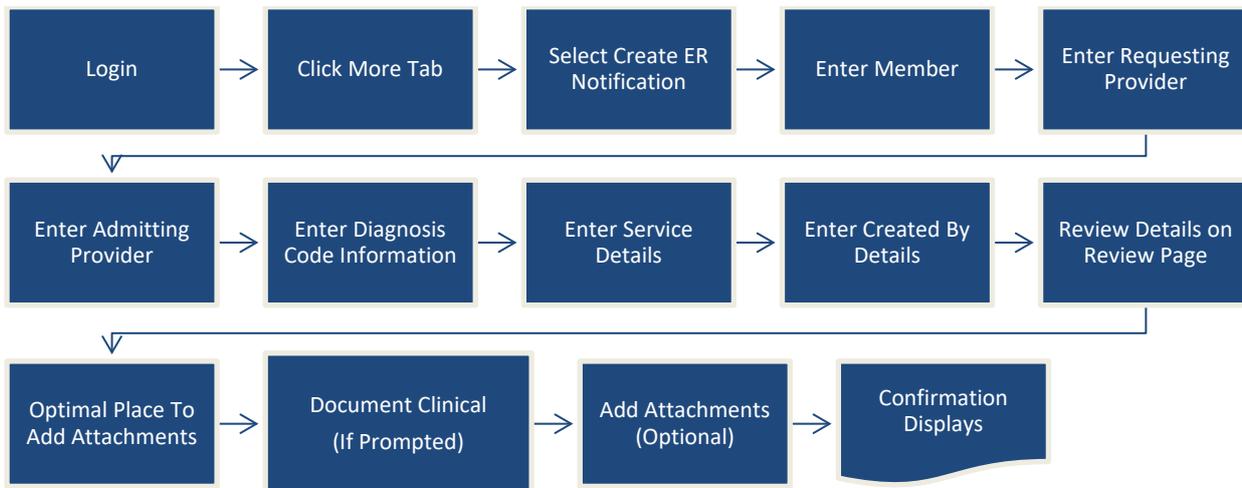




# Provider Portal – Emergent Inpatient Admission Notifications

Quick Reference Guide (QRG)

This Quick Reference Guide (QRG) will provide an overview of the Provider Portal – Emergent Inpatient Admission Notifications (Notifications).



**Purpose: To Create a Notification.**

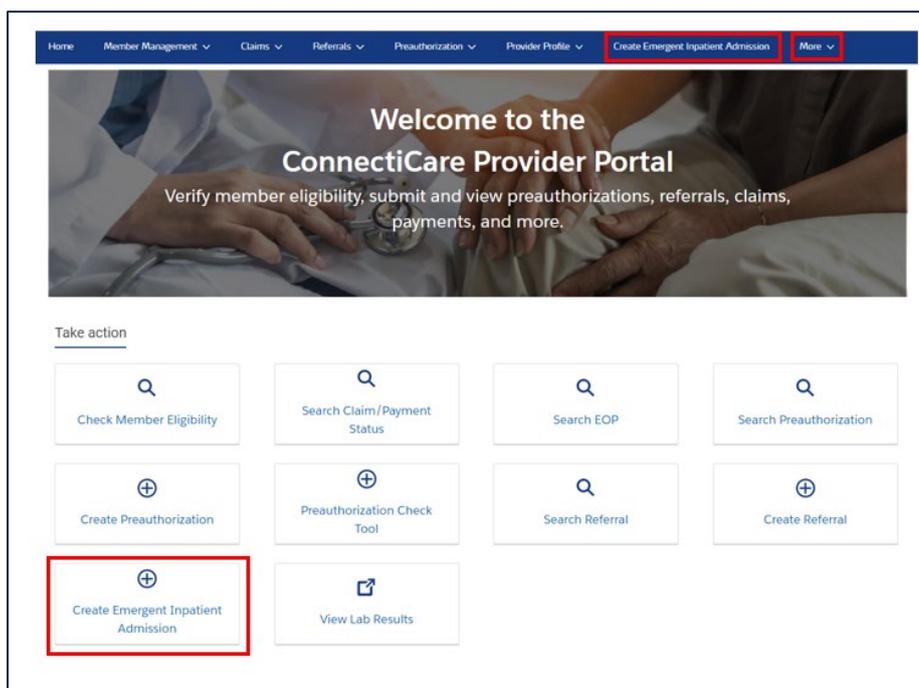
Let us look at the steps in detail to create a Notification.



**Step 1:**

From **Provider Portal Home** screen, select **Create Emergent Inpatient Admission** from the top menu or the **Take action** box.

**Note:** Click **More** to view **Create Emergent Inpatient Admission**, if it is not seen on the menu tab.





**Step 2:**

1. If you are searching by **Member ID**, enter the Member ID in the relevant field.

**Note:** You can also search using the member's name by using the down arrow to switch the **Search By** method.

2. Click **Search** to view the member details.

**CREATE EMERGENT INPATIENT ADMISSION**  
**Member Information**

Complete the details below and click Next to continue. All fields with an asterisk \* are required.

Search By \*  
Member ID ▼

---

Member ID \* Ⓜ

---



**Step 3:**

The member's details, including plan and coverage type, display. If the member's coverage is inactive, a warning message will display.

Click **Next** to proceed.

You have selected an inactive member. If you wish to continue, click on Next.

Member ID	Member Name	Coverage Start Date	Coverage End Date	Status	Date of Birth	Gender	Coverage Type	Plan Type
<input type="radio"/> K1000124801	Davis, John	11/01/2020	12/31/9999	Active	02/07/1987	Female	Medical	HMO
<input checked="" type="radio"/> K1000124801	Davis, John	11/01/2019	10/31/2020	Inactive	02/07/1987	Female	Medical	HMO

Total Records: 2 < Showing 1 - 2 >

Cancel

## 2. Requesting Provider



### Step 4:

1. The **Requesting Provider** screen displays. Enter **Provider Name**, **Specialty**, **City**, **State**, and **ZIP Code**. The **Requesting Provider** should be the inpatient facility where the member is being admitted.

**Note:** The fields **Specialty**, **City**, **State**, and **ZIP Code** are optional. You can enter the details in these fields if you want the search result to be more accurate.

2. Click **Search**.

**Note:** In the **Provider Name** field, you can search by entering at least two characters of the first or last name. In the **Specialty** field, you can do a partial search by entering four letters.

CREATE EMERGENT INPATIENT ADMISSION

### Requesting Provider

Complete the details below and click Next to continue. All fields with an asterisk \* are required.  
To refine your search, enter specialty, zip code or city and state.

Before you begin, please be sure that the service you are requesting is not managed by one of our partners. Check the [Provider Manual](#) for the most up to date information.

Search By \*  
Provider Name ▼

---

Provider Name \* ⓘ Specialty ⓘ

---

City State ▼

---

Zip Code

Reset Search
Search



### Step 5:

1. The provider's details for the search displays.
2. You can use **Filter By** to target the required provider from the search results.

Filter by ⓘ

Name	Address	Tax ID	NPI	Type	Specialty	In-Network
<input type="radio"/> New York Regional Medical Center	730 Victoria Dr., Brooklyn, NY, 11213	120000897832	1234446986	Hospital	Hospital	No
<input type="radio"/> Orange Hospital Medical Center	23 South Lane, New York, NY, 10128	120000897832	1234446986	Hospital	Hospital	Yes

Total Records: 2 < Showing 1 - 2 >

Previous
Next

Cancel



Step 6:

Select the applicable inpatient facility from the search results table and click **Next**.

Filter By

Name	Address	Tax ID	NPI	Type	Specialty	In-Network
<input checked="" type="radio"/> New York Regional Medical Center	730 Victoria Dr., Brooklyn, NY, 11213	120000897832	1234446986	Allopathic Physician	General Surgery	No
<input type="radio"/> Orange Hospital Medical Center	23 South Lane, New York, NY, 10128	120000897832	1234446986	Allopathic Physician	General Surgery	Yes

Total Records: 2 < Showing 1 - 2 >

[Cancel](#)



Step 7:

1. The **Alert** dialog box appears if you select out-of-network provider.
2. Click **Next** to continue with the selected out-of-network provider or **Cancel** to go back.

**Alert**

You have selected an out-of-network provider. If you wish to continue, click on Next

### 3. Admitting Provider



**Step 8:**

1. If you are searching by **Provider Name**, fill in the relevant details in the fields **Provider Name**, **Specialty**, **City**, **State**, and **ZIP Code**. The **Admitting Provider** is the doctor or practitioner who is responsible for the member’s care.

**Note:** The fields **Specialty**, **City**, **State**, and **ZIP Code** are optional. You can enter the details in these fields if you want the search result to be more accurate.

2. Click **Search**.

**Note:** In the **Provider Name** field, you can search by entering at least two characters of the first or last name. In the **Specialty** field, you can do a partial search by entering four letters.

**CREATE EMERGENT INPATIENT ADMISSION**  
**Admitting Provider**

Complete the details below and click Next to continue. All fields with an asterisk \* are required.

When searching providers by full name, use this format: Last Name, First Name. You can further refine your search by including a specialty, zip code, or city and state.

Search By  
Provider Name ▼

---

Provider Name \* Ⓞ      Specialty

---

ZIP Code      State ▼

---

City



**Step 9:**

Providers matching your search criteria will display. If the results do not show expected results, click **Cancel** to return to the **Admitting Provider** search screen.

Filter By Ⓞ

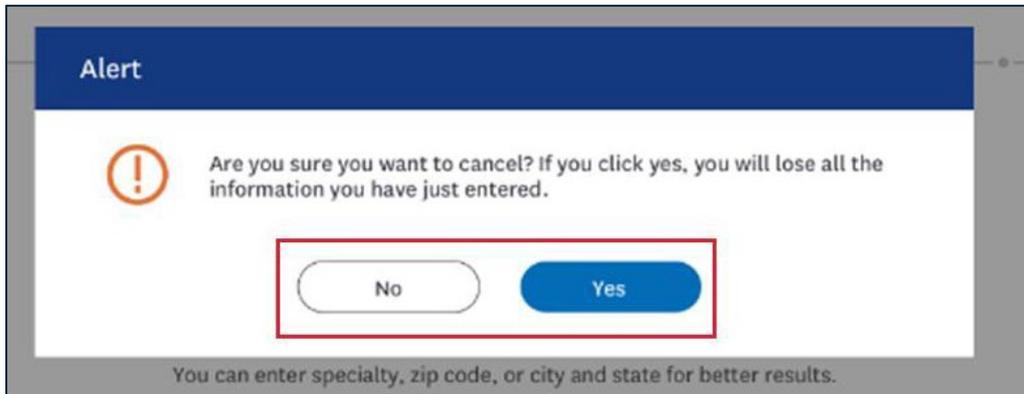
Name	Address	Tax ID	NPI	Type	Specialty	In-Network
<input type="radio"/> Carter, John	730 Victoria Dr., Brooklyn, NY, 11213	120000897832	1234446986	Allopathic Physician	General Surgery	No
<input type="radio"/> Carter, John	23 South Lane, New York, NY, 10128	120000897832	1234446986	Allopathic Physician	General Surgery	Yes

Total Records: 2 < Showing 1 - 2 >



Step 10:

The **Alert** dialog box displays. If you click **Yes**, you will lose all the information you have entered.



Step 11:

1. Providers matching your search criteria will display. Select the applicable provider from the search results table.
2. You can use **Filter By** to target the required provider from the search results.
3. Click **Next**.

Filter By ⓘ

Name	Address	Tax ID	NPI	Type	Specialty	In-Network
<input type="radio"/> Carter, John	730 Victoria Dr., Brooklyn, NY, 11213	120000897832	1234446986	Allopathic Physician	General Surgery	No
<input type="radio"/> Carter, John	23 South Lane, New York, NY, 10128	120000897832	1234446986	Allopathic Physician	General Surgery	Yes

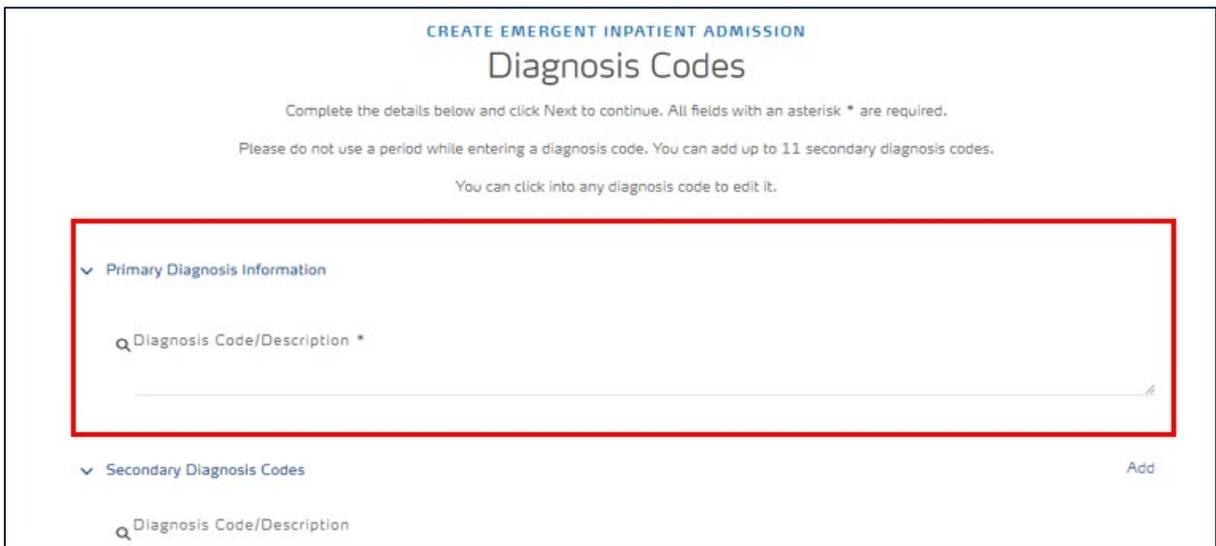
Total Records: 2 < Showing 1 - 2 >

Previous
Next

Cancel

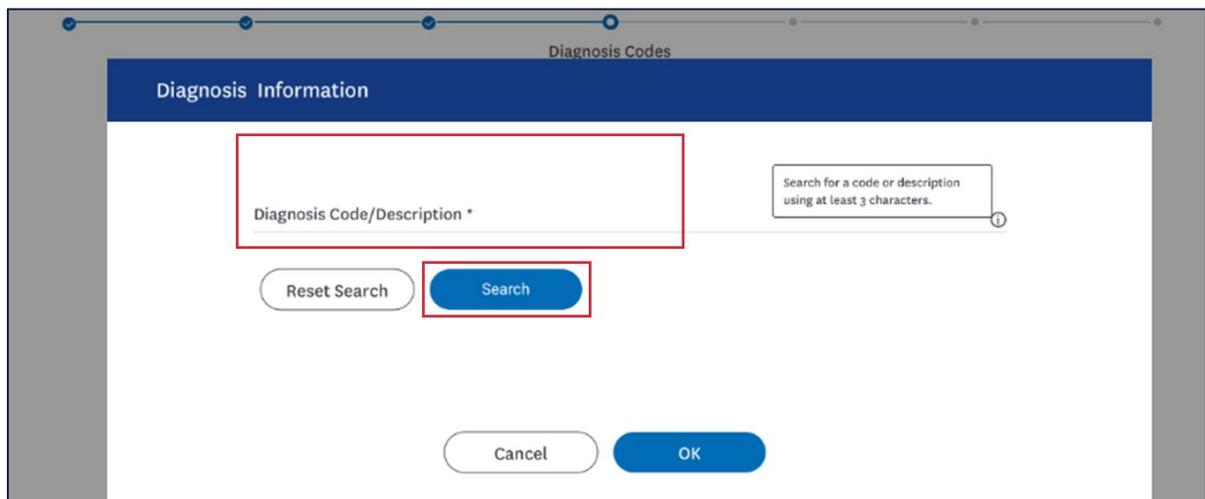
## 4. Diagnosis Codes

 **Step 12:** In the **Primary Diagnosis Information** section, Click **Diagnosis Code/Description**.



 **Step 13:** The **Diagnosis Information** dialog box displays. Enter the **Diagnosis Code/Description** and click **Search**.

**Note:** In the **Diagnosis code/ Description** field, you may search by using at least three characters.





Step 14:

1. **Diagnosis Codes** and **Code Descriptions** matching the search criteria will display. Select the applicable diagnosis code from the search results.

**Note:** You can use **Filter By** to target the required code from the search results.

2. Click **Ok**.

Diagnosis Information

Diagnosis Code/Description  
m54 ?

Filter By ?

Diagnosis Code	Code Description
<input checked="" type="radio"/> M54	Dorsalgia
<input type="radio"/> M540	Panniculitis affecting regions of neck and back
<input type="radio"/> M5400	Panniculitis affecting regions of neck and back, site unspecified
<input type="radio"/> M5401	Panniculitis affecting regions of neck and back, occipito-atlanto-axial region
<input type="radio"/> M5402	Panniculitis affecting regions of neck and back, cervical region
<input type="radio"/> M5403	Panniculitis affecting regions of neck and back, cervicothoracic region
<input type="radio"/> M5404	Panniculitis affecting regions of neck and back, thoracic region
<input type="radio"/> M5405	Panniculitis affecting regions of neck and back, thoracolumbar region
<input type="radio"/> M5406	Panniculitis affecting regions of neck and back, lumbar region
<input type="radio"/> M5407	Panniculitis affecting regions of neck and back, lumbosacral region

Total Records: 37 < Showing 1 - 10 >



**Step 15:**

If there are no secondary diagnoses, click **Next**.

Use the **Secondary Diagnosis Codes** section following the same steps shown above to search for and add secondary diagnoses.

1. Between diagnoses, click **Add** to enter the next code.

**Note:** You can add up to 11 secondary diagnosis codes.

2. Click **Next** to proceed once you add the primary and secondary diagnosis codes.

**Note:** Primary diagnosis code is mandatory while secondary diagnosis codes are optional.

**CREATE EMERGENT INPATIENT ADMISSION**  
**Diagnosis Codes**

Complete the details below and click Next to continue. All fields with an asterisk \* are required.  
Please do not use a period while entering a diagnosis code. You can add up to 11 secondary diagnosis codes.  
You can click into any diagnosis code to edit it.

▼ Primary Diagnosis Information

Diagnosis Code/Description \*  
M54 Dorsalgia

▼ Secondary Diagnosis Codes Add

Diagnosis Code/Description  
R202 Paresthesia of skin

Clear Secondary Diagnosis Code

Previous Next



Step 16:

Click **Delete** to delete the **Secondary Diagnosis Code** if wrong item selected.

**CREATE EMERGENT INPATIENT ADMISSION**

## Diagnosis Codes

Complete the details below and click Next to continue. All fields with an asterisk \* are required.

Please do not use a period while entering a diagnosis code. You can add up to 11 secondary diagnosis codes.

You can click into any diagnosis code to edit it.

▼ Primary Diagnosis Information

Diagnosis Code/Description \*

M54 Dorsalgia

---

▼ Secondary Diagnosis Codes 1 Add Delete

Diagnosis Code/Description

R202 Paresthesia of skin

---

▼ Secondary Diagnosis Codes 2 Add Delete

Diagnosis Code/Description

M540 Panniculitis affecting regions of neck and back

---

## 5. Service Details



### Step 17:

The **Service Details** screen displays. Enter the **Service Type**, **Admission Date**, and **Time**.

**Note:** The fields **Place of Service** and **Type of Care** are prepopulated and non-editable.

**CREATE EMERGENT INPATIENT ADMISSION**  
**Service Details**

Complete the details below and click Next to continue. All fields with an asterisk \* are required.

Place of Service  
21 - Inpatient Hospital

Service Type \*

Type of Care  
2 - Emergency

Admission Date \*

Time \*

Has the member been discharged?



### Step 18:

Select the option from the **Service Type** drop-down.

**CREATE EMERGENT INPATIENT ADMISSION**  
**Service Details**

Complete the details below and click Next to continue. All fields with an asterisk \* are required.

Place of Service  
21 - Inpatient Hospital

Service Type \*

Type of Care  
2 - Emergency

1 - Medical Care  
2 - Surgical  
49 - Newborn Nursery (Well Baby)  
52 - Maternity/Obstetrics  
127 - Neonatal Intensive Care

Has the member been discharged?



**Step 19:**

Check the box if the member has already been discharged and enter the other required details.

**CREATE EMERGENT INPATIENT ADMISSION**

### Service Details

Complete the details below and click Next to continue. All fields with an asterisk \* are required.

Place of Service 21 - Inpatient Hospital	Service Type * 1 - Medical Care
Type of Care 2 - Emergency	Admission Date * 04/17/2023
	Time * 07:33

Has the member been discharged?

Discharge Date *	Time *	Discharge Disposition *
------------------	--------	-------------------------

Previous
Next



**Step 20:**

1. Select the appropriate option from the **Discharge Disposition** drop-down.

Has the member been discharged?

Discharge Date *	Time *	Discharge Disposition *
------------------	--------	-------------------------

Previous

- Discharged to Home, Self-Care
- Discharged to Acute Care Hospital
- Discharged to Skilled Nursing Facility
- Discharged to LTAC
- Discharged to Other Facility
- Discharged to Home Health Service
- Left Against Medical Advice
- Not Yet Discharged
- Unknown
- Patient Deceased
- Discharge to Rehab
- Discharge to Behavior Health Care
- Discharge to Custodial Facility
- No three (3) day inpatient hospital stay, technical requirement not met



Step 21:

1. Click **Next** to proceed.

**CREATE EMERGENT INPATIENT ADMISSION**  
**Service Details**

Complete the details below and click Next to continue. All fields with an asterisk \* are required.

<p>Place of Service 21 - Inpatient Hospital</p>	<p>Service Type * 1 - Medical Care</p>	
<p>Type of Care 2 - Emergency</p>	<p>Admission Date * 04/17/2023</p>	<p>Time * 07:33</p>
<p><input checked="" type="checkbox"/> Has the member been discharged?</p>		
<p>Discharge Date *</p>	<p>Time *</p>	<p>Discharge Disposition *</p>

Previous Next

## 6. Created By



Step 22:

1. The **Created By** screen displays. Enter the details in the **Name** and **Phone** fields.
2. Click **Next**.

CREATE EMERGENT INPATIENT ADMISSION

### Created By

Complete the details below and click Next to continue. All fields with an asterisk \* are required.

Name *	Phone *
CCI Test Automation 2	(111) 222-3333

## 7. Review Details



Step 23:

1. The **Review Details** screen displays. You can review the details of all the sections you have completed.
2. Click **Edit** if you need to change any information in the respective section.

CREATE EMERGENT INPATIENT ADMISSION

### Review Details

Your Emergent Inpatient Admission is not complete until you click Submit. If you want to make any changes click edit next to the section you want to change.

**Warning**  
If you update any section, you may have to re-enter some of the data that follows.

Member Details			<input type="button" value="Edit"/>
Member ID	Name	Date of Birth	
K1040774701	Davis, John	12/12/1962	

Requesting Provider				<input type="button" value="Edit"/>
Name	Address	Tax ID	NPI	
SAINT MARYS HOSPITAL INC	56 Franklin St, Waterbury, CT, 06706	060646844	1760426969	

## 8. Add Supporting Documents



### Step 24:

The **Add Supporting Documentation** screen displays.

To optimize the automated processing of this request, we ask you to add medical records or other supporting documentation at this point in the transaction.

1. Click  and locate your file.
2. Once uploaded, you will see a “Congratulations!” message indicating the document has been added, and a prompt to add another document.
3. Once you have uploaded all supporting documents (up to five), click **Next**.

**CREATE EMERGENT INPATIENT ADMISSION**  
**Add Supporting Documentation**

You can attach documents now, or later by going to the Search Preauthorizations section, and searching for the Emergent Inpatient Admission using the Reference ID.

**Attach Documents**

1. Allowed file types are doc, docx, pdf, xls, ppt, jpg, jpeg, png, bmp, gif, txt
2. File limit of 4 MB for each attachment
3. Maximum 5 attachments

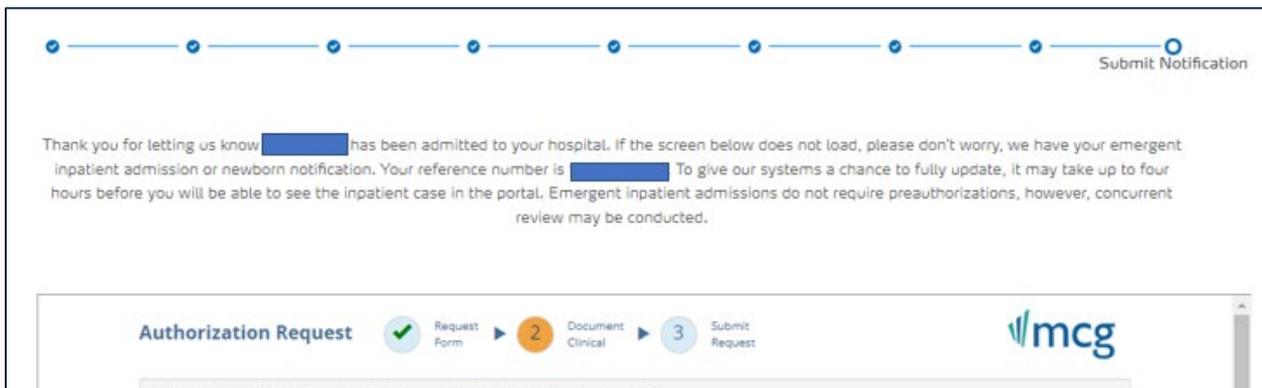
Attachment  

## 9. Notification Confirmation



### Step 25:

Your notification confirmation will appear at the top of the screen. You will see a reference number that you can use to look up the case in the future.



## 10. Add Clinical Information For Concurrent Review



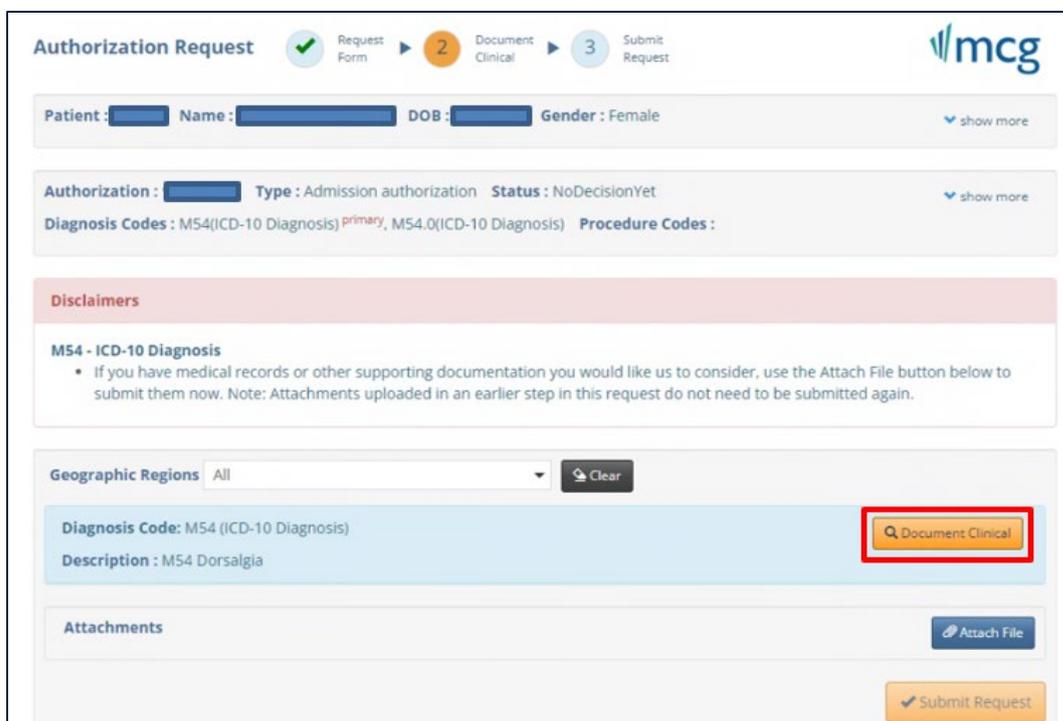
### Step 26:

Click **Document Clinical**.

**Note:** You can click the **show more** to see additional prepopulated information.

**Note:** The diagnosis code you previously entered will prepopulate and will determine if additional clinical information is needed. If it is, you will see the **Document Clinical** button. Otherwise, the **Submit Request** button will be active.

This example will show how to submit additional clinical information.





**Step 27:**

In this example, we will look at the diagnosis M54 Dorsalgia where the **Cervical Diskectomy or Microdiskectomy, Foraminotomy, Laminotomy** guideline applies.

Click **add** in the **Action** column for the **Guideline Title** that applies.

**Note:** If you don't see an applicable guideline or are unsure of which guideline to choose, click **add** in the **Action** column for **“No Guideline Applies”**. This will display a notes screen similar to the one shown in **Step 29** below. Enter at least one character and click **Save**. This will then activate the **Submit Request** button.

Guideline Title	Product	Code	Action
Musculoskeletal Disease GRG	GRG	MG-MD	add
Neurology GRG	GRG	MG-N	add
Rhizotomy, Percutaneous	ISC	S-1040	add
Back Pain	ISC	M-63	add
Back Pain: Observation Care	ISC	OC-006	add
Cervical Diskectomy or Microdiskectomy, Foraminotomy, Laminotomy	ISC	S-310	add
Cervical Fusion, Anterior	ISC	S-320	add
Cervical Fusion, Posterior	ISC	S-330	add
Cervical Laminectomy	ISC	S-340	add
Lumbar Diskectomy, Foraminotomy, or Laminotomy	ISC	S-810	add
Lumbar Fusion	ISC	S-820	add
Lumbar Laminectomy	ISC	S-830	add
Headaches	ISC	M-185	add
Headaches, Pediatric	ISC	P-185	add
Headaches: Observation Care	ISC	OC-023	add
No Guideline Applies			add



**Step 28:**

If a guideline is selected, you will be shown criteria that could apply.

1. Click all the boxes that apply to your patient. When selected, you will see a white check mark in a blue box as shown below.
2. If you see this **Add Notes** symbol  , it means you can click it to see a pop-up screen where you can add notes. See **Step 32** below.
3. Once all criteria have been selected and notes entered, click the **Save** button.

Geographic Regions: All Clear

**Diagnosis Code:** M54 (ICD-10 Diagnosis)  
**Description:** M54 Dorsalgia

S-310 - Cervical Diskectomy or Microdiskectomy, Foraminotomy, Laminotomy - (ISC)

The procedure is/was needed for appropriate care of the patient because of ...

- Cervical radiculopathy and ...
- Patient has significant (eg, impacts activities or sleep) symptoms due to nerve root compression (eg, pain, weakness). 
- MRI or other neuroimaging finding correlates with clinical signs and symptoms and demonstrates spinal stenosis or nerve root compression (eg, disk abnormality, facet joint hypertrophy). 
- Surgery appropriate, as indicated by ...
- Cervical myelopathy and ...
- Need for procedure as part of decompression procedure for primary or metastatic cervical spine tumors 
- Need for procedure as part of decompression or debridement procedure for cervical spine infection 
- Need for procedure as part of treating cervical spine injury (eg, trauma), including ...

Save Cancel



Step 29:

If you have clicked the **Add Notes** symbol , you will see a pop-up box where you can add your own notes. Once the notes are complete, click the **Add** button to attach them to the case.



Step 30:

Once the clinical information has been saved, you will return to this screen.

1. You will have the opportunity to attach additional medical records or supporting documentation using the **Attach File** button.
2. When you are done, click the **Submit Request** button.

**Note:** Failure to click **Submit Request** will automatically cause the concurrent review to pend. Using the **Submit Request** button may result in completion of the initial concurrent review.

## 11. Confirmation



Step 31:

1. The **Concurrent Review Status** screen displays. In some cases, the information submitted will be sufficient to meet the initial concurrent review. Additional information may be needed for extended stay requests and discharge planning. Other cases may pend for concurrent review.
2. To exit, click **Done**.

### Concurrent Review Status

Your inpatient admission [redacted] has been pended for concurrent review. We may reach out to you for additional information. Payment is contingent on the member's continued eligibility and contractual benefit limits. To give our systems a chance to fully update, it may take up to four hours before you will be able to see the inpatient case in the portal.

Done