request Results

The screenshot displays the 'Search Requests' interface. At the top, there is a 'Modify Search' dropdown. Below this, three search results are listed, each with a green 'Approved' status tag. Each result includes a patient name, a requesting provider name, effective dates, and servicing providers. A 'VIEW >' link is present for each result.

Status	Admission	Request Number	View
Approved	JOHN DOE Mary Smith	NIS71751 9/24/2019-9/28/2019 Ayesha Abdeen, Beth Israel Deaconess Medical Center	VIEW >
Approved	MARY SMITH Joseph White	NIS66983 9/24/2019-11/23/2019 Frederick Fletcher, UNSPECIFIED PROVIDER	VIEW >
Approved	SANDY HAWKINS Jane Blacke	NIS66907 9/24/2019-9/28/2019 Gregory Brick, Brigham & Women's Hospital	VIEW >

The *Search Request* screen will list the member’s existing referrals and authorizations for which you are the servicing provider or the requesting provider. To access the detail of the record, click on the view link.

Patient Management

Request Detail

The request detail displays. Approved, Modified, and Pended records can be edited to revise, renew, or extend the requested service. Refer to the guidelines for the specific service for directions.

Request Detail

[View Audit](#)
[Print](#)
[EDIT](#)
[CANCEL](#)

Admission Request

Approved

Patient	Member ID	Request Number	Submitted On
JOHN DOE	HPS12345600	NIS71751	9/13/2019

Diagnosis

Diagnosis Codes
M17.11 UNI PRIM OSTEOARTHRITIS RT KNEE

Requesting Provider

Provider	Provider NPI
Bernard Snow	1891959011
Contact Name	Contact Medium
Jane Smith	
Contact Info	

Servicing Providers

[Beth Israel Deaconess Medical Center](#)
See More ▾

See More ▾

Contact Name	Contact Medium	Contact Info
Mary Chase		

Requested Service

Service	Level of Service
Surgical	Elective (E)
Requested Units	Approved Units
1 (FL)	1 (FL)

Source

Start Date	End Date
9/24/2019	9/28/2019

Requested Procedures

[27447: TOTAL KNEE ARTHROPLASTY](#)
See More ▾

Additional Information

Release of Information	Additional Remarks
Signed statement/Claims (Y)	Transaction approved

Clinical Upload (Attachment)

No records available.

Attachments

No records available.

If you have attached supporting documentation, your files may not be displayed immediately due to file processing. Please check back later.

Disclaimer for service requests

Payment is based on member eligibility, member benefit coverage, medical necessity review, where applicable, and Harvard Pilgrim Health Care provider contractual agreement. Authorization does not guarantee payment.

Office Management

Introduction Office Management

When you click on the “Referrals or Authorizations & Notifications” links in the Office Management section, the Search by Request Number Search and Advanced Search Button displays on the Referral & Authorizations start page. Here, you can search for Referrals, Authorizations and Notifications by the Request Number or by selecting Advanced Search and search by any of the following categories:

- Patients
- Requesting Provider
- Servicing Provider
- Request Number
- Date Range
- Requested Service
- Status

Providers can only view Referrals and Authorization Notification when they are the:

- Requesting Provider
- Servicing Provider, or
- Member’s PCP

Another option is to utilize the Load feature and use a saved search.

Status Search Form

Referral & Authorizations NEW REQUEST ▾

Searching for an existing Authorization? Use the Advanced Search feature to search by Provider or Member. Use the search field below only when searching by the Authorization ID number. Please use all caps as the search is case sensitive. For additional assistance with the Search function please refer to the User Guide.

SEARCH

Advanced Search

[Referral & Authorizations](#)

Search Requests

Patients	Requesting Provider	Servicing Provider
<input style="width: 95%; border: 1px solid #ccc; padding: 5px;" type="text" value="Select a patient"/> Q	<input style="width: 95%; border: 1px solid #ccc; padding: 5px;" type="text"/> Q	<input style="width: 95%; border: 1px solid #ccc; padding: 5px;" type="text"/> Q
Request Number	Date Range	
<input style="width: 95%; border: 1px solid #ccc; padding: 5px;" type="text"/>	<input style="width: 45%; border: 1px solid #ccc; padding: 5px;" type="text" value="08/24/2019"/> 📅 <input style="width: 45%; border: 1px solid #ccc; padding: 5px;" type="text" value="09/24/2019"/> 📅	
Requested Service	Status	
<input checked="" type="checkbox"/> Outpatient <input checked="" type="checkbox"/> Home Care <input checked="" type="checkbox"/> Transport	<input checked="" type="checkbox"/> Referral <input checked="" type="checkbox"/> Admission <input checked="" type="checkbox"/> Approved <input checked="" type="checkbox"/> Pended <input checked="" type="checkbox"/> No Action Required	
	<input checked="" type="checkbox"/> Denied <input checked="" type="checkbox"/> Modified	
SEARCH REQUESTS LOAD SAVE		

Office Management

Search Example

To search for the authorizations requested by ABC Hospital for services between the dates of May 5, 2019 and May 6, 2019:

1. In the “Requesting Provider” section, select Last Name or Provider NPI
2. Enter the provider name (ABC Hospital) or provider NPI (1234567890)
3. Select the “Start Date:” May 5, 2019
4. Select the “End Date:” May 6, 2019
5. (Optional) You can select any of the additional categories:
 - Requested Service
 - Status

6. Click on “Search Requests”

The “Service Request Search Results” for ABC Hospital displays:

[Referral & Authorizations](#)

Search Requests

Patients	Requesting Provider	Servicing Provider
<input type="text" value="Select a patient"/> <input type="button" value="Q"/>	<input type="text" value="1234567890"/> <input type="button" value="Q"/>	<input type="text"/> <input type="button" value="Q"/>
Request Number	Date Range	
<input type="text"/>	<input type="text" value="05/05/2019"/> <input type="button" value="📅"/>	<input type="text" value="05/06/2019"/> <input type="button" value="📅"/>
Requested Service	Status	
<input type="checkbox"/> Outpatient <input type="checkbox"/> Referral <input type="checkbox"/> Home Care <input checked="" type="checkbox"/> Admission <input type="checkbox"/> Transport	<input checked="" type="checkbox"/> Approved <input type="checkbox"/> Denied <input type="checkbox"/> Pended <input type="checkbox"/> Modified <input type="checkbox"/> No Action Required	
<input type="button" value="SEARCH REQUESTS"/> <input type="button" value="LOAD"/> <input type="button" value="SAVE"/>		