Northwood

Provider Portal

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Provider Portal

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.

Logging In

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 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.
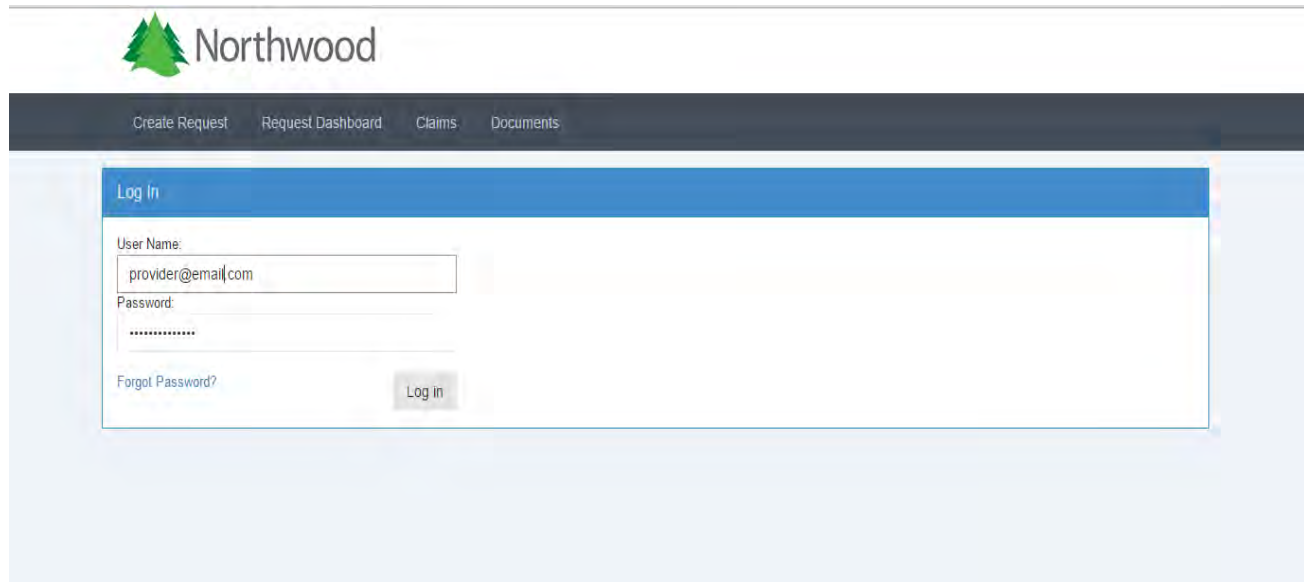
Walkthrough

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.

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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.

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

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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.
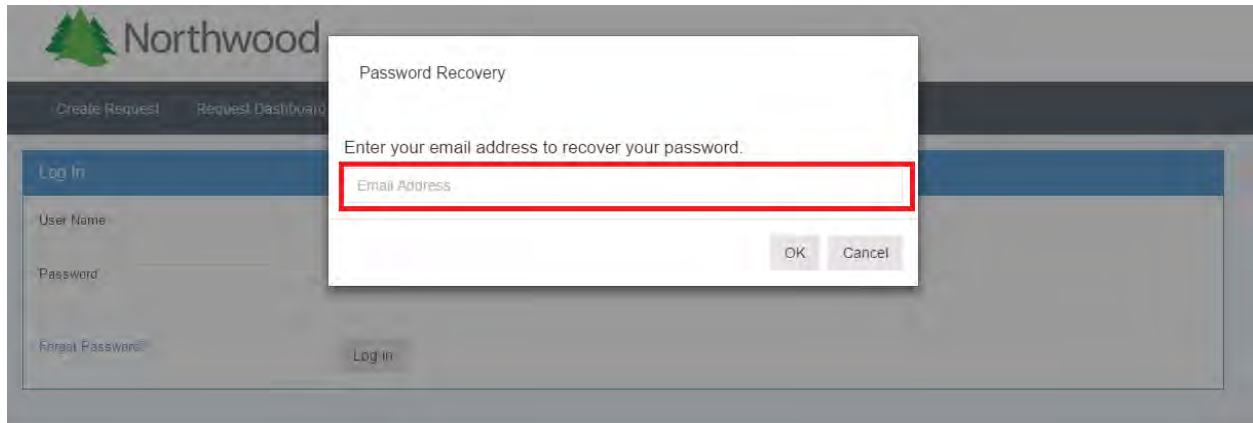

If you have forgotten your password and would like to receive a new one, click on the 'Forgot your password' link located on the initial login page. The system will prompt you for your username. Once you enter your email address and click the 'OK' Button, an email with a new password will be sent to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

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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.
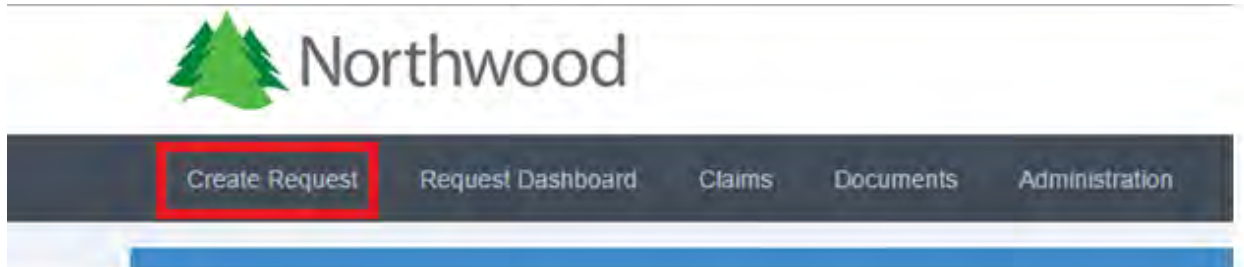
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Walkthrough

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

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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.

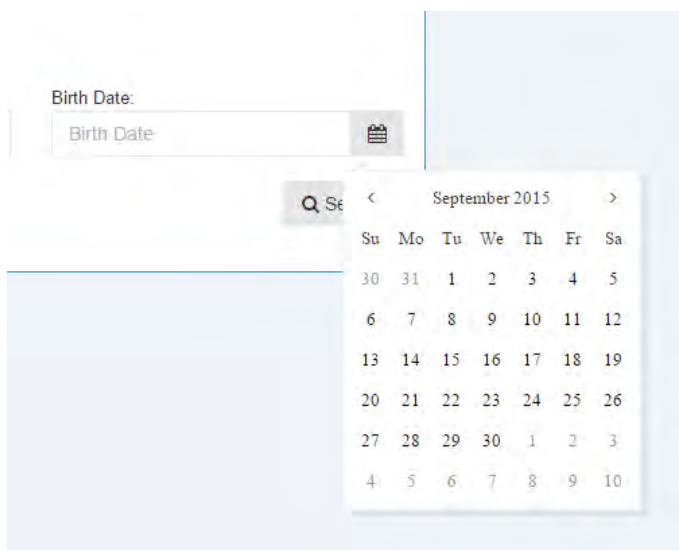A calendar will open that will allow you to visually search for the date you wish to select. Once you have found the date that you want to use, click the date with the mouse and the textbox will be updated with the address you selected. Alternatively, you may manually enter a date into the textboxes,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

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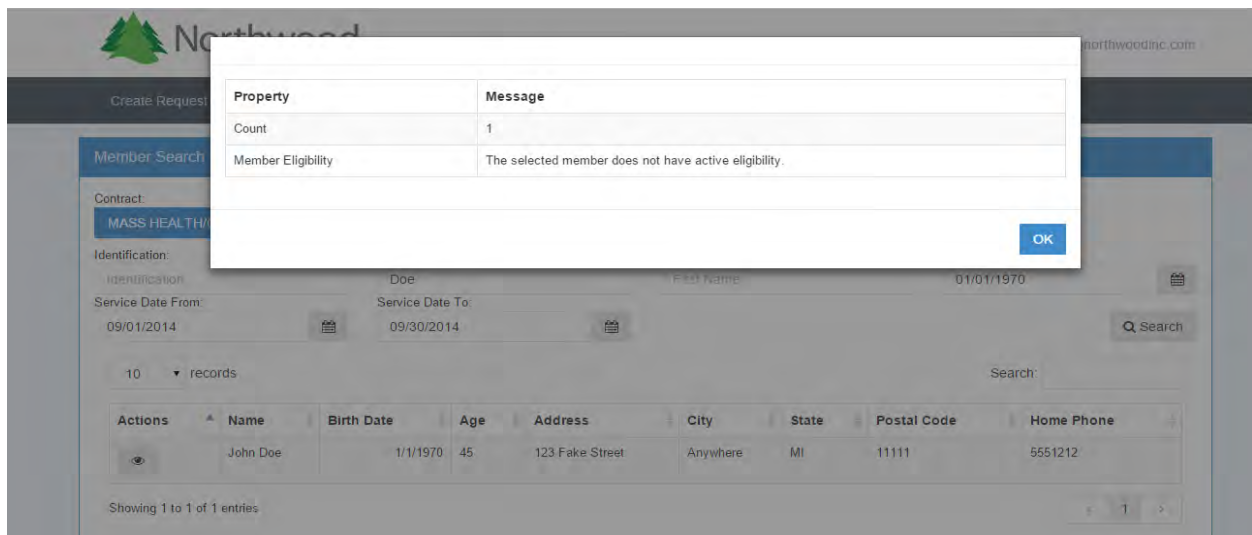
Please note that the member must be eligible for the dates of service selected. You will be notified if they are not.

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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.

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.

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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.

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 this is an urgent request, it is recommended that you call the Northwood provider line. 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.

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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.
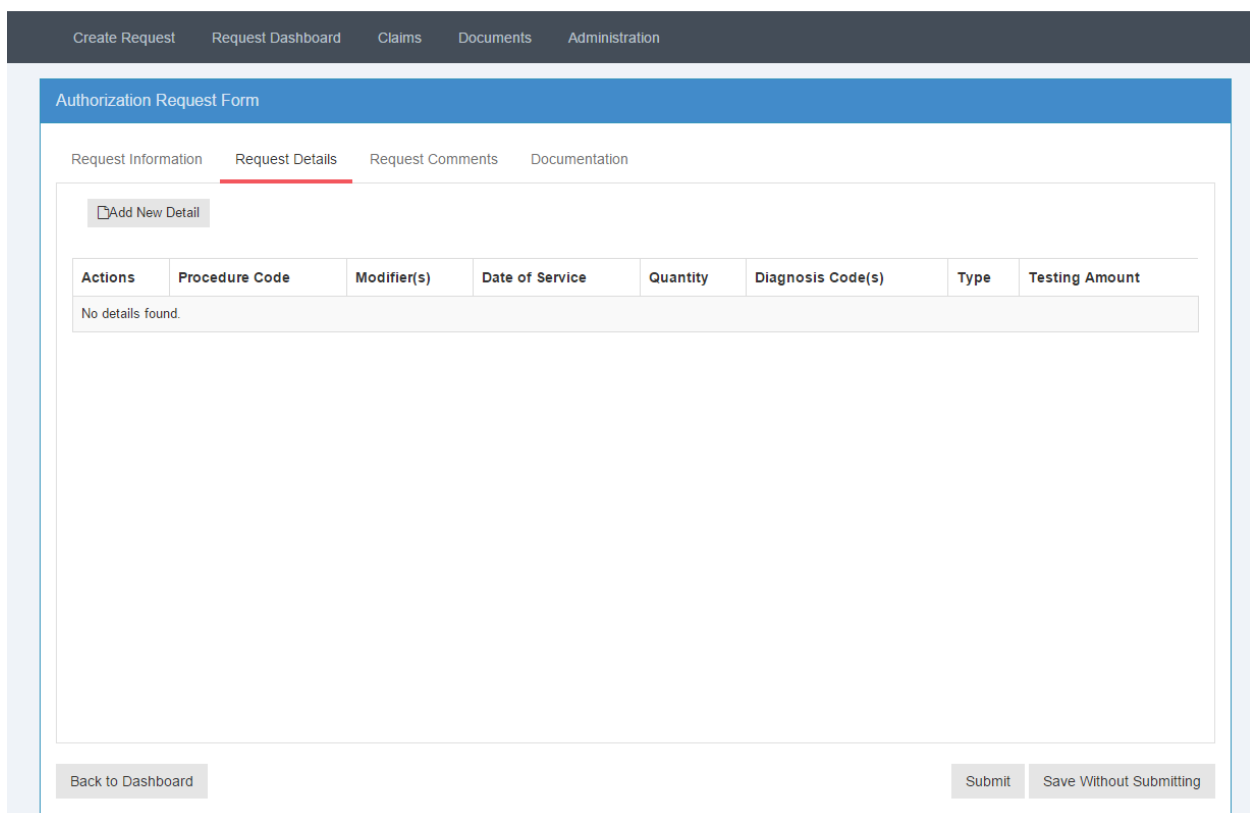
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Request Details

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

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

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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.

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1. **Request Type**: This is a required field that will default to 'Normal – Non Discharge'. 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.

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:

Q   Description

Additional Description:

Additional Description

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

Modifier 1 ▼   Modifier 2 ▼   Modifier 3 ▼   Modifier 4 ▼

Quantity: Testing Amount (Required for A4253 and A4259)

0.   Testing Amount

Diagnosis Code 1:   Diagnosis Code 1 Description:

Q   Description

Diagnosis Code 2:   Diagnosis Code 2 Description:

Q   Description

Diagnosis Code 3:   Diagnosis Code 3 Description:

Q   Description

Diagnosis Code 4:   Diagnosis Code 4 Description:

Q   Description

Save   Cancel

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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.

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.

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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:

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

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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.

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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.

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.

Provider Portal

| | 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

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.

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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.

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

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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.

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.

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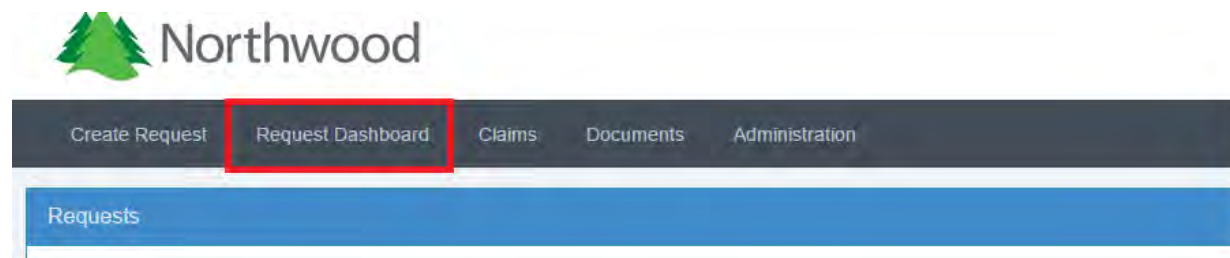
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Managing your Authorization Requests

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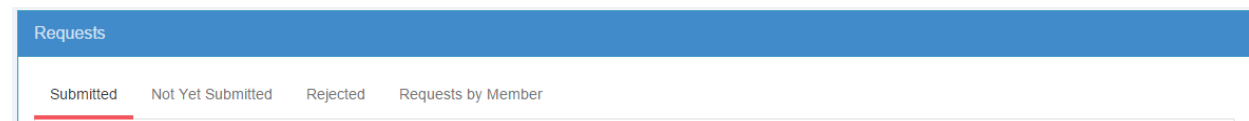
The submitted tab will display all requests that have been received by Northwood. The 'Not Yet Submitted' tab will display the requests that you have saved but have not submitted to Northwood. The rejected tab displays all of your requests that have been rejected by Northwood and the 'Requests by Member'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

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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.
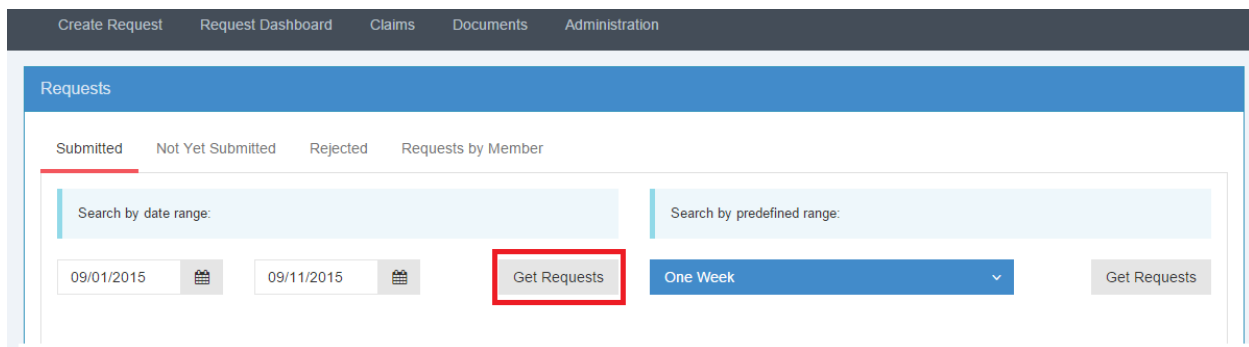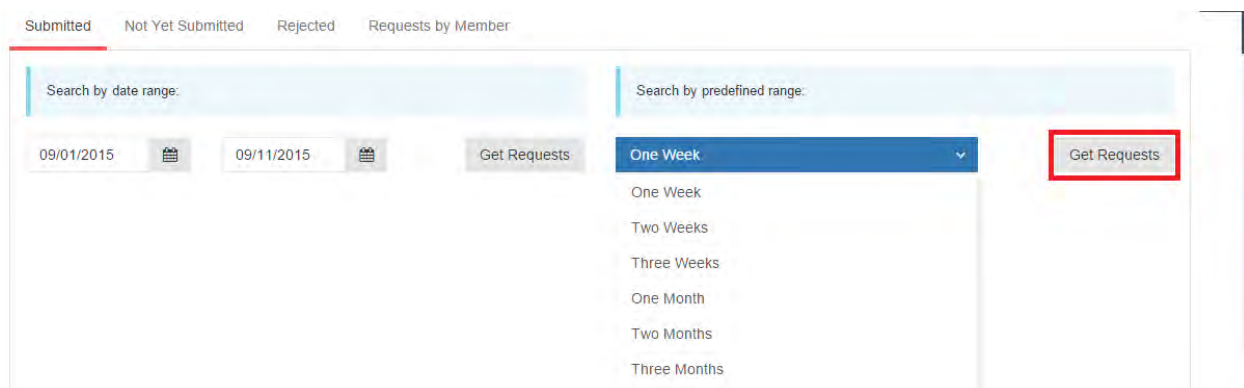
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Submitted Requests

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.

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

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.

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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.

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.

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	Actions		Contact	Member	Physician	Request Date	Status	Last Updated
⌃	👁	🖹	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
👁	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 complete your request by adding all of the necessary information and submit to Northwood for review.

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

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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.

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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

Q Search

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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.

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.

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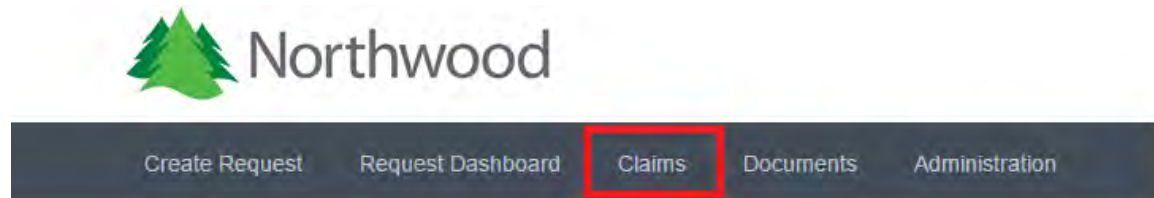
You will be redirected to the claim search and notice two tabs, 'Search By Member' and 'Search by Claim Number'.

Provider Portal

Search by Member

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

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.

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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.

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

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

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

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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

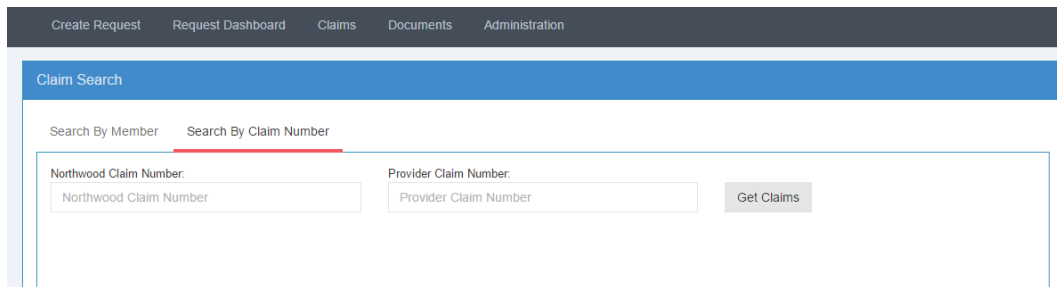| Remark Code	Description
No remarks found.	

Cancel

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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.
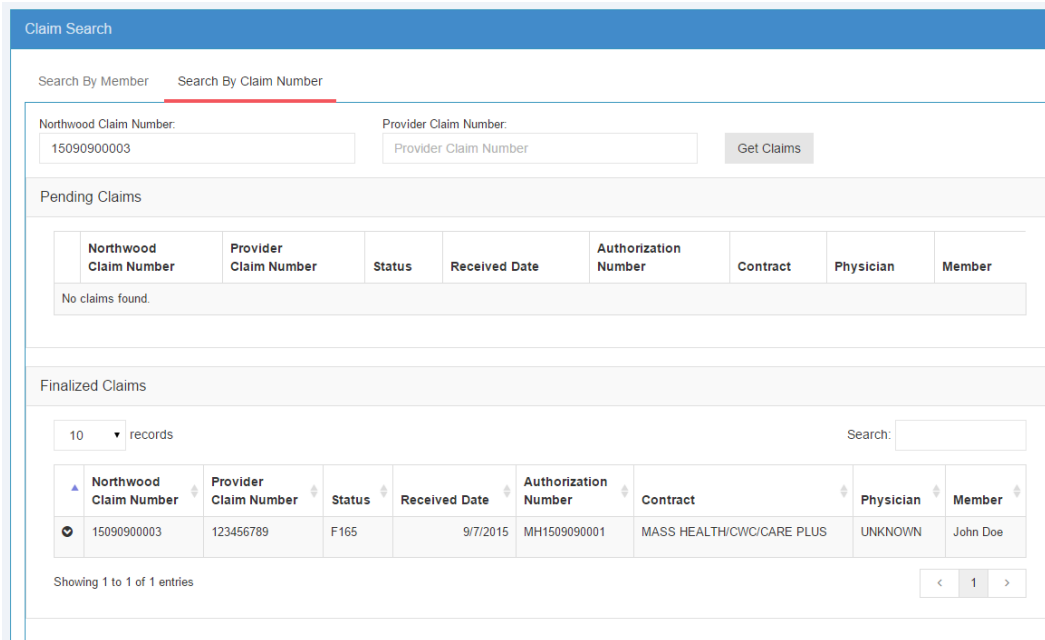

Simply enter in the claim number in the correct text box and click the 'Get Claims' button to retrieve the results.

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