

### Authorization Search

#### Step 1: Log into your Availity Provider Portal account

- Within Availity, select 'Authorizations & Referrals', then 'Auth/Referral Inquiry'.
- Select your applicable Organization, then select 'Community Health Options' as Payer.
- Enter the applicable NPI and select the corresponding Provider Tax ID number (TIN) from the drop-down menu, then click 'Retrieve Provider Info'.
- You will then be able to click 'Proceed to Essette'.

**Step 2:** Select a date range in which the authorization was created, then click 'Search'.

**Step 3:** Click the Authorization # hyperlink to view the authorization details.

### Authorization Submission

#### Step 1: Log into your Availity Provider Portal account

- Within Availity, select 'Authorizations & Referrals', then 'Authorizations'.
- Select your applicable organization, then select 'Community Health Options' as Payer.
- Select the appropriate Request Type, then click 'Next'.
- Enter the applicable NPI and select the corresponding Provider Tax ID number (TIN) from the drop-down menu, then click 'Retrieve Provider Info'.
- Select the provider's name and location associated to the provider you are submitting on behalf of, then click 'Next' and 'Proceed to Essette'.

#### Step 2: Select a Member and classifications

- If you have a Submitted by drop-down, select the submitting (requesting) provider name/address.
- Choose Authorization Classification.
- Choose Authorization Sub-classification.
- Choose Member (**requires exact match on three identifiers:** Last Name, Date of Birth, and Member ID), then click 'Continue'.

#### Step 3: Complete detail fields

- Confirm Requesting (submitting) Provider chosen in Step 1 and verify provider name and address. If name and address do not match the provider that is requesting the service, select 'Modify' and choose the applicable provider location.
- Choose Servicing Provider.

Note that only Health Options' direct-contracted providers will be found in the Online Authorization provider database. If the servicing provider is a First Health Network (Wrap) or Out-of-Network (OON) provider, you will not be able to complete an online authorization request and will need to submit the request via fax or phone.

- Enter Diagnosis code(s); use ICD-10 code(s).
- Enter Service code(s); use current CPT or HCPCS codes.
- Ambulatory/Outpatient Procedures; requires submission of CPT/HCPCS code(s).
- Inpatient Admissions/Observation stays: requires submission of at least one diagnosis but does not require submission of CPT/HCPCS code(s).
- Enter Date of Service. If service is not scheduled yet, enter date of submission.
- Enter the required contact information, then click 'Submit Auth Request'.
- Confirm Servicing Provider.

#### Step 4: Document medical necessity

- Select primary CPT/HCPCS code.
- Select 'Continue.'
- Select 'Document Clinical.' This brings you to the medical guideline.
- Select all clinical indications that apply for that guideline. If no indications apply, click 'Cancel' then select 'Add' next to 'No Guideline Applies' and input clinical information via free text.
- When all applicable indications are chosen, click 'Save' then 'Submit Request.'

#### Step 5: Attach supporting documentation

- Add electronic or paper supporting clinical documentation (e.g., clinical notes, diagnostic results, etc.) as follows:
  - Electronic Files: select the documents to upload, then click 'Upload Document'.
  - Paper Documents: print fax cover sheet; fax the cover sheet with applicable clinical notes to our Medical Management toll-free fax number at (877) 314-5693.
- Select 'Continue'.

#### Step 6: View confirmation and PDF summary

- View confirmation that the authorization was successfully submitted. It will contain:
  - A Reference Number (tracking number)
  - The Authorization Status: Received or Approved (this confirms successful submission to Health Options)
- Print the Authorization Summary that includes an overview of the submitted authorization request by clicking on the Reference # hyperlink, then Export to PDF.