

MHK Prior Authorization Portal Guide

Table of Contents

Search for a Member	2
View Future or Termed Eligibility	3
Existing Prior Authorization Request	4
View Request Details including the Status	5
View the Medical Authorization Review	5
Enter Discharge Information.....	6
Add New Supporting Documentation.....	6
View Previously Uploaded Documents.....	6
View Provider & Member Correspondence for a Specific Request	6
Create a Prior Authorization Request	7
Locate the Member.....	7
Complete the Requesting Provider Section	7
Complete Servicing and Facility Provider Information	10
Enter the Diagnosis and Procedure Data	11
Upload Supporting Documentation and/or Adding Notes	13

MHK Prior Authorization Portal Guide

Search for a Member

1. Go to provider portal by clicking <https://hppprovider.healthtrioconnect.com/app/index.page> and enter username and password.

Important! The recommended best practice is to first look up the member in HealthTrio to gather the exact data points. Then, proceed to the authorization portal to create the authorization. An exact match on three data points—Date of Birth (DOB), Member ID, and Last Name will be required.

2. Select **Office Management > Eligibility** and complete the steps as you have done in the past to check member's eligibility and gather **patient's Date of Birth (DOB), Member ID, and Last Name**.
3. Select **Office Management > Submit Authorization** to access MHK Platom to conduct a member search.
4. Request medical prior authorizations is where you search for a member. Enter member information. **All fields are required for member search.** There is no partial search option.
 - a. **Member Last Name:** If patient has a hyphenated last name or suffix, it goes in the last name field. You would use the hyphen with no spaces.
 - b. **Member Date of Birth:** Member date is entered using drop down calendar or manual format as xx-xx-xxxx.
 - c. **Member ID:** All digits are included for member ID which may include numeric digits and alpha codes.
5. Click **Search**.

Figure 1: Search for Member

The screenshot shows a web browser window with the URL <https://hppprovider.healthtrioconnect.com/app/index.page>. The page title is "Request Medical Prior Authorizations". On the left is a sidebar with the "Jefferson Health Plans" logo and a "Prior Authorization" menu. The main content area has a "Search for Member" section with four required fields: "Member First Name *", "Member Last Name *", "Member Date of Birth *", and "Member ID *". The "Member Date of Birth" field has a hint "Member DOB (mm-dd-yyyy)". There are "Clear" and "Search" buttons at the bottom right of the form.

Note: If any information is missing or incorrect, the “Member not found.” pop-up appears (shown below). Click the OK button to clear the pop-up, then reverify the information entered, and rerun the search.

MHK Prior Authorization Portal Guide

View Future or Termed Eligibility

By default, any future eligibility or termed eligibility are hidden from view. To view these items, check the **Show All Eligibility Records** check on the Patient Search Results window. A maximum of five (5) ineligible lines.

1. Locate member and click **Select** to expand member information.

Figure 2: Member Search Results

The screenshot displays the 'Member Search Results' interface. At the top, there is a checkbox labeled 'Show all Eligibility Records'. Below this, a section titled 'Member Search Results' contains a 'Show' dropdown set to '10' and a search bar. A table with 15 columns is shown: ACTION, FIRST NAME, LAST NAME, DATE OF BIRTH, MEMBER ID, ADDRESS, STATUS, EFFECTIVE DATE, TERM DATE, COMPANY, LINE OF BUSINESS, PLAN CODE, PLAN DESCRIPTION, CONTRACT NUMBER, and PBP NUMBER. The first row of the table is partially visible, showing a 'Select' button in the ACTION column. Below the table, it says 'Showing 1 to 1 of 1 entries' with 'Previous' and 'Next' navigation buttons. At the bottom left, the date 'Date: 12-04-2024' is displayed, and at the bottom right, there are 'Print' and 'Cancel' buttons.

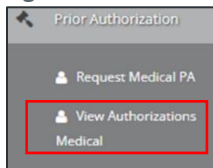
MHK Prior Authorization Portal Guide

Existing Prior Authorization Request

Important! The recommended best practice is to first look up the member in HealthTrio to gather the exact data points. Then, proceed to the authorization portal to create the authorization. An exact match on three data points—Date of Birth (DOB), Member ID, and Last Name will be required.

1. Select **Office Management > Submit Authorization**.
2. From the **Prior Authorization** menu on the left, select **View Authorizations Medical**.

Figure 3: Member Search Results



3. Select the appropriate **Requesting Provider** from dropdown menu to generate medical authorization.

Note: All the authorizations that populate are the authorizations related to that provider. If there were multiple lines, you could click on another line and look at all the requested authorizations for that provider.

Figure 4: Medical Authorizations

The screenshot shows the 'Medical Authorizations' page. At the top, there is a dropdown menu for 'Requesting Provider' with two options: 'HPP00001725_HPS00006415LOC003 Mizuko Sakamaki MD 51 N 38th St Ste 300 Philadelphia, PA' and 'HPP00001725_HPS00006415LOC003 Mizuko Sakamaki MD 51 N 38th St Ste 300 Philadelphia, PA'. Below this is a section for 'Prior Authorization Request Status' with a search bar. A table displays the authorization requests with columns for Date Submitted, Reference, Alternate Auth ID, Member Name, Member ID, Member DOB, Request Type, Admission Date, Discharge Date, Requesting Provider, Working Provider, and Facility Provider.

DATE SUBMITTED	REFERENCE	ALTERNATE AUTH ID	MEMBER NAME	MEMBER ID	MEMBER DOB	REQUEST TYPE	ADMISSION DATE	DISCHARGE DATE	REQUESTING PROVIDER	WORKING PROVIDER	FACILITY PROVIDER
Date	Reference	Alternate	Name	ID	DOB	Type	Admission	Discharge	Requesting	Working	Facility
03-21-2025	A0347084					Inpatient			Sakamaki, Mizuko	Sakamaki, Mizuko	Temple University Hospital
03-19-2025	WTS48674					Inpatient			Sakamaki, Mizuko	Sakamaki, Mizuko	Temple University Hospital

If you can't find a request

- a. Click the blue, **Show Search Fields/Show More Search Options** button.
- b. Enter your search criteria.
- c. Click the green, **Search** button.

MHK Prior Authorization Portal Guide

View Request Details including the Status

1. Locate the appropriate request in the Prior Authorization Request Status section.
2. Click the blue reference number under the Reference # column.
3. The Member Auth Details window appears.
 - a. **Reference number** is the pending authorization # - includes alpha and numeric.
 - b. **Member Auth Details:**
 - i. **Member Information:** All information for the member.
 - ii. **Medical Authorization Review:** Section to review details from within the authorization Review. The review number is different from the authorization number. So when you first create a case, you'll be given an authorization number within the authorization.

Note: Medical Authorization Review – Providers will receive a determination on their initial request, concurrent reviews require their own review and determination.

- iii. **Discharge Information:** Details on the members discharge.
- iv. **Provider(s):** Shows all the providers associated to this authorization.
- v. **Notes:** Notes which were placed on this authorization.
- vi. **Diagnosis Information:** Contains all Diagnosis (Dx) which are associated to this authorization.
- vii. **CPT/HCPCS:** Refers to the procedure code used for billing services.
- viii. **Supporting Documents:** Add documents which are related to this authorization.
- ix. **Correspondence:** Correspondence generated on this authorization.

View the Medical Authorization Review

1. Locate the existing request.
2. Click the request reference number that appears under the Reference # column.
3. Within the Member Auth Details window, scroll down to the Medical Authorization Review section.
4. Click the review number appearing in blue under the Review Number column.

Figure 5: Medical Authorization Review Details

Medical Authorization Review						
Section to review details from within the authorization Review						
REVIEW NUMBER	REVISION	REVIEW TYPE	PRIORITY	DECISION	REOPEN	
H3597535	1	Initial	Standard			

CODE	DESCRIPTION	MOD 1	MOD 2	FROM	THRU	REQUESTED	UNITS
97161	Physical therapy evaluation: low complexity, requiring these			12-04-2024		3	Visits

MHK Prior Authorization Portal Guide

Enter Discharge Information

Providers should be entering this information.

1. Locate the existing request.
2. Click the request reference number that appears under the **Reference #** column.
3. Within the **Member Auth Details** window, scroll down to the **Discharge Information** section.
 - a. Complete the following fields
 - i. **Discharge Date**
 - ii. **Discharge Disposition** field
 - iii. Complete the **Discharge Diagnosis** field
 1. Click the green, search icon.
 2. Enter your search criteria.
 3. Click SEARCH from within the ICD Search window.
 4. Locate the appropriate diagnosis from the results shown.
 5. Click the Select box to the left of your choice.
 - iv. **Diagnosis Description**
 Note: Must have discharge DX for usable description field
4. Click the blue, **Save** button within the **Discharge Information** section.

Add New Supporting Documentation

Only one document may be uploaded at a time. To upload multiple documents, repeat the steps. Word or pdf format is acceptable. However, PDF is recommended, it opens a new tab automatically.

1. Locate the existing request.
2. Click the request reference number that appears under the **Reference #** column.
3. Within the **Member Auth Details** window, scroll to the **Supporting Documentation** section.
4. Click the green, **Add Documents** button.
5. In the Upload Additional Documents window, click **Choose File**.
6. Locate the file to be uploaded.
7. Click **Upload Document**.

Note: Supporting documentation may not be added to a completed case. A completed case is one where the STATUS = Completed.

View Previously Uploaded Documents

1. Locate the existing request.
2. Click the request reference number that appears under the **Reference #** column.
3. In the **Member Auth Details** window, scroll down to the **Supporting Documentation** section.
4. Click the file name appearing in blue under the Document Name column.

View Provider & Member Correspondence for a Specific Request

1. Locate the existing request.
2. Click the request reference number that appears under the **Reference #** column.
3. In the **Member Auth Details** window, scroll down to the **Correspondence** section.
4. Click the file name appearing in blue under the **Name** column.

MHK Prior Authorization Portal Guide

Create a Prior Authorization Request

Entering a request consists of three main tasks: locating the member, entering the necessary data, and uploading the supporting documentation. This section breaks each of those tasks into individual steps.

Locate the Member

Important! *The recommended best practice is to first look up the member in HealthTrio to gather the exact data points. Then, proceed to the authorization portal to create the authorization. An exact match on three data points—Date of Birth (DOB), Member ID, and Last Name will be required.*

1. Select **Office Management > Eligibility** and complete the steps as you have done in the past to check member's eligibility and gather **patient's Date of Birth (DOB), Member ID, and Last Name**.
2. Select **Office Management > Submit Authorization** to access MHK Platom to conduct a member search.
3. Request medical prior authorizations is where you search for a member. Enter member information. **All fields are required for member search.** There is no partial search option.
 - a. **Member Last Name:** If patient has a hyphenated last name or suffix, it goes in the last name field. You would use the hyphen with no spaces.
 - b. **Member Date of Birth:** Member date is entered using drop down calendar or manual format as xx-xx-xxxx
 - c. **Member ID:** All digits are included for member ID which may include numeric digits and alpha codes.
4. Click **Search**

Complete the Requesting Provider Section

1. **Review** the member demographic information to confirm you are building the request for the correct member.
2. **Authorization urgency** by clicking the appropriate radio button.

Note: *If expedited is selected, it won't be expediate automatically. It'll undergo a review to determine if it meets the criteria for an expedited request.*

Figure 6: Expedited Request

Select Authorization Urgency <input type="radio"/> Standard <input checked="" type="radio"/> Expedited	
Attestation Regarding Medicare Expedited Review <input checked="" type="checkbox"/> By checking this box, I certify that the standard review time frame may seriously jeopardize the life or health of the member or the member's ability to regain maximum function.	

MHK Prior Authorization Portal Guide

3. **Important:** *Requesting Provider* is the person completing this form, requesting a particular item.

The Requesting Provider field will look grayed out and inactive. This is expected — you cannot type in this field directly.

- Select **Search** to open the provider lookup window.
- Enter **NPI or First Name and Last Name and State** (The full spelling of the state will not be accepted; you must use the states abbreviation).
- Select **Yes** if a participating or **No** if not participating provider.
- Click **Search**
- Select the appropriate provider from the **Search Results**. Always select **Par** for **Provider Status**.
- The provider first, last name and organization will auto-populate in the fields. Complete the remaining required fields as denoted by an asterisk.
- Confirm the information in the Requesting Provider section is correct.


Figure 7: Search for Requesting Provider

If the provider doesn't appear in the results, you can click the "Out of Network Provider" checkbox on the main screen.

- Click on the **checkbox**, it will auto populate the grey fields.
- Enter the requesting provider information, including fields with and without asterisks.
- Confirm the information in the Requesting Provider section is correct.

Figure 8: Out-of-Network

Important: Please report all incorrect member and/or provider information to datavalidation@jeffersonhealthplans.com

4. **Request Type:** Inpatient, Drugs and Biologics, Outpatient
 5. **Place of Service:** Place of Service Codes are two-digit codes placed on health care professional claims to indicate the setting in which a service was provided.
 6. Confirm the **Requesting Provider Same as Servicing Provider and Requesting Provider Same as Facility** radio button options are correct.
 7. Complete the optional fields, as needed, and the remaining required fields as denoted by an asterisk by the field name.
 8. **Inpatient:** Request Admit Date, Actual Admit Date, Admit Type and Admit Form. •
 9. **Review Type:**
 - a. Inpatient - Concurrent review, Initial and Retrospective
 - b. Outpatient - Initial and Retrospective
 - c. Drugs and Biologics: Initial
- 
- Not applicable for Outpatient and Drugs and Biologics

Not applicable for
Outpatient and Drug
& Biologics

Figure 9: Requesting Provider

*Requesting Provider

HRP00011975_HIR500007431LOC001_RADMILA | GAISINSKY CRNP 1741 Fran

Specialty

Nurse Practitioner, Neonatal

Provider Status

Contracted

If the information below is incorrect, please email the corrections to datavalidation@ejfpersonhealthplans.com

First Name

RADMILA

Last Name

GAISINSKY

Organization

RADMILA | GAISINSKY CRNP

*Phone Number

570-555-1212

*Fax Number

570-555-1313

*NPI

1245558832

*Contact Name

John Doe

*Contact Phone

412-555-1212

Contact Phone Ext

412-555-1313

*Request Type

Inpatient

*Place Of Service

21-Inpatient Hospital

Requesting Provider Same as Servicing Provider

YES

NO

Request Admit Date

12-24-2024

Actual Admit Date

Admit date (mm-dd-yyyy)

*Admit Type

Scheduled

Admit From

Home

*Review Type

Initial (inpatient)

MHK Prior Authorization Portal Guide

Complete Servicing and Facility Provider Information

1. **Determine what information to capture for Servicing and Facility Provider** Information Search based on the step above if the requestor is or is not the same as serving provider. A search has to be conducted first for the requesting provider.
 - a. If the Requesting Provider is the Same as Servicing, click the “Yes” radio button. Complete Facility Provider since the provider is populated as it’s the same as requesting provider, but not the facility provider.
 - b. If the Requesting Provider is not the same as Servicing Provider, select the “No” radio button and search for the servicing provider.
 - i. Inpatient Requests require both the Servicing Provider and Facility sections to be completed.
 - ii. Service Requests only require the Servicing Provider section to be completed.

If you cannot find the provider or facility you may add an unknown entity to the request following the steps below.

1. Click the green Add Unknown Provider button.
 2. Enter the full **NPI number**.
 3. Enter as much additional information you have, making sure to address the required fields (providers full name, address, phone number, and fax number)
 4. Click **Save**
2. **Search for Servicing Provider or Facility** using one of the following search criteria
 - a. NPI or
 - b. Fed Tax ID or
 - c. First Name and Last Name and State or
 - d. State and Organization
3. **Participating:**
 - a. Make selection depending on if the NPI# participating or not. If you are unsure if participating, then select **No**.
4. **Type:**
 - a. Serving Provider
 - b. Facility
 - c. Additional Provider
5. Click **Search**
6. Locate the appropriate value in the **Search Results** section of the window.
7. Click **select** button under the Action column.

MHK Prior Authorization Portal Guide

Figure 10: Search for Servicing Provider and Facility

Search for Servicing Provider or Facility

Please enter NPI or Fed Tax ID or (First Name and Last Name and State) or (State and Organization)

Provider ID: 1089961799

First Name: Last Name: State: Fed Tax ID:

Organization/Facility: Participating: Yes No *Type: Facility

Show Additional Search Fields

Search Close

Servicing Providers - Search Results

ACTION	PROVIDER NAME	NPI#	PROVIDER ID	DEAR	SPECIALTY	ADDRESS	PROVIDER STATUS
Select	GEISINGER HOSPITAL	1689961799	HRP00083794_HRS00003420LOC019		Clinical Neuropsychologist	300 Lackawanna Ave Ste 150, Scranton, PA, 185032001	Non Par
Select	GEISINGER HOSPITAL	1689961799	HRP00083794_HRS00003420LOC017		Clinical Neuropsychologist	255 Route 220 Hwy, Muncy, PA, 177567569	Non Par
Select	GEISINGER HOSPITAL	1689961799	HRP00083794_HRS00003420LOC012		Clinical Neuropsychologist	549 Fair St, Bloomsburg, PA, 178151419	Non Par

Showing 1 to 5 of 17 entries

Servicing and Facility Provider Information

Servicing and Facility Provider:

Add Servicing/Facility Provider Add Unknown Provider

ACTION	PROVIDER NAME	NPI#	DEAR	SPECIALTY	NETWORK	ADDRESS	FAX NUMBER	PROVIDER TYPE	PROVIDER STATUS
Remove	GEISINGER HOSPITAL	1689961799		Clinical Neuropsychologist		300 Lackawanna Ave Ste 150, Scranton, PA, 185032001	5707037119	Facility	Non Par

Enter the Diagnosis and Procedure Data

Only the primary diagnosis and primary procedure are required. If you wish to enter additional diagnosis values, click the green to add additional diagnosis and procedure codes.

1. Click the green **Add Primary Diagnosis/Add Procedure** button.
2. Enter either the **code or Description** (partial values are acceptable).
3. Click **Search**.
4. Locate the **appropriate value** from the search results shown.
5. Click **Select** under the action column.

Figure 11: Diagnosis

*Diagnosis (*Denotes required field)

ICD - Search Results

Add Primary Diagnosis Add Diagnosis

ACTION	ICD NUMBER	PRIMARY DIAGNOSIS

ICD Search

ICD Code: Diagnosis Description: Appendix

Search

ICD - Search Results

ACTION	ICD NUMBER	DESCRIPTION	ICD TYPE
Select	C18.1	MALIGNANT NEOPLASM OF APPENDIX	ICD-10-CM
Select	C18.801	MALIGNANT CARCINOID TUMOR OF THE APPENDIX	ICD-10-CM
Select	D12.1	BENIGN NEOPLASM OF APPENDIX	ICD-10-CM
Select	D30.3	NEOPLASM OF UNCERTAIN BEHAVIOR OF APPENDIX	ICD-10-CM
Select	D30.402	BENIGN CARCINOID TUMOR APPENDIX LG INTEST RECTUM	ICD-10-CM
Select	D30.405	BENIGN CARCINOID TUMOR OF THE APPENDIX	ICD-10-CM
Select	K08	OTHER DISEASES OF APPENDIX	ICD-10-CM
Select	K08.1	HYPERTROPHY OF APPENDIX	ICD-10-CM
Select	K08.2	DIVERTICULUM OF APPENDIX	ICD-10-CM
Select	K08.3	PERITONITIS OF APPENDIX	ICD-10-CM
Select	K08.4	OTHER SPECIFIED DISEASES OF APPENDIX	ICD-10-CM
Select	K08.9	DISEASE OF APPENDIX UNspecified	ICD-10-CM

MHK Prior Authorization Portal Guide

6. If adding a procedure code, complete the following actions.
 - a. Add Primary Procedure
 - b. Insert **CPT/HCPCS Code**
 - c. Click **Search**
 - d. Click **Select** for the appropriate code

Figure 12: Procedure

Procedure

Enter Procedure code(s) for the authorization

CPT/HCPCS - Search Results

ADD Primary Procedure ADD Procedure

ACTION	CPT/HCPCS#	PLANNED PROCEDURE
Select	44979	Unlisted laparoscopy procedure, appendix

7. Complete the required fields on the CPT/HCPCS Information window.
 - a. **PA Status** is the status of auth.
 - b. **Modifiers, as needed:** Two-digit codes added to CPT or HCPCS codes to provide additional information about a procedure or service, enhancing accuracy and facilitating appropriate reimbursement.
 - c. **Quantity:** Amount choice
 - d. **Units:**
 - i. Inpatient: Days, Miles, Units, Visits.
 - ii. Outpatient & Drugs & Biologics: Days, Miles, Units, Visits, Hours, Days.
 - e. **Start and End Date:** Authorization dates auto populate, 90-day timeframe.
 - f. Click **Submit**

Units vary depending on authorization type.

Figure 13: CPT/HCPCS Information

CPT/HCPCS Information

CPT/HCPCS CODE: Procedure Description:

Modifiers 1-10 applicable: Modifiers 11-10 applicable:

Quantity: Units: Frequency:

Start Date: End Date:

Start Description: End Description:

Submit

8. The procedural codes will appear, then Select **Submit**.

MHK Prior Authorization Portal Guide

Upload Supporting Documentation and/or Adding Notes

Important: Documents may be added to an existing request later; however, notes are only able to be added when initially creating the request.

1. If you wish to skip and submit the request, click the green Submit button in the bottom right corner of the window.
2. If you wish to add supporting documents or a note, follow the steps below.
 - a. Click the green, **Add Documents** button.
 - b. Within the Upload Additional Documents window, click **Choose File**
 - c. Locate the file to be uploaded.
 - d. Click **Upload Document**.
 - e. Click the green **Add Notes** button.
 - f. Click within the Note Text area within the Notes window.
 - g. Click **Add Notes**.

Figure 14: Upload additional documentation supporting your request

Please upload additional documentation supporting your request

The request needs further clinical review. Please provide symptoms, lab results with dates and/or justification for initial or ongoing therapy or increase dose and if patient has any contraindications for the health plan/insurer preferred drug. Please provide any additional clinical information or comments pertinent to this request for coverage (e.g. formulary tier exceptions) or required under state and federal laws.
See below to upload documentation and add supporting notes related to the request.

Uploaded Documents

Add Documents

ACTION	DOCUMENT NAME
Remove	JHP Portal Test Document.docx

Notes

Add Notes

ACTION	NOTE TEXT
Remove	This is a training note for an OP auth.

Submit

You'll see a request summary and have the following options,

- Create a new request for the same member.
- Create a new authorization for a different member.

Figure 15: Request Medical Prior Authorization

Member Profile

Contract Number: PEP Number:

Authorization Status: In Progress

Reason: Coordinator Review

Decision:

Reference#: H4816075

Procedure Status: 97161 Not Documented

Create Auth for same member

Create Auth for different member

This authorization is not a guarantee of payment. It is the provider's responsibility to check eligibility for each date of service and to follow current payment policies/guidelines. Benefits for this service are subject to the provisions of the member's plan and member eligibility on the date of service.