

# HPHC LCU Reporting User Guide



## Referral Auth Transaction Report

This report provides LCU clinical leadership with information about referral and authorization transactions in the HPHC system.

For questions regarding access and/or report content, please email [HPHC\\_NMM@point32health.org](mailto:HPHC_NMM@point32health.org)

This User Guide is posted at [www.harvardpilgrim.org/LCUReporting](http://www.harvardpilgrim.org/LCUReporting)

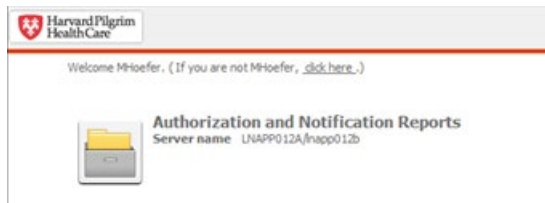
## 1.0 Introduction

This user guide introduces clinical staff within our provider groups to the HPHC tools to identify referral and authorization activity outside of inpatient care. This information can be requested from 3 viewpoints:

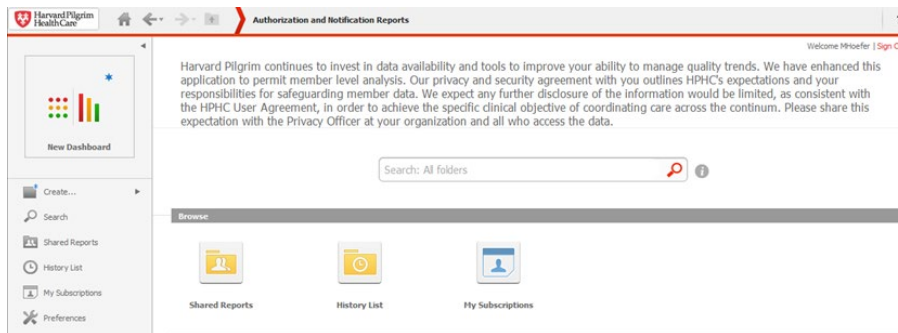
- What are the referrals/authorization in place for **members of my LCU**?
- What are the referrals/authorizations in place, which physicians in my LCU are the **referring provider** (regardless of source of the member)?
- What are the referrals/authorizations in place, which physicians in my LCU are the **requested servicing provider** (regardless of source of the member)?

## 2.0 Navigating to the Authorization and Notification Reports folder

Once you are logged in to the web application, you will see the following screen:

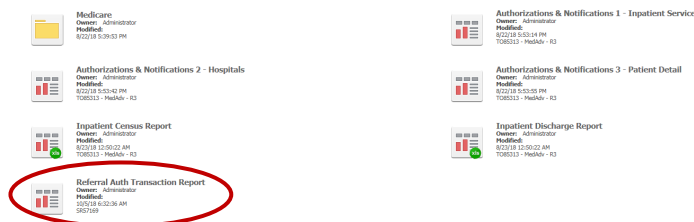


Click on the icon and you will see the following screen. Select Shared Reports icon.



Please note the PI/PHI Privacy Notice displayed.

Click on the desired report name. Please allow a few moments for the next page to load.



**Medicare STRIDE:** Note that this report is **not replicated** in the Medicare drill path.

This user guide addresses the Referral Auth Transaction Report. Other reports in this folder have separate user guides.

The next screen will indicate that the system is processing your request (and validating your security access to this data).

### 3.0 User Selections

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Select your user defined parameters. There are **6 selections** the user can make.

Summary of your selections

- 1 PCP vs REF vs SVC (Required)
- 2 Funding Arrangement
- 3 Business Line
- 4 Product Line
- 5 Start Date
- 6 End Date

Specify the **desired view**

1. PCP vs REF vs SVC (Required)

Choose selection to run.

PCP LCU - CSU  REF LCU - CSU  SVC LCU - CSU

The 3 view options are:

- PCP LCU-CSU: What are the referrals/authorization in place for **members of my LCU**?
- REF LCU-CSU: What are the referrals/authorizations in place, which physicians in my LCU are the **referring provider** (regardless of source of the member)?
- SVC LCU-CSU: What are the referrals/authorizations in place, which physicians in my LCU are the requested **servicing provider** (regardless of source of the member)?

Note there is no default set; you **MUST** make a selection.

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Select **Funding Arrangement**

2. Funding Arrangement

Enter Funding Arrangement.

Fully Insured  Self Insured  Undefined

1 - 3 of 3

Leaving this section unchecked will return all members (recommended).

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Select the **Product Line**

4. Product Line

Enter Product Line.

EPO:Exclusive Provider Organization  HMO:Health Maintenance Organization  IND:Indemnity  NNP:National Network Plan  NRH:No-Referral HMO

NRP:No-Referral POS  OAH:Open Access HMO  POS:Point of Service  PPO:Preferred Provider Organization  UNDEFINED:UNKNOWN

1 - 10 of 10

The user can select various product offerings:

- HMO/POS products where the member must select a PCP
  - EPO/PPO products do not require a PCP, but attribution logic enables HPHC to match an EPO/PPO member to a PCP based on claims history.
  - Open Access HMO (OAH) is a product offering only in the Connecticut market
  - National Network Plan (NNP) is a PPO product offered jointly by HPHC and our partner United Health Care.
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Select the **date span** for which

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you wish to see referral and authorization transactions. This can be retrospective or prospective. The default is the most recent completed month.

**5. Start Date**

Enter Start Date.

Your selection: 5/1/2019

The default selection is: Day 1 of the month of (Today minus 0 day(s) minus 1 month(s))(5/1/2019)

**6. End Date**

Enter End Date.

Your selection: 5/31/2019

The default selection is: last of the month of (Today minus 0 day(s) minus 1 month(s))(5/31/2019)

Run the report by pressing **Run Document**

Run Document Cancel

A second screen displays the **LCUs and CSUs** for which the user has been granted access rights.

**1. Local Care Unit**

Enter Local Care Unit.

Search for: [ ] Match case

Available: AA: Bayside Internal Medicine, BB: Seaside Pediatrics, CC: Coastal Family Practice

Selected: (none)

**2. Care Sub Unit**

Enter Care Sub Unit.

Search for: [ ] Match case

Available: 11: Bayside Internal Medicine – Northside, 22: Bayside Internal Medicine – Coveseide, 33: Seaside Pediatrics, 44: Coastal Family Practice

Selected: (none)

Only the LCUs and CSUs established for the user via the data access management process will be displayed. The user can select a single LCU/CSU, all LCUs/CSUs, or a subset per their business needs (e.g., the Northern Region).

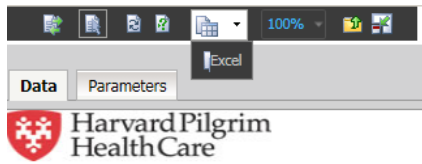
Run the report by pressing **Run Document**

Run Document Cancel

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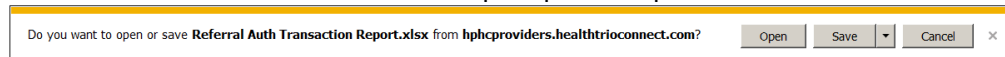
View report/  
**output to  
Excel**

The report output is produced within the Microstrategy system. You may export this output to an Excel file for further analysis.



**Referral Auth Transaction Report**  
December 1, 2020 to January 31, 2021  
Report Executed as PCP View

Above the HPHC logo is an icon of a spreadsheet over a piece of paper. Press the down arrow to select Excel. You will be prompted to Open or Save the file.



See Sample outputs in section 4.1

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## 4.0 Sample Output – Referral Auth Transaction Report



Referral Auth Transaction Report  
 May 1, 2019 to May 31, 2019

Report Executed as PCP View **Note the View selected in the output header**

Auth Number	Status	Member Number	Member Name	Member Date of Birth	Authorization Type	Service Type	Member PCP LCU Cd	Member PCP LCU Nm
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Authorization info

Member info

Type of Service requested

LCU of member  
 (your LCU only if View Option 1 selected)

Referring Provider	Referring Provider Specialty (Primary)	Referring LCU Cd	Referring LCU Nm
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Referring Provider  
 (your LCU only if View Option 2 selected)

Servicing Provider	SVC Provider NPI	Servicing Provider Specialty (Primary)	Servicing LCU Cd	Servicing LCU Nm
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Servicing Provider  
 (your LCU only if View Option 3 selected)

Svc Count	Auth Start Date	Auth End Date	Auth Create Date
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Authorization Detail info

## Appendix A – Fields and Definitions

Field Name	Field Description
<b>Auth Number</b>	System generated authorization number
<b>Status</b>	Status of Authorization. Values include: <ul style="list-style-type: none"> <li>▪ APPROVE</li> <li>▪ DENY</li> <li>▪ NOHPHCACTION</li> <li>▪ PARTIALAPPR</li> <li>▪ PEND</li> <li>▪ VOID</li> </ul>
<b>Member Number</b>	HPHC ID number for the member
<b>Member Name</b>	Member full name (first name lastname)
<b>Member Date of Birth</b>	Member date of birth
<b>Authorization Type</b>	Type of Authorization. Values include: <ul style="list-style-type: none"> <li>▪ Admission Request</li> <li>▪ Health Services</li> <li>▪ Specialist Referral</li> </ul>
<b>Service Type</b>	Type of service requested (see Appendix B for listing)
<b>Member PCP LCU Cd</b>	Code of the LCU to which the PCP of the member belongs
<b>Member PCP LCU Nm</b>	Name of the LCU to which the PCP of the member belongs
<b>Referring Provider</b>	Name of the referring provider for this request (Lastname, Firstname)
<b>Referring Provider Specialty (Primary)</b>	Primary Specialty of the referring provider
<b>Referring LCU Cd</b>	Code of the LCU to which the Referring Provider belongs
<b>Referring LCU Nm</b>	Name of the LCU to which the Referring Provider of the member belongs
<b>Servicing Provider</b>	Name of the requested servicing provider to provide the care. May be a facility, physician, ancillary provider/company, etc.
<b>SVC Provider NPI</b>	NPI of the servicing provider
<b>Servicing Provider Specialty (Primary)</b>	Primary Specialty of the servicing provider
<b>Servicing LCU Cd</b>	Code of the LCU to which the Servicing Provider belongs (Facilities and ancillary providers are in "01")
<b>Servicing LCU Nm</b>	Name of the LCU to which the Servicing Provider of the member belongs
<b>Svc Count</b>	The number of services covered under this authorization or referral request.
<b>Auth Start Date</b>	The begin date of the authorization period (time span in which the member may seek this care)
<b>Auth End Date</b>	The end date of the authorization period (time span in which the member may seek this care)
<b>Auth Create Date</b>	Date the authorization was created

## Appendix B – Authorization Types and Service Types

Authorization Type	Service Type
Admission Request	Maternity
Admission Request	Medical Inpatient
Admission Request	Neonatal Intensive Care
Admission Request	Rehabilitation - Inpatient
Admission Request	Skilled Nursing Facility
Admission Request	Surgical Inpatient
Health Services	Acupuncture
Health Services	ART
Health Services	Diagnostic Imaging
Health Services	Diagnostic Lab
Health Services	Diagnostic Medical
Health Services	Durable Medical Equipment
Health Services	Gastrointestinal
Health Services	Home Health Care
Health Services	Hospice/Respite Care Health Service
Health Services	IUI
Health Services	Medically Related Transportation
Health Services	Occupational Therapy
Health Services	Pharmacy Medical Drug Management
Health Services	Physical Therapy
Health Services	Prosthetic Device
Health Services	Surgical Care
Health Services	Vision (Optometry)
Specialist Referral	Consultation
Specialist Referral	Physician Visit - Office: Sick
Specialist Referral	Physician Visit - Office: Well