

**2017**

**Northwood, Inc.**

**Provider Portal User  
Manual**

**April 10, 2017**

**Contents**

How To Read This Manual .....	3
Definitions .....	3
Parent Provider Location (“parent”).....	3
Child Provider Location (“child”) .....	3
Northwood Provider Portal and Provider Location List.....	3
Default Provider Location List .....	3
Adding Child Provider Locations to Your Provider Location List .....	4
Adding Multiple Parent Provider Locations to Your Provider Location List .....	4
Selected Provider Location Confirmation .....	4
User Login Overview.....	4
Walkthrough .....	5
Creating an Authorization Request Overview .....	7
Walkthrough .....	7
Request Information .....	11
Request Details.....	12
Request Comments .....	19
Documentation.....	20
Managing Your Authorization Requests Overview .....	22
Walkthrough .....	22
Submitted Requests .....	23
Not Yet Submitted Requests .....	25
Rejected Requests.....	26
Requests by Member.....	27
Viewing Member Claims Overview .....	28
Walkthrough .....	28
Search by Member.....	29
Search by Claim Number .....	32
Authorization Updates .....	32
Walkthrough .....	32
Date of Service Updates .....	33
Updating the Date of Service .....	34
Extending Your Authorization .....	35
Cancelling your Authorization.....	39
Authorization Update Dashboard.....	40



## Provider Portal User Manual

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Columns.....	42
Date of Service Update Detail Table .....	42
Cancellation Request Detail Table.....	42
Viewing Member Eligibility .....	42
Case Review.....	44



## Provider Portal User Manual

Welcome to the Northwood Provider Portal. This portal was designed to give providers the ability to submit requests for authorizations electronically, manage and review those authorization requests and view claims submitted to Northwood. This help file was written to give you an overview of each component of the portal and walk you through the various features that you will use to electronically create your authorization requests.

### How To Read This Manual

This manual will cover each section of the portal. When beginning a new section, there will be a general overview of the features followed by a walkthrough of how to use the features. The overview contains general information about the features, the purpose of those features, and what they are used for. The walkthrough portion of the section will guide you through step-by-step on how to use the feature.

### Definitions

#### Parent Provider Location (“parent”)

Many DMEPOS companies have multiple locations, the main location or headquarters is the Parent Provider location.

#### Child Provider Location (“child”)

For DMEPOS companies that have multiple locations, any location that is not the Parent Provider location is a Child Provider location.

### Northwood Provider Portal and Provider Location List

When you create an Authorization Request it is submitted for the Selected Provider Location (i.e. the provider location selected in the Selected Provider Location drop down list at the top of the page).

The screenshot displays the Northwood Provider Portal interface. At the top left, there is a blue banner with the text "TEST SYSTEM!!!". Below this, a navigation bar contains three tabs: "Create Request", "Authorization Updates", and "Request". The "Create Request" tab is active. Below the navigation bar, there is a section titled "Member Search Criteria" with a "Contract:" label and a blue input field. To the right of the "Member Search Criteria" section, there is a dropdown menu titled "Selected Provider Location". The dropdown menu is open, showing a list of provider locations. The first option is "0-UNKNOWN PENDING PROVIDER-0000000000" with a downward arrow. Below it are three more options: "4-UNKNOWN PENDING PROVIDER-1111111111", "14011-UNKNOWN PENDING PROVIDER-2222222222", and "14012-UNKNOWN PENDING PROVIDER-2222222222".

#### Default Provider Location List

Your Northwood Provider Portal user login profile relates you to a specific Parent Provider and that provider location is listed in the Selected Provider Location drop down list. Because some national providers have many locations we don't list all of the locations in the Selected Provider Location drop down list.



## Provider Portal User Manual

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### Adding Child Provider Locations to Your Provider Location List

If you would like to submit Authorization Requests for specific Child Provider Location(s), you can have specific Child Provider Locations related to your user profile and those Child Provider Locations will be listed in your Selected Provider Location drop down list.

This can be requested by having your company contact send an email request to [support@northwoodinc.com](mailto:support@northwoodinc.com).

### Adding Multiple Parent Provider Locations to Your Provider Location List

If you need to use the Northwood Provider Portal for multiple Parent Provider Locations, you can have more than one Parent Provider Locations related to your user profile and those Parent Provider Locations will be listed in your Selected Provider Location drop down list. This could be required if your company has multiple departments or multiple divisions that are registered with Northwood as separate Parent Provider Locations.

This can be requested by having your company contact send an email request to [support@northwoodinc.com](mailto:support@northwoodinc.com).

### Selected Provider Location Confirmation

When you submit a new Authorization Request you will need to confirm the Selected Provider Location as follows:

The dialog box has a title bar with a close button (X). The main text reads: "You are submitting this request for the following location:". Below this, the location details are listed: "UNKNOWN PENDING PROVIDER", "2222 Any Street", "No Where, UN 00000". Then, "NPI: 2222222222" and "Northwood Provider Number: 14012" are shown. A confirmation message follows: "Is this correct? If no, click the 'Cancel' button and change the location in the drop down found at the top of the page." At the bottom right, there are two buttons: "Cancel" and "OK".

Click OK to confirm the Selected Provider Location, or click Cancel so you can change the Selected Provider Location and submit the Authorization Request.

## User Login Overview

The provider authorization request portal has various security features that guard against unauthorized guests. If you have a valid login to the portal, make sure to safeguard your login



## Provider Portal User Manual

information. Your password is stored in our system using robust encryption algorithms so that no one can see or know your password but you. If you forget your password or feel that your password may have been compromised, feel free to change it within the portal. If you would like to request access to the portal please visit:

<https://providerportal.northwoodinc.com/Resources/ProviderLoginRequest.pdf>

Once you have finished filling out the form, please fax or mail the form to the address/fax number at the bottom of the form.

### Walkthrough

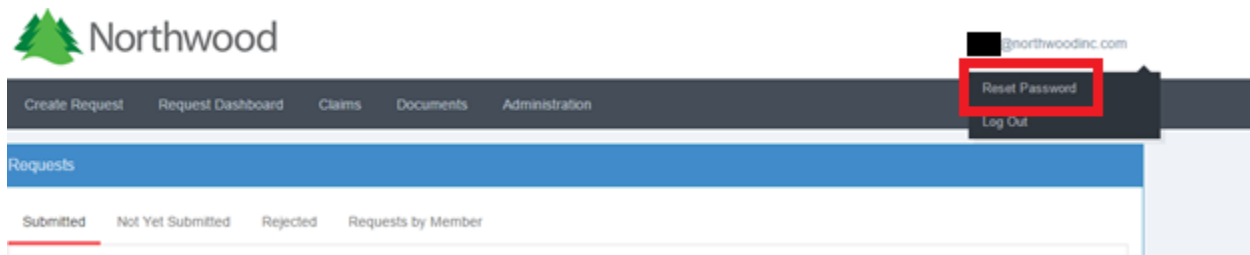
Once you have received the email from **noreply@northwoodinc.com** notifying you that you now have access to the portal, go to <https://providerportal.northwoodinc.com/> and enter in your login information.

The screenshot shows the Northwood Provider Portal login interface. At the top is the Northwood logo. Below it is a dark navigation bar with links: Create Request, Request Dashboard, Claims, and Documents. The main content area has a light blue background. A white login box is centered, titled 'Log In'. It contains a 'User Name:' label, a text input field with 'provider@email.com', a 'Password:' label, and a password input field with masked characters. Below the password field are links for 'Forgot Password?' and a 'Log in' button.

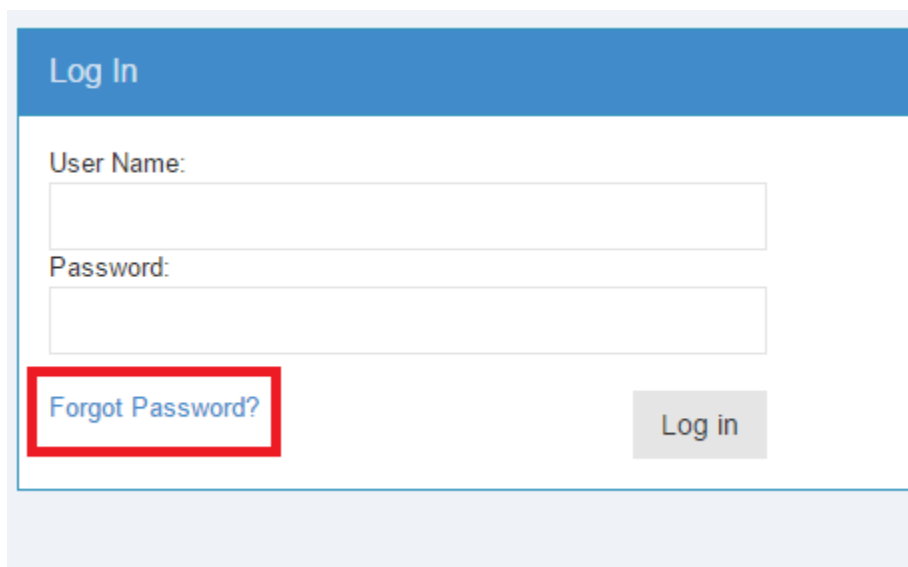
If this is the first time you've logged in or have recently changed your password, you will be prompted to change your password before continuing.

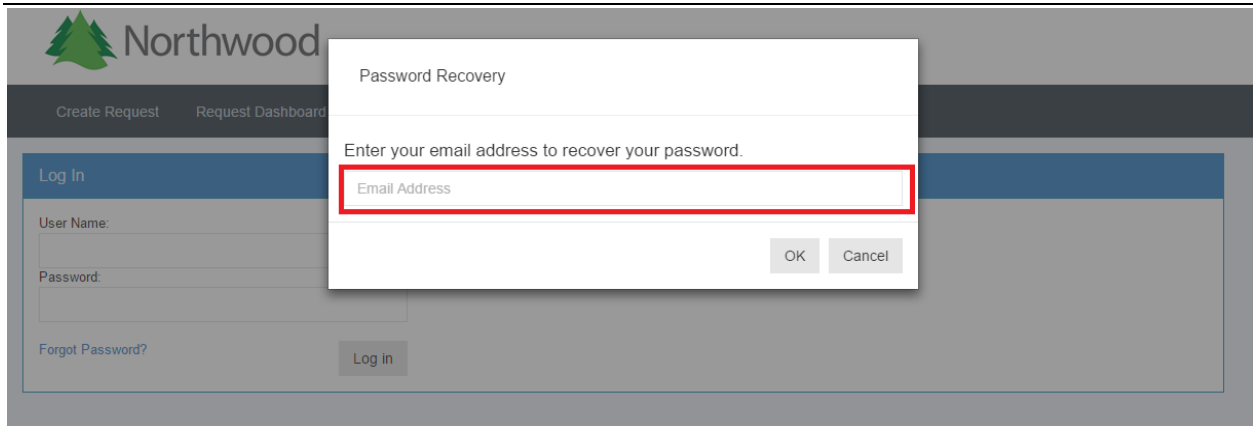
The screenshot shows the Northwood Provider Portal change password interface. At the top is the Northwood logo. Below it is a dark navigation bar with links: Create Request, Request Dashboard, Claims, Documents, and Administration. The main content area has a light blue background. A white change password box is centered, titled 'Change Password'. It contains three labels: 'Old Password:', 'New Password:', and 'Confirm Password:'. Each label is followed by a corresponding text input field. At the bottom right of the box is an 'Ok' button.

As stated in the overview, your password is unrecoverable due to our level of encryption. Although Northwood generates a new password on your behalf, it must be changed by the user so that no one but the user has access to it. If this is your first time logging in or recently changed your password, you will be directed to the 'Change Password' page automatically. If you would like to change your password under different circumstances, hover over your user name, located at the top right of your screen and click the 'Reset Password' link.



If you have forgotten your password and would like to receive a new one, click on the 'Forgot your password' link located on the initial login page. The system will prompt you for your username. Once you enter your email address and click the 'OK' Button, an email with a new password will be sent to you.

A screenshot of the Northwood Provider Portal login page. The page has a blue header with the text 'Log In'. Below the header, there are two input fields: 'User Name:' and 'Password:'. At the bottom of the login form, there is a 'Forgot Password?' link highlighted with a red rectangle, and a 'Log in' button to its right.



## Creating an Authorization Request Overview

An electronic authorization request is an electronic form submitted by a provider to Northwood via the provider portal. The information that you submit in or with the request should be all the information needed to authorize your request. Before you begin creating requests you should have certain information with you that you will need to complete the request.

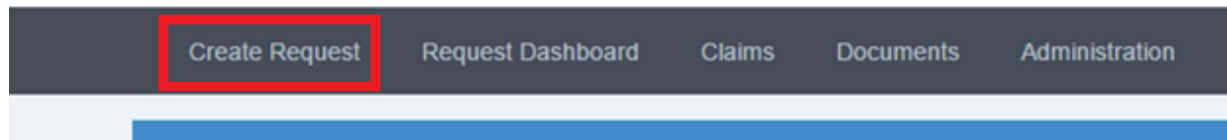
1. **Member information:** The portal will allow you to look up a member's eligibility before creating a request for authorization. To identify a member you can use the member's identification number, Social Security Number, or enough other information about the member that will allow our system to identify the member.
2. **Ordering physician information:** The authorization request portal contains convenient and easy to use look up controls to assist you when looking up a physician. At a minimum, you will need the physicians first or last name.
3. **Procedure code information:** Adding procedure codes to your request for authorization will require you to specify the procedure code or description, and diagnosis code.

### Walkthrough

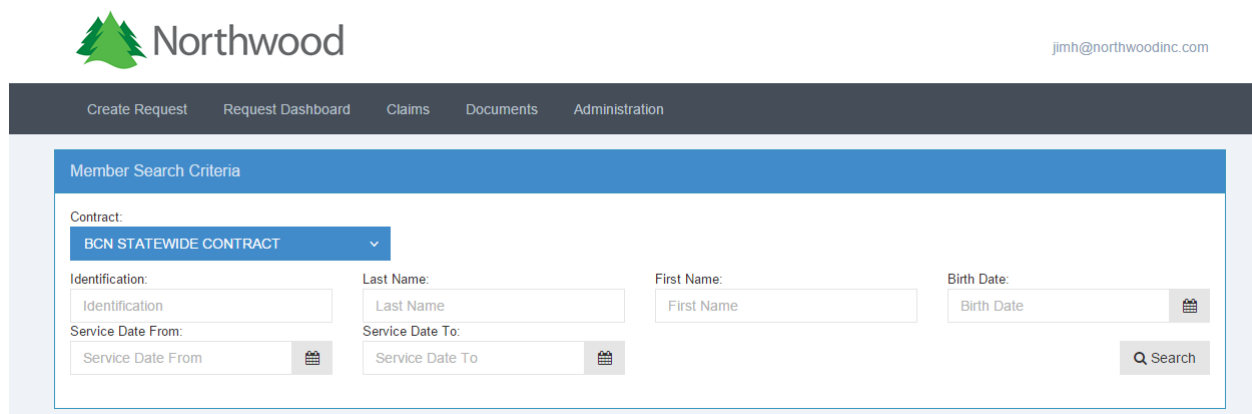
To create an authorization request you must first find the member's eligibility that you would like to use for the authorization. If a member is not eligible for the selected date of service, you cannot create an authorization request for that member.

First, click on the 'Create Request' tab.



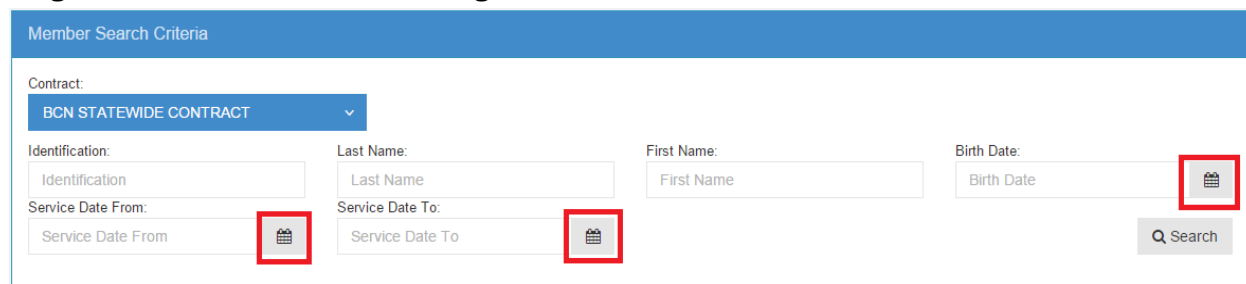


Once you click 'Create Request' you will be taken to a member search page that will allow you to look up a member's eligibility that will be associated with the request. The page you will see will look like this.




In order to ensure that you will find the correct member during this search the follow information is required; the member's identification number (e.g. SSN, Contract Number, Subscriber Number, B-Number) and birth date (recommended) or the member's last name and birth date. The correct contract must be selected from the contract drop down as well.




You will also be required to enter a 'Service Date From' AND a 'Service Date To'. To select a date range, click the calendar icon to the right of each textbox.



A calendar will open that will allow you to visually search for the date you wish to select. Once you have found the date that you want to use, click the date with the mouse and the textbox will be updated with the address you selected. Alternatively, you may manually enter a date into the textboxes, in the format of MM/DD/YYYY or MM-DD-YYYY.

Birth Date:


Birth Date 


  September 2015 



Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10


Once all of the required information is entered, click the 'Search' button located at the bottom right. If the search returns results, they will show up in a table underneath the search criteria. If the results return the requested member, click the button in the action column of the table to proceed with the request.


**Member Search Criteria**


Contract:  
**MASS HEALTH/CWC/CARE PLUS** 

Identification:  Last Name:  First Name:  Birth Date:  

Service Date From:   Service Date To:  

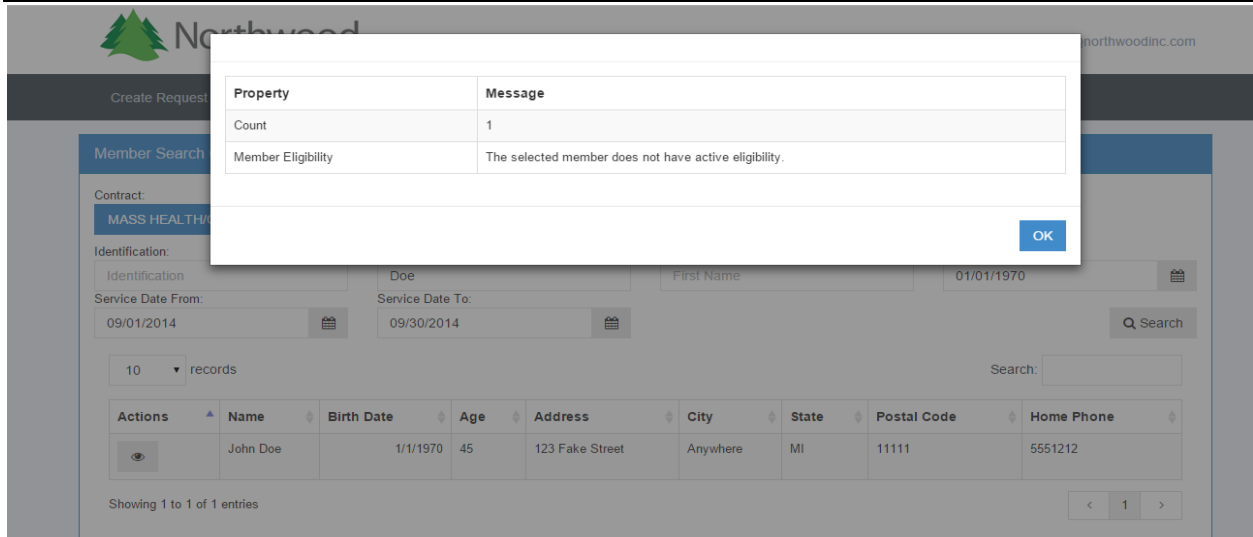
 Search

10  records Search:

Actions	Name	Birth Date	Age	Address	City	State	Postal Code	Home Phone
	John Doe	1/1/1970	45	123 Fake Street	Anywhere	MI	11111	5551212

Showing 1 to 1 of 1 entries < 1 >

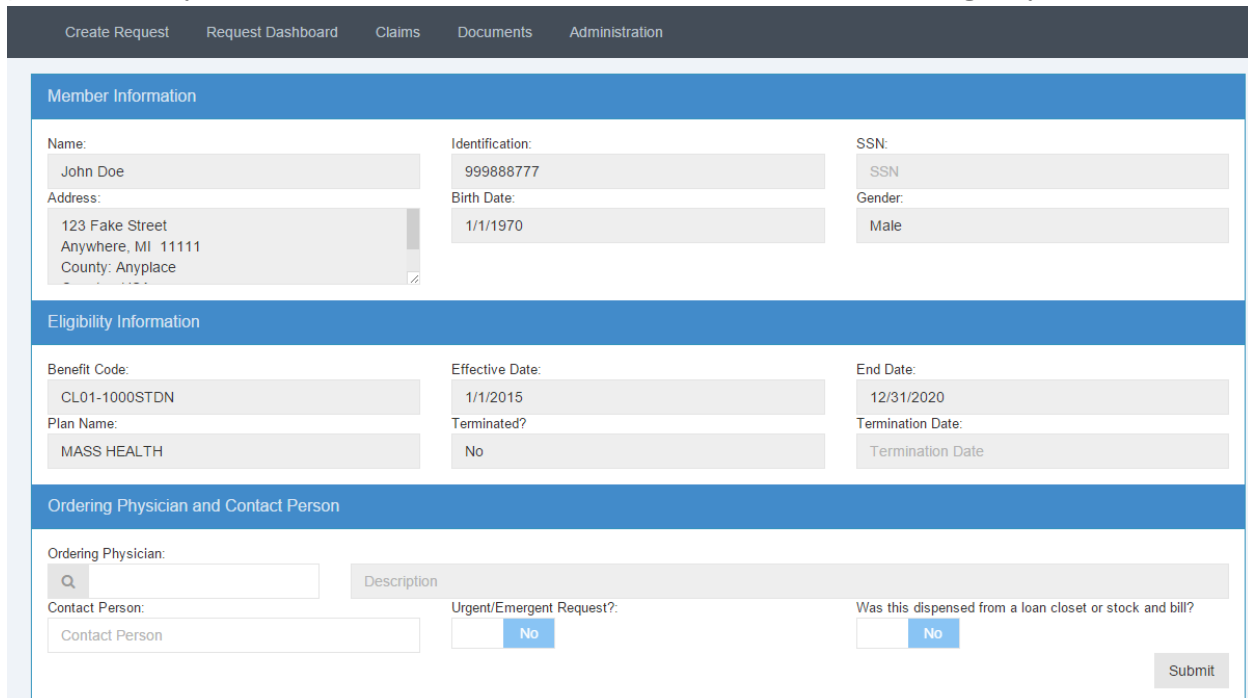
Please note that the member must be eligible for the dates of service selected. You will be notified if they are not.



Property	Message
Count	1
Member Eligibility	The selected member does not have active eligibility.

OK

Once you have selected a member with active eligibility, you will be taken to the next page of the process. Here you can see the member's basic information as well as their eligibility information.



Create Request Request Dashboard Claims Documents Administration

### Member Information

Name: John Doe Identification: 999888777 SSN: SSN  
 Address: 123 Fake Street Anywhere, MI 11111 County: Anyplace Birth Date: 1/1/1970 Gender: Male

### Eligibility Information

Benefit Code: CL01-1000STDN Effective Date: 1/1/2015 End Date: 12/31/2020  
 Plan Name: MASS HEALTH Terminated?: No Termination Date: Termination Date

### Ordering Physician and Contact Person

Ordering Physician: [Search] Description: [Text Box]  
 Contact Person: [Text Box] Urgent/Emergent Request?: [No] Was this dispensed from a loan closet or stock and bill? [No]  
 Submit

In order to proceed, you will need to select a physician, enter a contact name, specify whether the request is 'Urgent/Emergent' and specify whether it was dispensed from a loan closet or stock and bill. The ordering physician textbox is an auto-complete textbox that allows you to enter in information about a physician and returns a list as you type that you can select from. Begin by typing the letters of the first or last name of the physician and select one from the list that will appear by clicking the desired name with your mouse. If the physician cannot be found, type 0000000000 for 'Unknown' and add the physician name, phone number and NPI in the comments section.

## Provider Portal User Manual

Ordering Physician and Contact Person	
Ordering Physician:	
Q unk	Description
Contact Person:	1164441531 - DUNKERLEY, MICHAEL D., MD SPRINGFIELD MA 01199 (413) 794-4323
Contact Person	1770796450 - SUNKARA, HEMANTHA L., MD SPRINGFIELD MA 01118 4137967494
	<b>1245277292 - STUNKEL, JULIA C., MD OAK BLUFFS MA 02557 (508) 693-0410</b>
	1548261621 - FUNK, JANICE, PHD BRADFORD MA 01835 6035825400
	1508803909 - Sunku, Bhanu K., MD Boston MA 02111 (617) 636-5000
	1265498109 - FUNKHOUSER, JOHN J., MD FALMOUTH MA 02540 5085486563
	1427080969 - OLAWAIYE, ADEFUNKE, MD DORCHESTER MA 02122 (617) 754-0100
	1699933341 - SUNKU, SHANTHAN, MD WESTWOOD MA 02090 (781) 407-7713

The contact person is a person that Northwood can contact for information about the request. If this person is not you, enter in the name of the person whom we can contact.

Ordering Physician and Contact Person	
Ordering Physician:	
Q	Description
Contact Person:	
Contact Person	Urgent/Emergent Request?: <input type="button" value="No"/>
	Was this dispensed from a loan closet or stock and bill? <input type="button" value="No"/>
	<input type="button" value="Submit"/>

After you have filed out the physician and contact person information, please use the yes/no slider button provided to indicate whether or not this request is 'Urgent' or 'Emergent' and whether or not this request was 'Dispensed from a loan closet'. If the button is displaying 'No', the request is assumed to not be urgent or emergent and not dispensed from a loan closet. Clicking on the submit button will generate a new authorization request for the member you have selected.

The next screen that will appear is the authorization request form page. This page contains the features that will allow you to attach files and add procedures to your request and is separated into four different tabs, Request Information, Request Details, Request Comments and Documentation. To navigate between tabs, just click the text, the currently selected tab will be identified by a red line underneath the text.

### Request Information

This is the tab displayed initially when updating or viewing a request and displays the general member, physician and provider information.

**Authorization Request Form**[Request Information](#) [Request Details](#) [Request Comments](#) [Documentation](#)**Member**

Name:	Birth Date:	Home Phone:
John Doe	1/1/1970	5551212

**Physician**

NPI:	Name:	Phone:
0000000000	UNKNOWN	

**Provider**

Northwood Provider Number:	NPI:	Name:
0	0000000000	UNKNOWN PENDING PROVIDER
Phone:	Fax:	Location:
Phone	Fax	0000 Any Street No Where, UN 00000

[Back to Dashboard](#)[Submit](#)[Save Without Submitting](#)**Request Details**

This is where you will view and enter all of the procedures for this request.

[Create Request](#)
[Request Dashboard](#)
[Claims](#)
[Documents](#)
[Administration](#)

### Authorization Request Form

[Request Information](#)
[Request Details](#)
[Request Comments](#)
[Documentation](#)

Actions	Procedure Code	Modifier(s)	Date of Service	Quantity	Diagnosis Code(s)	Type	Testing Amount
No details found.							

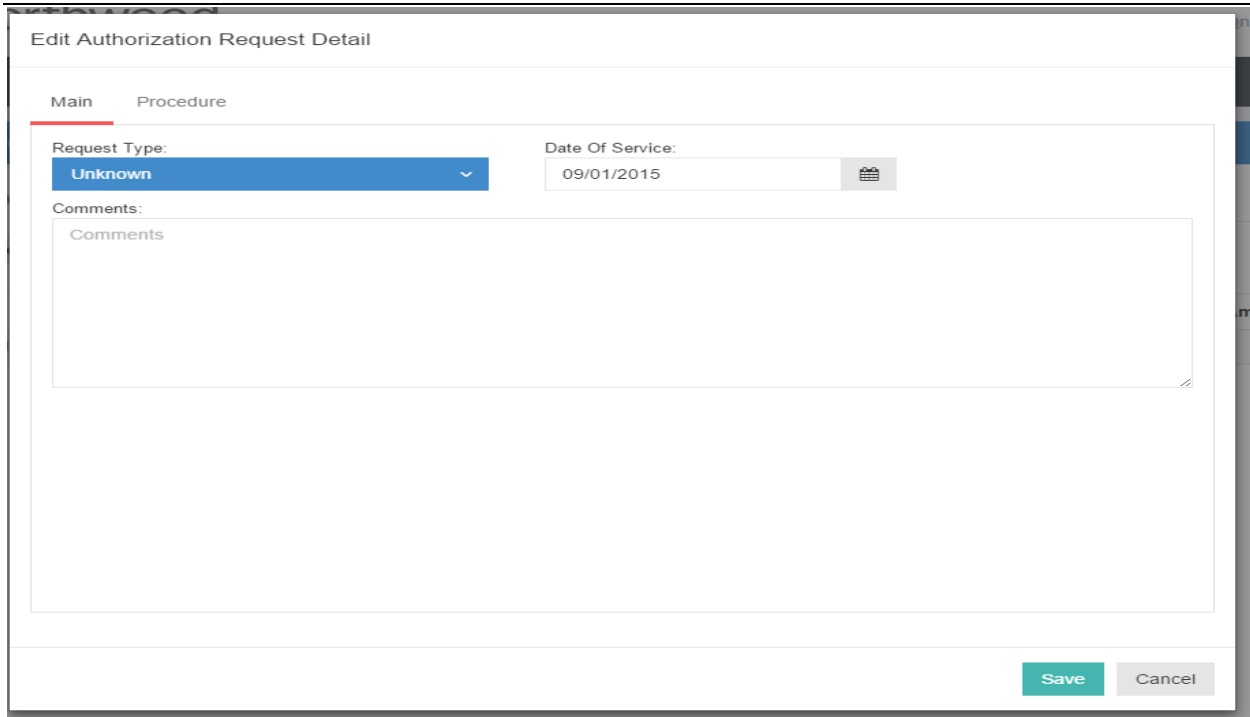
To create a new detail line for your request, start by clicking the 'Add New Detail' button to open the form.

### Authorization Request Form

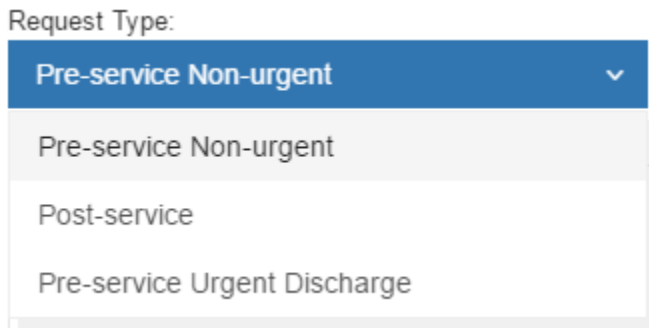
[Request Information](#)
[Request Details](#)
[Request Comments](#)
[Documentation](#)

Actions	Procedure Code	Modifier(s)	Date of Service	Quantity
No details found.				

The detail form is split into two tabs, Main and Procedure. The main tab has three data elements, 'Request Type', 'Date of Service' and Comments.



1. **Request Type:** This is a required field that will default to 'Pre-service Non-urgent'. Select a request type from the drop-down list before proceeding.



2. **Date of Service:** This is required field that defaults the date of service entered when searching for a member. Please select a date from the date picker by clicking the calendar icon or manually type the date in one of the following formats; MM/DD/YYYY or MM-DD-YYYY.

Date Of Service:

9/1/2015



<
September 2015
>

Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

3. **Comments:** This field allows you to enter in information about this procedure that may not be definable elsewhere on the form.

Comments:

Comments

The Procedure tab allows you to enter information regarding the requested procedure and diagnosis.



Edit Authorization Request Detail

Main Procedure

Procedure Code:  Description:

Additional Description:

Modifier 1:  Modifier 2:  Modifier 3:  Modifier 4:

Quantity:  Testing Amount (Required for A4253 and A4259)

Diagnosis Code 1:  Diagnosis Code 1 Description:

Diagnosis Code 2:  Diagnosis Code 2 Description:

Diagnosis Code 3:  Diagnosis Code 3 Description:

Diagnosis Code 4:  Diagnosis Code 4 Description:

1. **Procedure Code:** This is an auto-complete text box that will accept either the procedure code or its description. Once the drop down appears you can select a code from the list at any time by clicking on the desired result with your mouse. This field is required.

Main Procedure

Procedure Code:  Description:

Additional Description:

Modifier 1:  Quantity:

Diagnosis Code 1:

E1300 - WHIRLPOOL PORTABLE  
E1310 - WHIRLPOOL NONPORTABLE  
E1340 - REP/NONROUTINE SRVC DME RQR SKL TECH LABR-15 MIN  
E1350 - REPAIRS FOR W/C BY THE HOUR  
**E1351 - SERVICE CALL NOC**  
E1352 - OXYGEN ACC FLOW REG CPBL POS INSPIRATORY PRESS  
E1353 - REGULATOR

2. **Additional Description:** This field further identifies the procedure code. If the procedure code is not otherwise classified (NOC), this field is required to identify the procedure, otherwise it is not required.

Additional Description:

Additional Description

3. **Modifier:** There are four combo boxes, meaning the value can be typed in or selected from the drop down list, for the procedure code modifier. Only modifier 1 is required and only two characters are allowed for each modifier.

Modifier 1:

NU  
RR  
UE  
KH  
KI  
KJ  
BA

4. **Quantity:** This textbox is for entering the item quantity for the requested procedure code. This is required and only numeric values are allowed.

Quantity:

0.

5. **Testing Amount:** This is a textbox for entering a testing amount for certain procedures. This is required for codes A4253 and A4259.

Testing Amount (Required for A4253 and A4259)

Testing Amount

6. **Diagnosis Codes:** You are required to only have one diagnosis code on your request but you can enter up to four. Diagnosis code fields are there to record the doctor's diagnosis for which the procedure code is being requested. The diagnosis code fields are auto-complete textboxes. Simply begin typing in the left box information about the diagnosis code you are looking for and a list will be displayed as you type. To select a desired diagnosis code, click on the code with your mouse.

## Provider Portal User Manual

Diagnosis Code 1: <input type="text" value="3272"/>	Diagnosis Code 1 Description: <input type="text" value="Description"/>
Diagnosis Code 2: <input type="text"/>	32720 - ORGANIC SLEEP APNEA UNSPECIFIED 32721 - PRIMARY CENTRAL SLEEP APNEA 32722 - HIGH ALTITUDE PERIODIC BREATHING <b>32723 - OBSTRUCTIVE SLEEP APNEA</b> 32724 - IDIOPATH SLEEP REL NONOBSST ALVEOLAR HYPOVENT 32725 - CONGNTAL CENTRAL ALVEOL HYPOVENTILATION SYNDROME 32726 - SLEEP RELATED HYPOVENTILATION/HYPOXEMIA CCE 32727 - CENTRAL SLEEP APNEA CONDS CLASSIFIED ELSEWHERE
Diagnosis Code 3: <input type="text"/>	
Diagnosis Code 4: <input type="text"/>	


Once all information is entered, click the save button at the bottom right of the form to save this request detail. If any required information is missing, you will notice a red outline of both the save button and the missing fields.

Main
 **Procedure**

Procedure Code: <input type="text"/>	Description: <input type="text" value="Description"/>
Additional Description: <input type="text" value="Additional Description"/>	
Modifier 1: <input type="text" value="Modifier 1"/>	Modifier 2: <input type="text" value="Modifier 2"/>
Modifier 3: <input type="text" value="Modifier 3"/>	Modifier 4: <input type="text" value="Modifier 4"/>
Quantity: <input type="text" value="0."/>	Testing Amount (Required for A4253 and A4259) <input type="text" value="Testing Amount"/>
Diagnosis Code 1: <input type="text"/>	Diagnosis Code 1 Description: <input type="text" value="Description"/>
Diagnosis Code 2: <input type="text"/>	Diagnosis Code 2 Description: <input type="text" value="Description"/>
Diagnosis Code 3: <input type="text"/>	Diagnosis Code 3 Description: <input type="text" value="Description"/>
Diagnosis Code 4: <input type="text"/>	Diagnosis Code 4 Description: <input type="text" value="Description"/>

Upon a successful save, the detail will be shown in the table as seen below. If you need to edit the information in the detail, click the button in the actions column of the table.

Request Information   Request Details   Request Comments   Documentation

 Add New Detail

Actions	Procedure Code	Modifier(s)	Date of Service	Quantity	Diagnosis Code(s)	Type	Testing Amount
	E1399	NU	9/1/2015	1.000	9999	Normal - Non Discharge	0

Alternatively, you can use the copy function to add a new detail to your request.



This will open the form for a new request detail and autofill the request type, date of service and diagnosis codes based on the previously entered detail.

## Request Comments

The comments section is where you can add comments to your authorization as a whole. In order to submit an authorization request, you must enter a comment OR upload documentation. The comment text box has a character limit of 8000.

[Create Request](#) [Request Dashboard](#) [Claims](#) [Documents](#) [Administration](#)

**Authorization Request Form**

[Request Information](#) [Request Details](#) [Request Comments](#) [Documentation](#)

**Comments**

Comments

[Back to Dashboard](#) [Submit](#) [Save Without Submitting](#)

## Documentation

The Documentation section allows you to upload files along with your request. To use this section click the 'Select files' button in the middle of the screen. This will open a file dialog that will allow you to select a file from your computer.

## Provider Portal User Manual

Authorization Request Form

Request Information
Request Details
Request Comments
Documentation

Supporting Documentation

Notes

- The maximum file size is **1 MB** per file, **5 MB** total.
- The following file types are allowed: .txt, .pdf, .jpg, .jpeg, .tiff, .png, .gif, .bmp.
- Northwood recommends 200 dots per inch (DPI) for scanned images. Higher DPI values will result in a larger file that may exceed our size limitations.

+ Select files ...

Uploaded Files

File Name	File Type	Upload Date	Upload Status
No files found.			

Back to Dashboard
Submit
Save Without Submitting

Once you have select a file from the file dialog, it will be uploaded and appear in the Uploaded Files table at the bottom of the screen.

+ Select files ...

No file chosen Files

25 records
Search:

File Name	File Type	Upload Date	Upload Status
TEST DOCUMENT.pdf	application/pdf	9/4/2015	Awaiting Virus Scan

Showing 1 to 1 of 1 entries
< 1 >

The following rules apply to uploading documentation:

1. The maximum file size is **1 MB** per file, **5 MB** total.
2. The following file types are allowed: .txt, .pdf, .jpg, .jpeg, .tiff, .png, .gif, .bmp.
3. Northwood recommends 200 dots per inch (DPI) for scanned images. Higher DPI values will result in a larger file that may exceed our size limitations.

Once you have entered all information for your request, click the Submit button at the bottom of your screen to submit the request to Northwood for review.

## Provider Portal User Manual

TEST DOCUMENT.pdf	application/pdf	9/4/2015	Awaiting Virus Scan
-------------------	-----------------	----------	---------------------

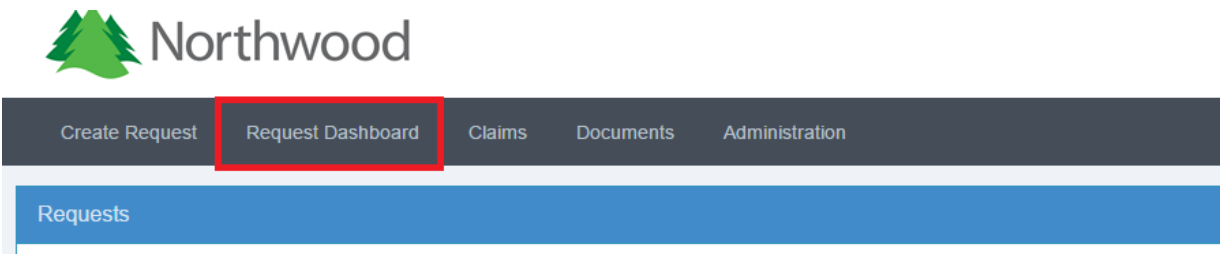
Showing 1 to 1 of 1 entries

Back to Dashboard Submit Save Without Submitting

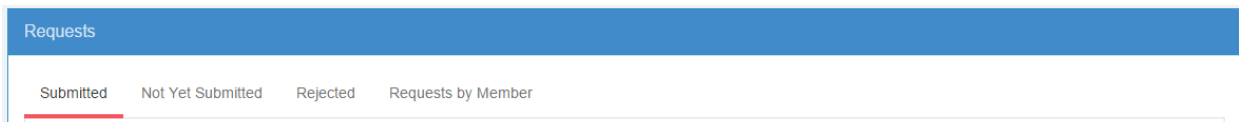
At any time, you may choose to save the request without submitting if you need to come back to finish it later.

### Managing Your Authorization Requests Overview

The authorization dashboard gives you the ability to review, maintain, and edit all of your authorization requests. The dashboard serves as your homepage, you will be taken here upon successful log in, after you submit a request or if you click the 'Request Dashboard' menu item.



There are four tabs on your dashboard, 'Submitted', 'Not Yet Submitted', 'Rejected' and 'Requests by Member'.



The submitted tab will display all requests that have been received by Northwood. The 'Not Yet Submitted' tab will display the requests that you have saved but have not submitted to Northwood. The rejected tab displays all of your requests that have been rejected by Northwood and the 'Requests by Member' tab will allow you to search by member to find specific requests.

### Walkthrough

While navigating this site, you will notice many grey buttons with images on them. These images represent different actions that can be taken and below is a key:



View Mode – When selecting view mode you can see all information, but not edit it.



Edit Mode – Clicking the edit button allows you to edit the information you have entered.



Delete – In certain circumstances you are able to delete authorization requests or their details.

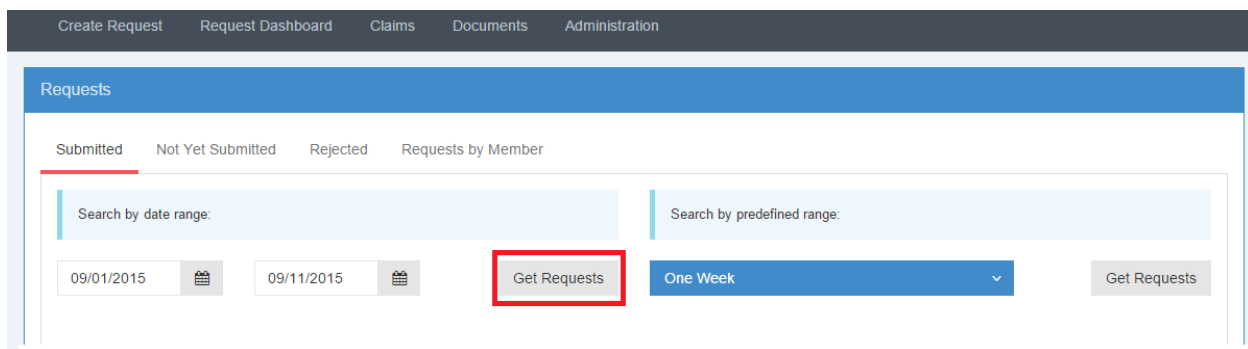


Documentation – This button indicates that a document can be viewed.

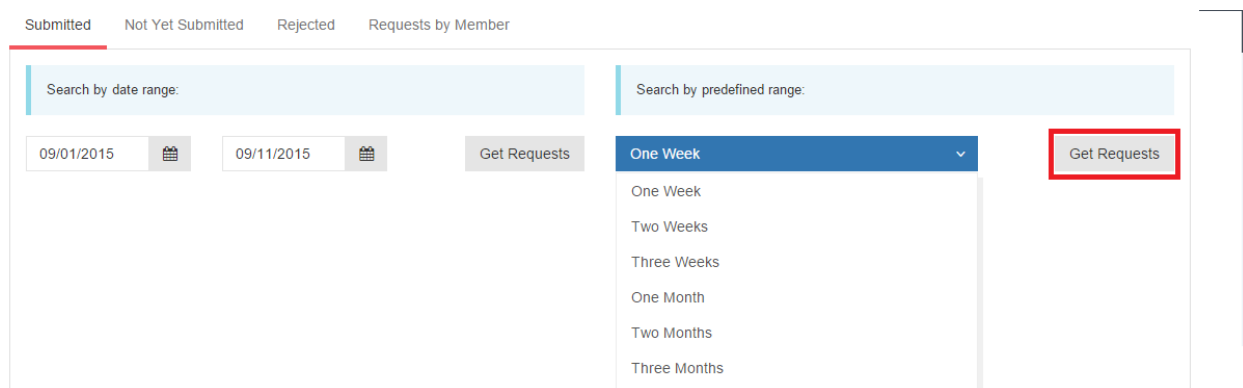
These actions are based on the current status of your request. If the request has been submitted and is under review, or it has been completed, you will be able to view the data, but not edit it. If the request has not been submitted to Northwood, or has been rejected, you may edit the information of the request and submit it to Northwood.

## Submitted Requests

The main tab on your request dashboard is the Submitted tab. Here you will find two types of date range selectors, the first of which allows a manual entry of a start date and an end date in the following formats; MM/DD/YYYY or MM-DD-YYYY. After the two dates are entered. Click the 'Get Requests' button highlighted in the following screen shot.



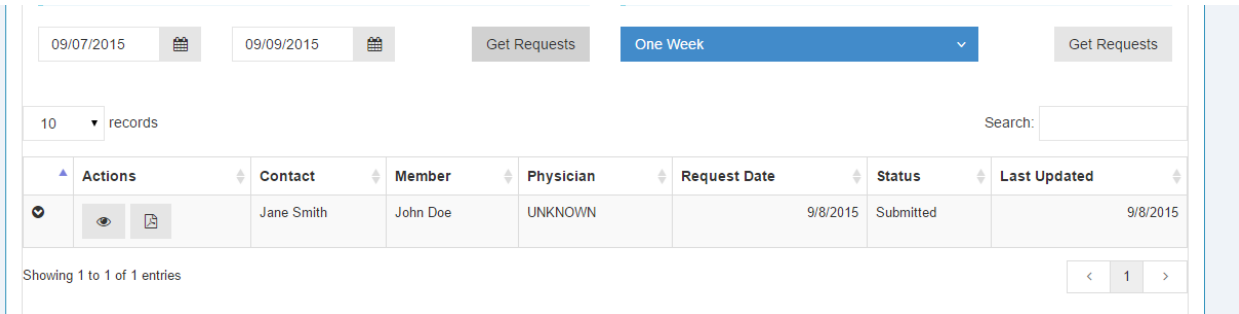
Alternatively, you may select from one of the predefined date ranges on the right side of the screen. Clicking the blue drop down box will display a list of several predefined options. Click the right most 'Get Requests' button in order to use this search.







## Provider Portal User Manual

If there are results found in the selected date range, they will be displayed in a table as seen below.



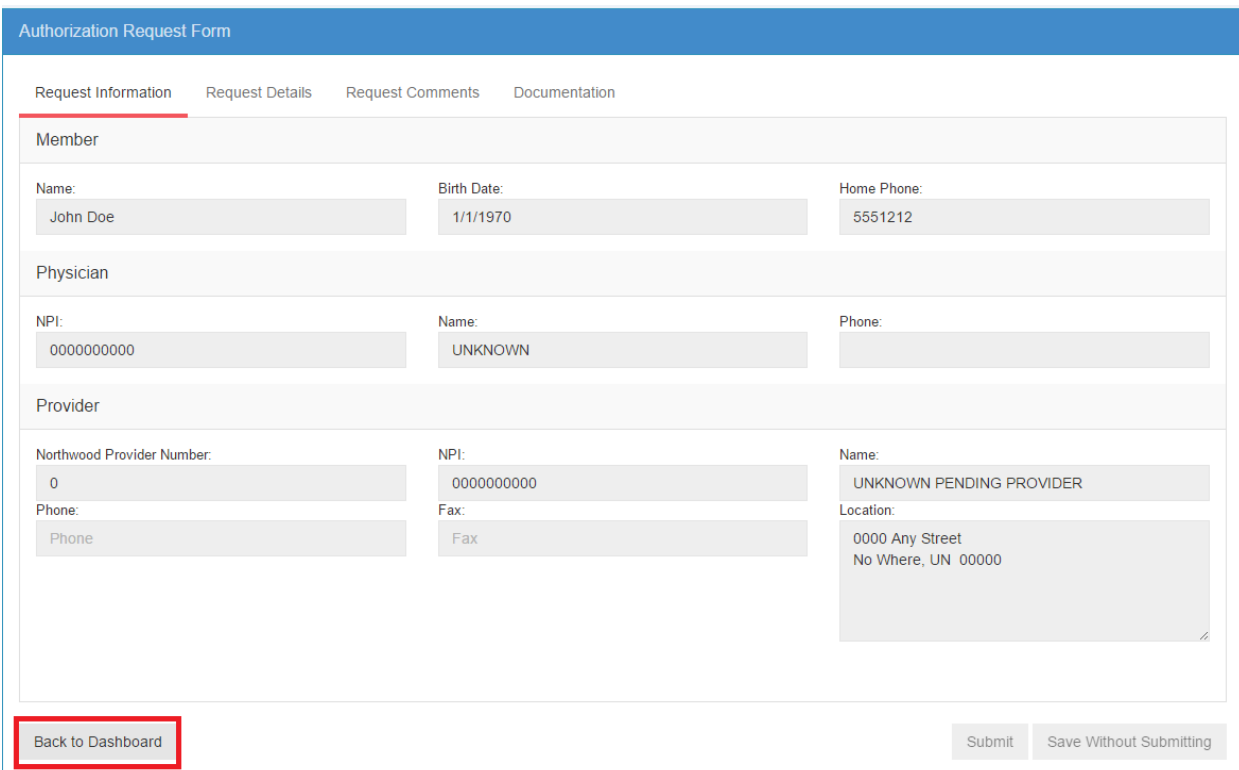
09/07/2015 09/09/2015 Get Requests One Week Get Requests

10 records Search:

Actions	Contact	Member	Physician	Request Date	Status	Last Updated
 	Jane Smith	John Doe	UNKNOWN	9/8/2015	Submitted	9/8/2015

Showing 1 to 1 of 1 entries < 1 >

Submitted and completed authorization requests are not editable, however, you can view all request information by clicking the view button. Once you have completed your review of the request, you can click to 'Back to Dashboard' button at the bottom left of the page to return to your dashboard.



Authorization Request Form

Request Information Request Details Request Comments Documentation

**Member**

Name: John Doe Birth Date: 1/1/1970 Home Phone: 5551212

**Physician**

NPI: 0000000000 Name: UNKNOWN Phone:

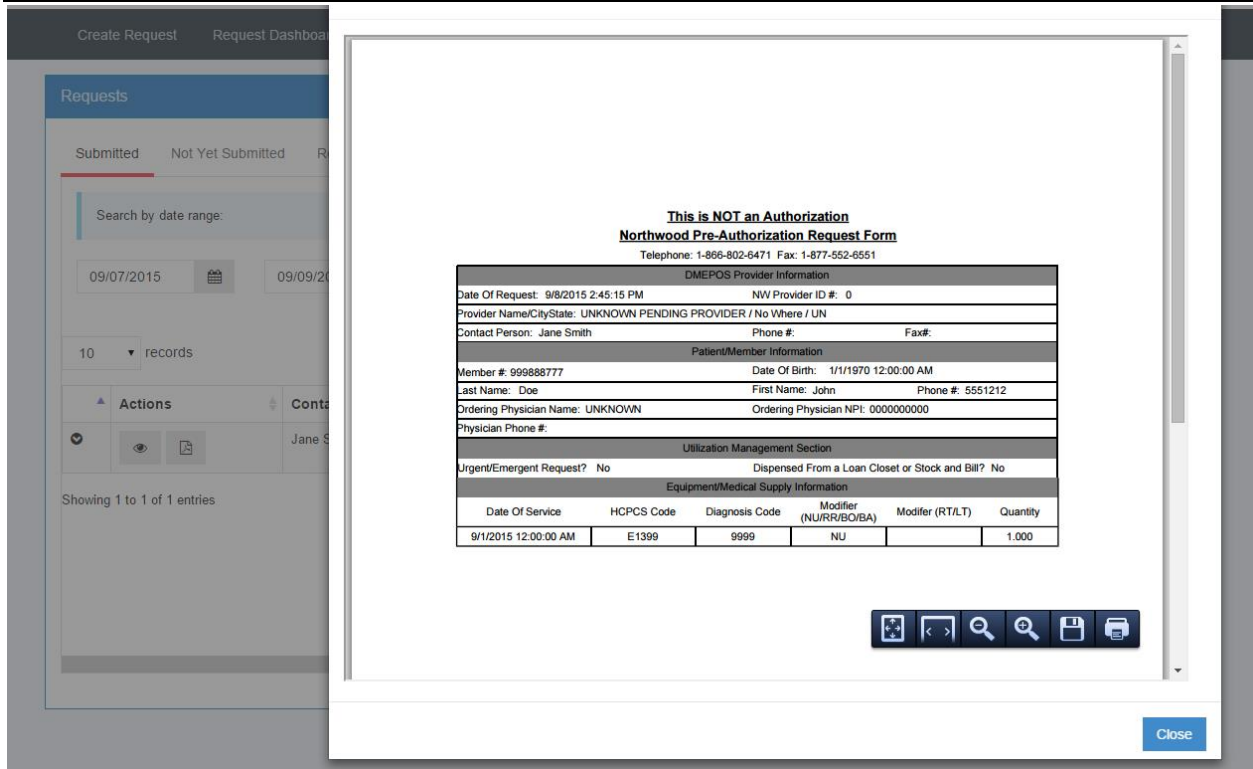
**Provider**

Northwood Provider Number: 0 NPI: 0000000000 Name: UNKNOWN PENDING PROVIDER

Phone: Phone Fax: Fax Location: 0000 Any Street  
No Where, UN 00000

Back to Dashboard Submit Save Without Submitting

You will be able to view a printable request form document for requests under review and a Northwood Prior Authorization form once the request is approved by pressing the document button as seen below. In order to display the form actions, hover your mouse in the bottom right of the document.



The screenshot shows the 'Requests' sidebar on the left with tabs for 'Submitted' and 'Not Yet Submitted'. The main window displays a detailed 'Northwood Pre-Authorization Request Form' modal. The form includes sections for DMEPOS Provider Information, Patient/Member Information, Utilization Management Section, and Equipment/Medical Supply Information. A table at the bottom of the form shows the following data:

Date Of Service	HCPCS Code	Diagnosis Code	Modifier (NU/RR/BO/BA)	Modifier (RT/LT)	Quantity
9/1/2015 12:00:00 AM	E1399	9999	NU		1.000

If you wish to take a quick look at the details for your requests, click the black chevron button in the first column of the table. This will display a nested table showing the requests details.

10 records

Search:

Actions	Contact	Member	Physician	Request Date	Status	Last Updated
<div> <div></div> <div></div> <div></div> </div>	Jane Smith	John Doe	UNKNOWN	9/8/2015	Submitted	9/8/2015

Showing 1 to 1 of 1 entries

Actions	Contact	Member	Physician	Request Date	Status	Last Updated
<div> <div></div> <div></div> <div></div> </div>	Jane Smith	John Doe	UNKNOWN	9/8/2015	Submitted	9/8/2

Actions	Procedure Code	Modifier(s)	Date of Service	Quantity	Diagnosis Code(s)	Type	Testing Amount
<div> <div></div> </div>	E1399	NU	9/1/2015	1.000	9999	Unknown	

With this nested table, you have the ability to take action, if allowed, directly from the search results.

## Not Yet Submitted Requests

Requests that have not yet been submitted to Northwood are displayed under this tab. Here you are offered two actions for these requests, edit and delete. Clicking the edit button will allow you to

## Provider Portal User Manual

complete your request by adding all of the necessary information and submit to Northwood for review.

Requests

Submitted





Not Yet Submitted

Rejected

Requests by Member

25 records

Search:

	Actions	Contact	Member	Physician	Request Date	Status	Last Updated
	 	Jane Smith	John Doe	UNKNOWN	9/8/2015	New	9/8/2015

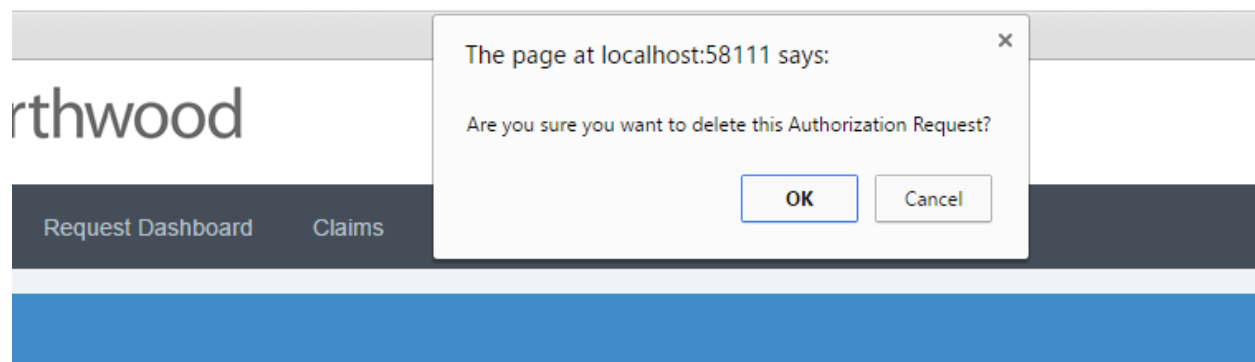
Showing 1 to 1 of 1 entries

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1

>

Clicking the delete button will remove the request from our system. You will be asked to confirm whether you want to delete the request.




Yet Submitted

Rejected

Requests by Member

ords

s	Contact	Member	Physician	Request Date	Status
	Jane Smith	John Doe	UNKNOWN	9/8/2015	New

1 entries

## Rejected Requests

Requests that have been reviewed by Northwood and rejected will show up under this tab. Like the requests not yet submitted, you will have the option to edit or delete the request. Northwood employees will submit a reason for the rejection and if you click the edit button, you will see it under the Request Information tab.

Authorization Request Form

Request Information
Request Details
Request Comments
Documentation

Rejection Reason(s)

Authorization already on file for date of service.

Member

Name:
Birth Date:
Home Phone:

John Doe
1/1/1970
5551212

Physician

NPI:
Name:
Phone:

0000000000
UNKNOWN

Provider

Northwood Provider Number:
NPI:
Name:

0
0000000000
UNKNOWN PENDING PROVIDER

Phone:
Fax:
Location:

Phone
Fax
0000 Any Street  
No Where, UN 00000

Back to Dashboard
Submit
Save Without Submitting

Based on this information, you will have the opportunity to edit the request or its details and resubmit to Northwood for review.

## Requests by Member

This feature will allow you to search for all authorization requests related to a specific member.

Requests

Submitted
Not Yet Submitted
Rejected
Requests by Member

Contract:

BCN STATEWIDE CONTRACT

Identification:
Last Name:
First Name:
Birth Date:

Identification
Last Name
First Name
Birth Date

Search

In order to ensure that you will find the correct member during this search the follow information is required; the member's identification number (e.g. SSN, Contract Number, Subscriber Number, B-Number) and birth date (recommended) or the member's last name and birth date. The correct contract must be selected from the contract drop down as well. If the member is found, they will be displayed in a table beneath the search fields.

Requests

Submitted Not Yet Submitted Rejected **Requests by Member**

Contract:  
MASS HEALTH/CWC/CARE PLUS

Identification: Identification  
 Last Name: Doe  
 First Name: John  
 Birth Date: 01/01/1970

Q Search

10 records

Search:

Actions	Name	Birth Date	Age	Address	City	State	Postal Code	Home Phone
	John Doe	1/1/1970	45	123 Fake Street	Anywhere	MI	11111	5551212

Showing 1 to 1 of 1 entries

< 1 >

Select the member you wish to review, click the view button, if there are authorization requests found they will appear in a table. At this point you can take an action on the request, if allowed.

Submitted Not Yet Submitted Rejected **Requests by Member**

Contract:  
MASS HEALTH/CWC/CARE PLUS

Identification: Identification  
 Last Name: doe  
 First Name: First Name  
 Birth Date: 1/1/1970

Q Search

10 records

Search:

Actions	Contact	Member	Physician	Request Date	Status	Last Updated
	Jane Smith	John Doe	UNKNOWN	9/8/2015	Rejected	9/8/2015

Showing 1 to 1 of 1 entries

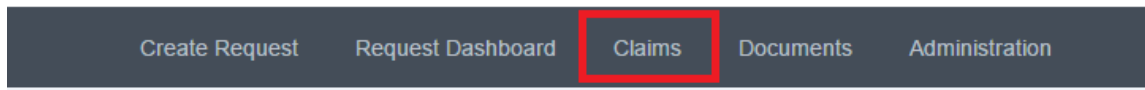
< 1 >

## Viewing Member Claims Overview

The Northwood Provider Portal now offers the ability to review a member's claim history. There are two methods provided to search for claims; By Member or By Clam Number.

### Walkthrough

To initiate a claim search, begin by clicking 'Claims' from the main navigation.



You will be redirected to the claim search and notice two tabs, 'Search By Member' and 'Search by Claim Number'.

## Search by Member

When searching by member, you will be presented a search form.

Claim Search

Search By Member   Search By Claim Number

Contract:  
MASS HEALTH/CWC/CARE PLUS

Identification:   Last Name:   First Name:   Birth Date:

Identification   doe   First Name   1/1/1970

Q Search

In order to ensure that you will find the correct member during this search the follow information is required; the member's identification number (e.g. SSN, Contract Number, Subscriber Number, B-Number) and birth date (recommended) or the member's last name and birth date. The correct contract must be selected from the contract drop down as well. If the member is found, they will be displayed in a table beneath the search fields.

Claim Search

Search By Member   Search By Claim Number


Contract:  
MASS HEALTH/CWC/CARE PLUS

Identification:   Last Name:   First Name:   Birth Date:

Identification   doe   First Name   1/1/1970

Q Search

10 records   Search:

Actions	Name	Birth Date	Age	Address	City	State	Postal Code	Home Phone
	John Doe	1/1/1970	45	123 Fake Street	Anywhere	MI	11111	5551212

Showing 1 to 1 of 1 entries

< 1 >

## Provider Portal User Manual

Upon clicking the view button to select a member, the member's claims will be displayed in two panels, pending claims, and finalized claims. Pending claims are those that are still in process, while finalized claims have been paid.

Search By Member
Search By Claim Number

### Pending Claims

10 records
Search:

	Northwood Claim Number	Provider Claim Number	Status	Received Date	Authorization Number	Contract	Physician	Member
☑	15090900002	123456789	P140	9/7/2015	MH1509090001	MASS HEALTH/CWC/CARE PLUS	UNKNOWN	John Doe

Showing 1 to 1 of 1 entries
< 1 >

### Finalized Claims

10 records
Search:

	Northwood Claim Number	Provider Claim Number	Status	Received Date	Authorization Number	Contract	Physician	Member
☑	15090900003	123456789	F165	9/7/2015	MH1509090001	MASS HEALTH/CWC/CARE PLUS	UNKNOWN	John Doe

Showing 1 to 1 of 1 entries
< 1 >

Clicking the black chevron icon in the first column will display a nested table that contains the claim lines for the selected claim.

Claim Search

Search By Member
Search By Claim Number

### Pending Claims

10 records
Search:

	Northwood Claim Number	Provider Claim Number	Status	Received Date	Authorization Number	Contract	Physician	Member
☑	15090900002	123456789	P140	9/7/2015	MH1509090001	MASS HEALTH/CWC/CARE PLUS	UNKNOWN	John Doe

Line Number	Status	Procedure Code	Modifier(s)	Date of Service	Diagnosis Code(s)
1	P140	E0601	RR	10/9/2015	32723

Showing 1 to 1 of 1 entries
< 1 >

Claim lines under the finalized claim panel will have a view button allowing you to review the details of the procedure.


## Provider Portal User Manual

Finalized Claims

10 records
Search:

Northwood Claim Number	Provider Claim Number	Status	Received Date	Authorization Number	Contract	Physician	Member
15090900003	123456789	F165	9/7/2015	MH1509090001	MASS HEALTH/CWC/CARE PLUS	UNKNOWN	John Doe

Actions	Line Number	Status	Procedure Code	Modifier(s)	Date of Service	Diagnosis Code(s)	Check Date	Check Number
	1	F165	E0601	RR	9/9/2015	32723		

Showing 1 to 1 of 1 entries
1

The details will be displayed in a pop up window as shown below.

### Claim Line

Claim Line Amounts

Quantity Billed:	Charged:	Authorized Quantity:	Authorized Allowed:
1.000		1.000	
Quantity Allowed:	Allowed Amount:	Copay:	Coinsurance:
1.000			
Deductible:	Other Payer Paid:	Net Payment:	

Claim Line Adjustments

Adjustment Code	Description	Adjustment Amount
No adjustments found.		

Claim Line Remarks

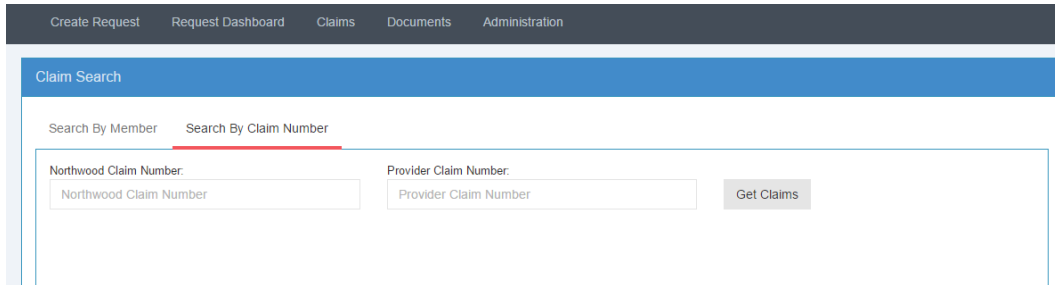
Remark Code	Description
No remarks found.	

Cancel



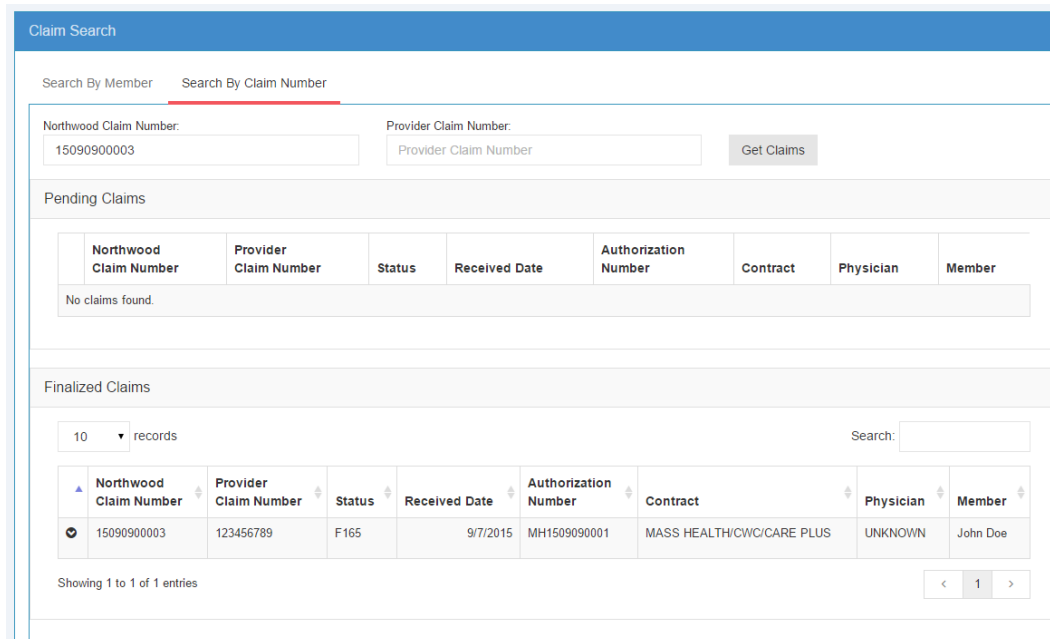
## Search by Claim Number

The Northwood Provider Portal also allows you to search by a claim number, either Northwood's or the claim number submitted by the provider.



The screenshot shows the 'Claim Search' section of the Northwood Provider Portal. It features a dark navigation bar at the top with links: 'Create Request', 'Request Dashboard', 'Claims', 'Documents', and 'Administration'. Below this, the 'Claim Search' header is followed by two tabs: 'Search By Member' and 'Search By Claim Number'. The 'Search By Claim Number' tab is active. The search form contains two input fields: 'Northwood Claim Number' and 'Provider Claim Number', both with placeholder text. A 'Get Claims' button is positioned to the right of the 'Provider Claim Number' field.

Simply enter in the claim number in the correct text box and click the 'Get Claims' button to retrieve the results.



The screenshot displays the search results for the claim number 15090900003. The 'Pending Claims' section shows 'No claims found.' The 'Finalized Claims' section displays a table with one entry. The table has columns for Northwood Claim Number, Provider Claim Number, Status, Received Date, Authorization Number, Contract, Physician, and Member. The entry shows a status of 'F165', received date of '9/7/2015', and authorization number 'MH1509090001'.

Northwood Claim Number	Provider Claim Number	Status	Received Date	Authorization Number	Contract	Physician	Member
15090900003	123456789	F165	9/7/2015	MH1509090001	MASS HEALTH/CWC/CARE PLUS	UNKNOWN	John Doe

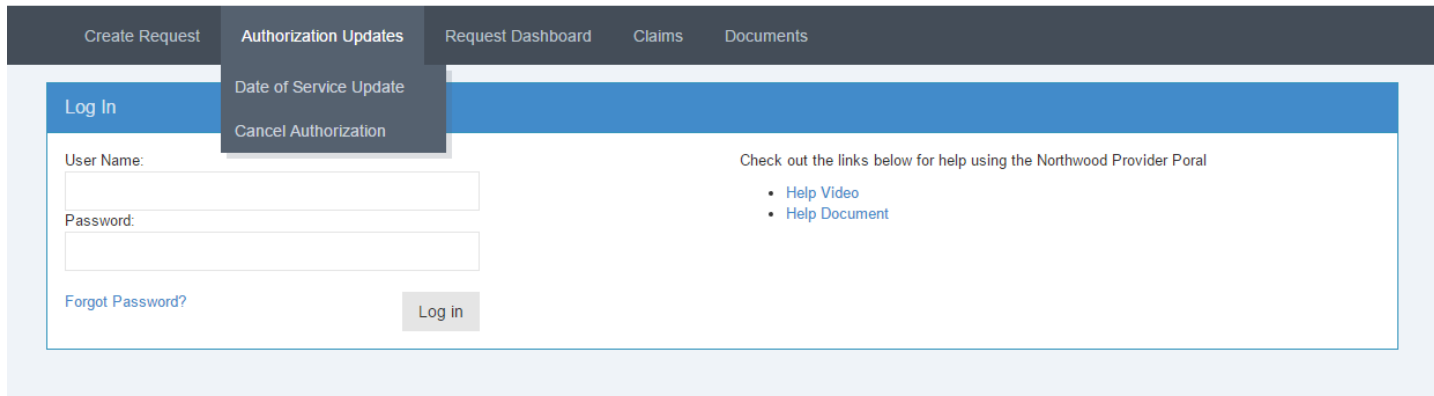
Depending on the claim's status, it will be displayed in either the Pending Claims or the Finalized Claims panel.

## Authorization Updates

### Walkthrough

The Northwood Provider Portal will now allow you to update existing authorizations. You will find a new drop down menu item in the main navigation – "Authorization Updates" with two sub items – "Date of Service Update" and "Cancel Authorization"

## TEST SYSTEM!!!

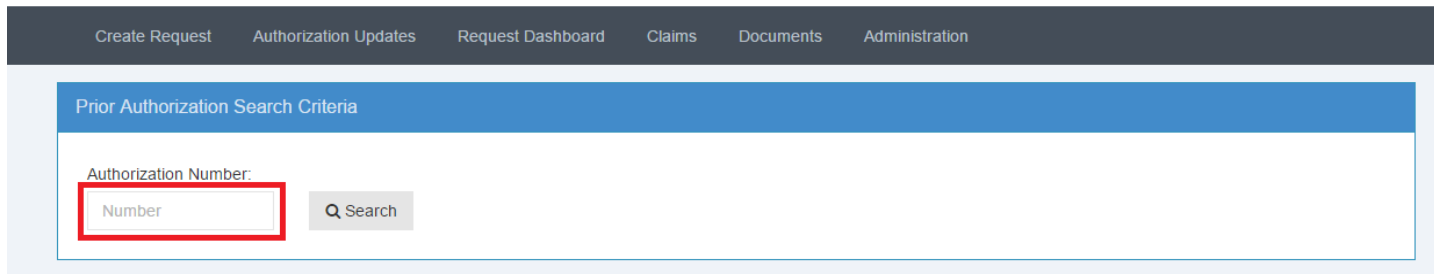


## Date of Service Updates

Clicking Date of Service Update menu update will take the user to a page where they can create a new request to update the date of service or extend the date to of an existing authorization.

## TEST SYSTEM!!!

adamkelkins@gmail.com



From here they will need to enter an authorization number. This search works similar to the claim search, as only authorizations for the user's location will be accessible OR if they are a parent, then authorizations for all children will also be accessible. The authorization will also have to be active in our system. After clicking search, the following panel will be displayed.

[Create Request](#)
[Authorization Updates](#)
[Request Dashboard](#)
[Claims](#)
[Documents](#)
[Administration](#)

### Prior Authorization Search Criteria

Authorization Number:

701603103537

 Search

### Search Results

☒ Update Service Date
 ☐ Extend Lines

Select a new date range for the selected authorization details.

Date From  To  Date To

Save

10 records

Search:

<input checked="" type="checkbox"/>	Procedure Code	Description	Modifier(s)	Quantity Requested	Quantity	Unit of Measure	Amount	Service Dates	Status
<input checked="" type="checkbox"/>	E0601	CONTINUOUS POSITIVE AIRWAY PRESSURE DEVICE	RR	1.000	1.000	EACH	0.000	3/14/2016 - 5/31/2017	Active
<input checked="" type="checkbox"/>	A7030	FULL FACE MASK USED W/POS ARWAY PRESS DEVICE EA	NU		0.000	EACH	123.120	3/14/2016 - 5/31/2017	Active
<input checked="" type="checkbox"/>	A7039	FILTER NON DISPBL USED W/POS ARWAY PRESS DEVICE	NU		0.000	EA	6.850	3/14/2016 - 5/31/2017	Active
<input checked="" type="checkbox"/>	A4604	TUBING W/INTGR HEAT ELEM W/POS AIRWAY PRESS DEVC	NU		0.000	EACH	48.200	3/14/2016 - 5/31/2017	Active

Showing 1 to 4 of 4 entries

< 1 >

The user will be presented with 2 options, update the date of service or extend the authorization for the selected lines (only active lines can be updated). All lines are selected by default and the user may select any combination of lines as long as at least one is selected.

## Updating the Date of Service

When the "Update Service Date" radio button is selected, the user will be presented with a date range picker and must enter a new from and to date.

Search Results

☒ Update Service Date ☐ Extend Lines

Select a new date range for the selected authorization details.

Date From

To

Date To

Save

### Extending Your Authorization


When the “Extend Lines” radio button is selected, the user will be presented with a single date picker to enter a new end date for the selected lines.

Search Results

☐ Update Service Date ☒ Extend Lines

Select a new end date for the selected authorization details.

End Date



Save

Upon clicking save in either case, the request will be saved and the user will be taken to the edit page of the request. This is where they will have to option to review their request and add comments or documents when necessary. This page is split into three tabs – Request Information, Request Comments and Documentation. In the case of rejected requests, the reject comment will be displayed above the Prior Authorization panel on the Request Information tab.

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[Create Request](#) [Authorization Updates](#) [Request Dashboard](#) [Claims](#) [Documents](#) [Administration](#)
[Request Information](#) [Request Comments](#) [Documentation](#)

### Prior Authorization

Number:	Request Type:	Update Request Date:
701603103537	Date of Service Extension	4/19/2016
Member Name:	Birth Date:	Home Phone:
Adam Elkins	3/6/1981	Home Phone

### Details

25 records

Search: 

Procedure Code	Description	Modifier(s)	Quantity	Amount	Service Dates	Requested Dates	Status
A4604	TUBING W/INTGR HEAT ELEM W/POS AIRWAY PRESS DEVC	NU	0.000	48.20	3/14/2016 - 5/31/2017	6/30/2017	Active
A7030	FULL FACE MASK USED W/POS ARWAY PRESS DEVICE EA	NU	0.000	123.12	3/14/2016 - 5/31/2017	6/30/2017	Active
A7039	FILTER NON DISPBL USED W/POS ARWAY PRESS DEVICE	NU	0.000	6.85	3/14/2016 - 5/31/2017	6/30/2017	Active
E0601	CONTINUOUS POSITIVE AIRWAY PRESSURE DEVICE	RR	1.000	0.00	3/14/2016 - 5/31/2017	6/30/2017	Active

[Back to Dashboard](#)
[Submit](#)
[Save Without Submitting](#)

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[Create Request](#) [Authorization Updates](#) [Request Dashboard](#) [Claims](#) [Documents](#) [Administration](#)[Request Information](#) [Request Comments](#) [Documentation](#)**Comments**

Comments

[Back to Dashboard](#)[Submit](#)[Save Without Submitting](#)

Create Request
Authorization Updates
Request Dashboard
Claims
Documents
Administration

Request Information
Request Comments
Documentation

Supporting Documentation

Notes

- The maximum file size is **1 MB** per file, **5 MB** total.
- The following file types are allowed: .txt, .pdf, .jpg, .jpeg, .tiff, .png, .gif, .bmp.
- Northwood recommends 200 dots per inch (DPI) for scanned images. Higher DPI values will result in a larger file that may exceed our size limitations.

+ Select files ...

Uploaded Files

File Name	File Type	Upload Date	Upload Status
No files found.			

Back to Dashboard

Submit

Save Without Submitting

At the bottom right of this page, the user will see two buttons:

Submit – submit the request for review by Northwood

Submit

Save Without Submitting

Save without Submitting – Save any updates, but do not submit for review.

Submit

Save Without Submitting

## Cancelling your Authorization

Clicking the Cancel Authorization menu update will take the user to a page where they can create a new request to cancel an authorization or certain lines of an authorization.

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Create Request
Authorization Updates
Request Dashboard
Claims
Documents
Administration

Prior Authorization Search Criteria

Authorization Number:

From here they will need to enter an authorization number. This search works similar to the claim search, as only authorizations for the user's location will be accessible OR if they are a parent, then authorizations for all children will also be accessible. The authorization will also have to be active in our system. After clicking search, the following panel will be displayed.

TEST SYSTEM!!!

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Create Request
Authorization Updates
Request Dashboard
Claims
Documents
Administration

Prior Authorization Search Criteria

Authorization Number:

Search Results

10 records
Search:

<input checked="" type="checkbox"/>	Procedure Code	Description	Modifier(s)	Quantity Requested	Quantity	Unit of Measure	Amount	Service Dates	Status
<input checked="" type="checkbox"/>	A7034	NASL INTRFCE POS ARWAY PRSS DEVC W/WO HEAD STRAP	NU		1.000	EA	54.720	10/1/2015 - 1/20/2016	Active
<input checked="" type="checkbox"/>	A7035	HEADGEAR USED W/POSITIVE AIRWAY PRESSURE DEVICE	NU		1.000	EA	20.950	10/1/2015 - 1/20/2016	Active
<input checked="" type="checkbox"/>	A7037	TUBING USED WITH POSITIVE AIRWAY PRESSURE DEVICE	NU		1.000	EACH	15.250	10/1/2015 - 1/20/2016	Active

Showing 1 to 3 of 3 entries
1

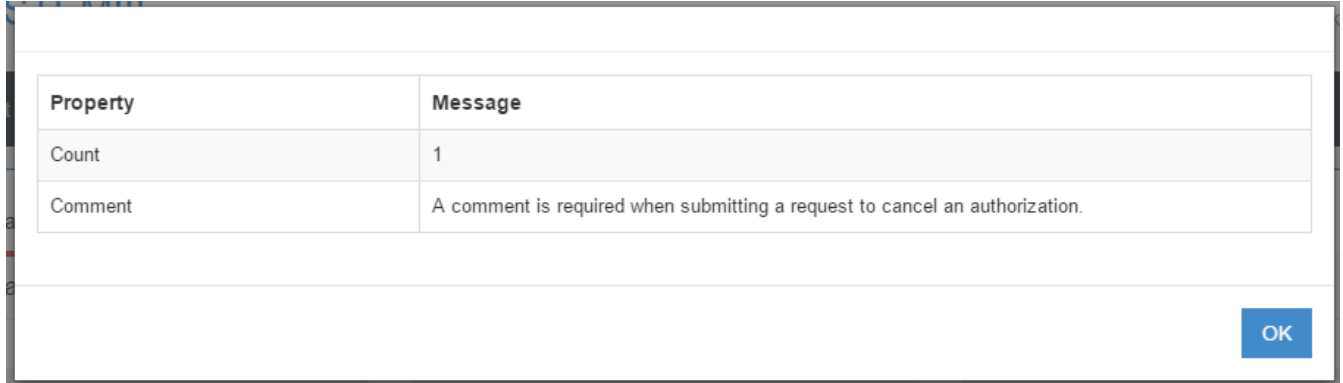


## Provider Portal User Manual

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Again all lines will be selected by default. Please note that if all lines are selected and the request is accepted, the selected authorization line's status will be updated to Cancelled AND the authorization's status will be updated to Cancelled. Otherwise, only the status of the selected lines will be updated.

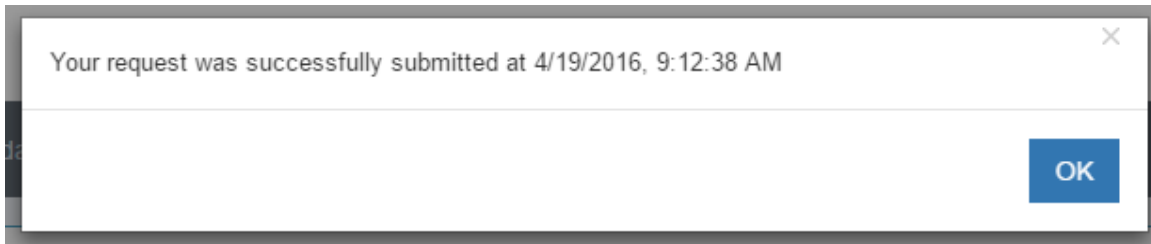
Clicking the "Cancel Selected Lines" button will again save the request and redirect the user to the edit page as described earlier. In this case a Comment is required to submit the request, otherwise the user will receive the following message.



Property	Message
Count	1
Comment	A comment is required when submitting a request to cancel an authorization.

OK

Finally, upon submitting the request, the user will be alerted of the submission and redirected to their dashboard.



Your request was successfully submitted at 4/19/2016, 9:12:38 AM

OK

## Authorization Update Dashboard

There is a new tab on the Request Dashboard for the Authorization Update Requests. This tab page is split into three nested tabs, Not Yet Submitted, Submitted, Rejected and Completed.

Create Request
Authorization Updates
Request Dashboard
Claims
Documents
Administration

Requests

Submitted
Not Yet Submitted
Rejected
Requests by Member
Authorization Update Requests

Search by date range:

From
To
Get Requests

Search by predefined range:

One Week
Get Requests

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Create Request
Authorization Updates
Request Dashboard
Claims
Documents
Administration

Requests

Submitted
Not Yet Submitted
Rejected
Requests by Member
Authorization Update Requests

Not Yet Submitted
Submitted
Rejected
Completed

25 records

Search:

Actions	Prior Authorization	Member	Physician	Request Type	Request Date	Status	Last Updated
	701603103537	Adam Elkins	O'NEILL, TIMOTHY R.	Date of Service Extension	4/19/2016	New	4/19/2016

Showing 1 to 1 of 1 entries

< 1 >

## Columns

**Column 1** – Click to display details.

Not Yet Submitted

Submitted

Rejected

Completed

25 records

Search:

Actions	Prior Authorization	Member	Physician	Request Type	Request Date	Status	Last Updated
<div> <div></div> <div></div> <div></div> </div>	701603103537	Adam Elkins	O'NEILL, TIMOTHY R.	Date of Service Extension	4/19/2016	New	4/19/2016

10 records

Search:

Procedure Code	Description	Modifier(s)	Quantity	Amount	Service Dates	Requested Dates	Status
A4604	TUBING W/INTGR HEAT ELEM W/POS AIRWAY PRESS DEVC	NU	0.000	48.20	3/14/2016 - 5/31/2017	6/30/2017	Active
A7030	FULL FACE MASK USED W/POS ARWAY PRESS DEVICE EA	NU	0.000	123.12	3/14/2016 - 5/31/2017	6/30/2017	Active
A7039	FILTER NON DISPBL USED W/POS ARWAY PRESS DEVICE	NU	0.000	6.85	3/14/2016 - 5/31/2017	6/30/2017	Active

**Column 2 (Actions)** – Click button on the left to view the prior authorization document, the button on the right to enter the edit page of the request. If the edit button is clicked from the submitted request grid OR the completed request grid, the edit page will be read only. The edit page for new OR rejected requests will allow the user to update the request and submit (or resubmit in the case of rejected requests).

**Column 6 (Request Type)** – The type of request, either Date of Service Update, Date of Service Extension or Cancellation.

**Column 8 (Status)** – The status of the request, either Submitted, Completed or Rejected.

### Date of Service Update Detail Table

Detail Table Column 6 (Service Dates) – the CURRENT service dates of the authorization line.

Detail Table Column 7 (Requested Dates) – The service dates REQUESTED for update.

Detail Table Column 8 (Status) – The current status of the authorization detail.

### Cancellation Request Detail Table

Detail Table Column 7 (Current Status) – The CURRENT status of the authorization detail.

Detail Table Column 8 (Requested Status) – The REQUESTED status of the authorization detail.

## Viewing Member Eligibility

The Northwood Provider Portal will allow you to view a member's active eligibility details. When on the "Create Request" page, and after finding a member using the member search, you will see a new column in the results table as seen below.

## Provider Portal User Manual

Member Search Criteria

Contract: [REDACTED]

Identification:

Service Date From:



Last Name:

Service Date To:

First Name:



Birth Date:

10 records Search:

▲	Actions	Name	Birth Date	Age	Address	City	State	Postal Code	Home Phone
		[REDACTED]							

Showing 1 to 1 of 1 entries < 1 >

Clicking this button will display the details of the member's current active eligibility.

▲	Actions	Name	Birth Date	Age	Address	City	State	Postal Code	Home Phone
		[REDACTED]							
Note: The amounts noted are just a quote and based off the most recent data.									
Plan Name			Benefit Code	Effective Date	End Date	Terminated?	Sponsor		
[REDACTED]									
Acronym	Copay	Coinsurance	Individual Deductible	Family Deductible	Individual OOP Max	Family OOP Max	Individual Max Benefit	Family Max Benefit	
[REDACTED]									

## Case Review



The Authorization Request Form includes an informational tab titled “In Review”. Navigating to this tab will display a table of all cases performed by Northwood’s Utilization Management department. The initial state of the case table will display an overview of the case, including case number, status request date, type and reason for review.

Authorization Request Form

Request Information
Request Details
Request Comments
Documentation
Authorization Notes
In Review

In Review

25 records
Search:

Case Number	Status	Request Date	Case Type	Reason for Review
				
	Closed	3/31/2017	Standard Organization Determination -Request for service (pre-service nonurgent requests) requiring additional information	Lack of Information

Showing 1 to 1 of 1 entries
1

Back to Dashboard
Submit
Save Without Submitting

The first column of this table includes a chevron button which will display details of the case when clicked. These details include the authorization lines included in the review, letters generated by Northwood and all additional documentation received by Northwood.

## Provider Portal User Manual

### Case Details

Authorization lines review with the selected case are displayed first. This data table is informational, including the service information, such as dates of service and procedure code, and the determination of the review.

	73600	Closed	3/31/2017	Standard Organization Determination -Request for service (pre-service nonurgent requests) requiring additional information				Lack of Information	
Case Details									
10  records		Search: <input type="text"/>							
Request Type 	Date(s) of Service	Procedure 	Description 	Modifier(s) 	Diagnosis 	Quantity Requested 	Quantity Allowed 	Appealed? 	Outcome 
Normal - Non Discharge	3/31/2017 - 6/30/2017	A7032	CUSHN NASAL MASK INTERFACE REPLACEMENT ONLY EACH	NU	G4733	1.000	1.000	No	Medical Necessity Denial
Normal - Non Discharge	3/31/2017 - 6/30/2017	A7034	NASL INTRFCE POS ARWAY PRSS DEVC W/WO HEAD STRAP	NU	G4733	1.000	1.000	No	Medical Necessity Denial



### Letters and Documentation

Following the case details are the letters Northwood generated and sent and the documentation received. A button is present in the first column labeled Action, in which you may view the letter or documentation described in the selected row.

Letters

10 records

Search:

Actions	Letter Name	Last Update
	Request for Information Letter	4/3/2017
	Medical Necessity Denial Letter	4/7/2017


Showing 1 to 2 of 2 entries

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Additional Information

10 records

Search:

Actions	File Name	File Type	Pages	Document Group	Document Type	Upload Date
	1e2ff3.pdf	application/pdf	0	Case Review	Incoming paperwork	4/6/2017 9:43:58 AM

Showing 1 to 1 of 1 entries

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