

2018

Northwood, Inc.

**Provider Portal User
Manual**

May 30, 2018

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

Columns.....	42
Date of Service Update Detail Table.....	42
Cancellation Request Detail Table.....	42
Viewing Member Eligibility.....	42
Case Review	44
HCPCS/Modifier/Quantity Update	46
HCPCS Update.....	47
Modifier Update	47
Quantity Update	48
Remittance Search	50
Member Procedure History.....	51
Search by Procedure Code	52
Search by Procedure Code Range	54

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”)

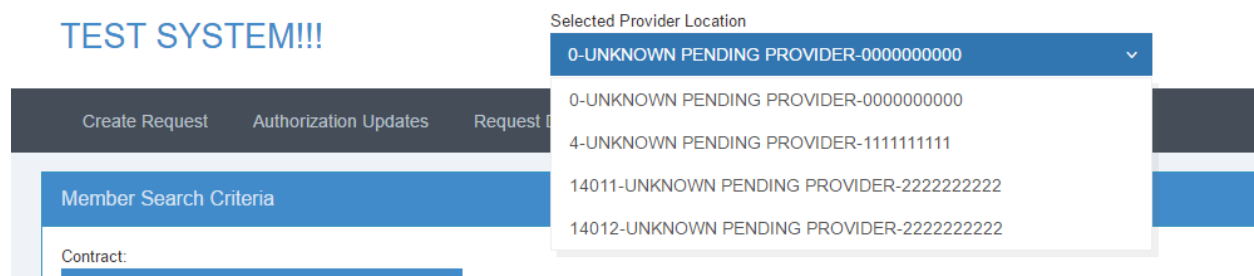
Many DMEPOS companies have multiple locations, the main location or headquarters is the Parent Provider location.

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).



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

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.

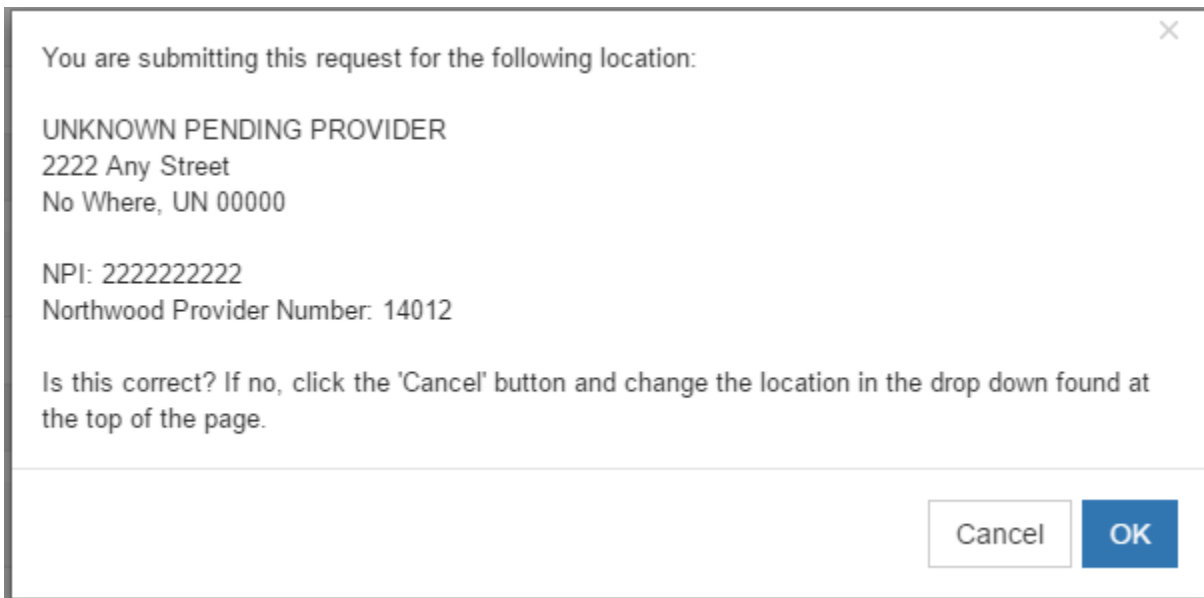
Adding Multiple Parent Provider Locations to Your Provider Location List

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.

Selected Provider Location Confirmation

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



A confirmation dialog box with a close button (X) in the top right corner. The text inside reads: "You are submitting this request for the following location:" followed by "UNKNOWN PENDING PROVIDER", "2222 Any Street", "No Where, UN 00000", "NPI: 2222222222", and "Northwood Provider Number: 14012". Below this is the question "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 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

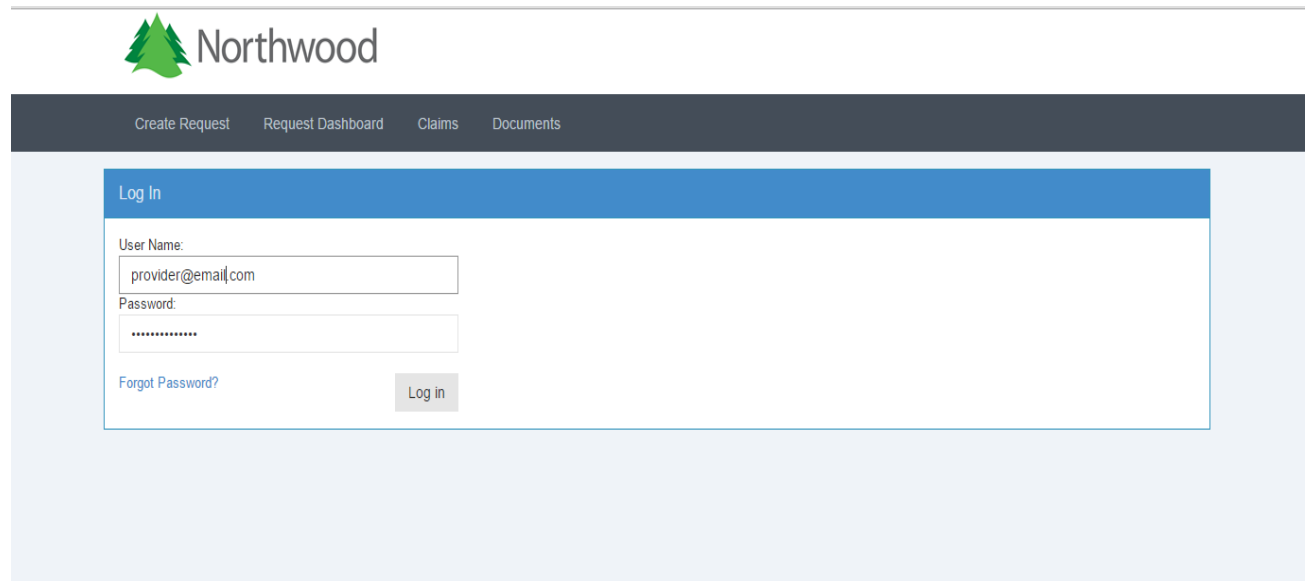
information. Your password is stored in our system using robust encryption algorithms so that no one can see or know your password but you. If you forget your password or feel that your password may have been compromised, feel free to change it within the portal. If you would like to request access to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

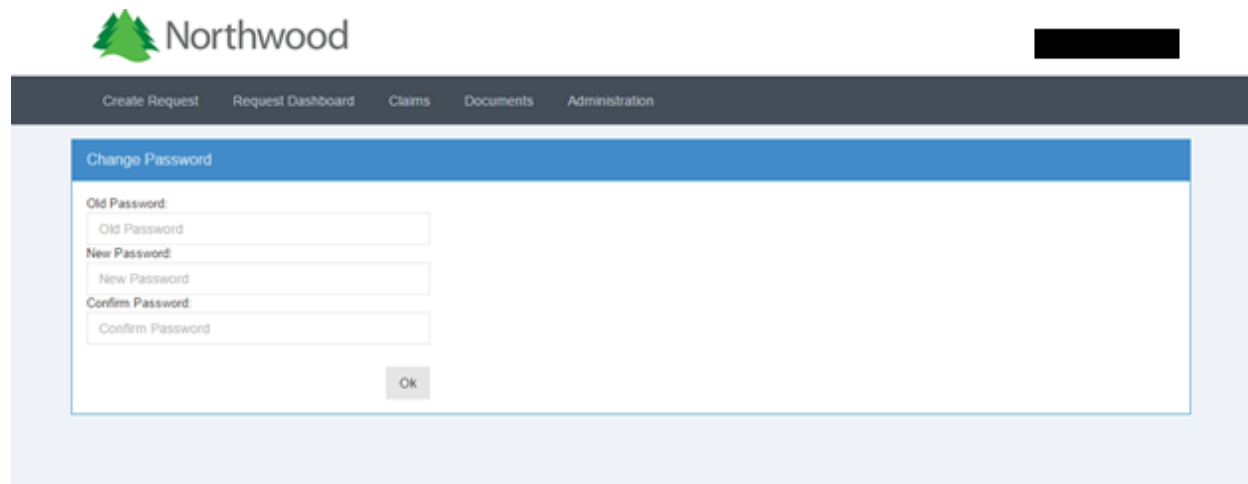
Walkthrough

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.



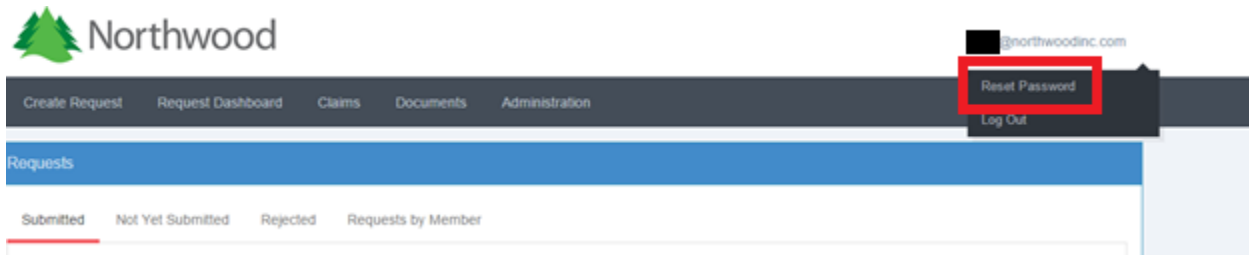
The screenshot shows the Northwood logo at the top left. Below it is a dark navigation bar with links: Create Request, Request Dashboard, Claims, and Documents. The main content area has a blue header for 'Log In'. Below the header are two input fields: 'User Name:' with the value 'provider@email.com' and 'Password:' with masked characters. There is a 'Forgot Password?' link 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.

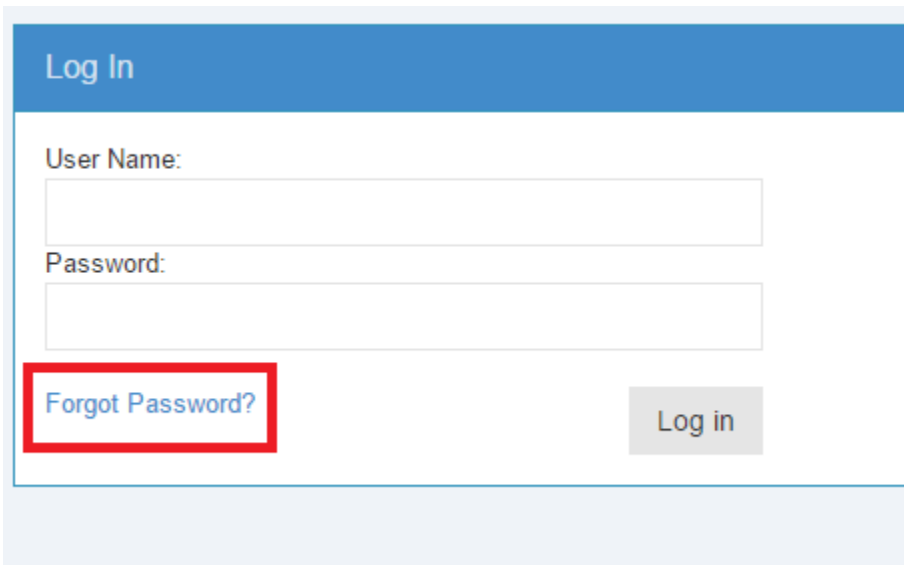


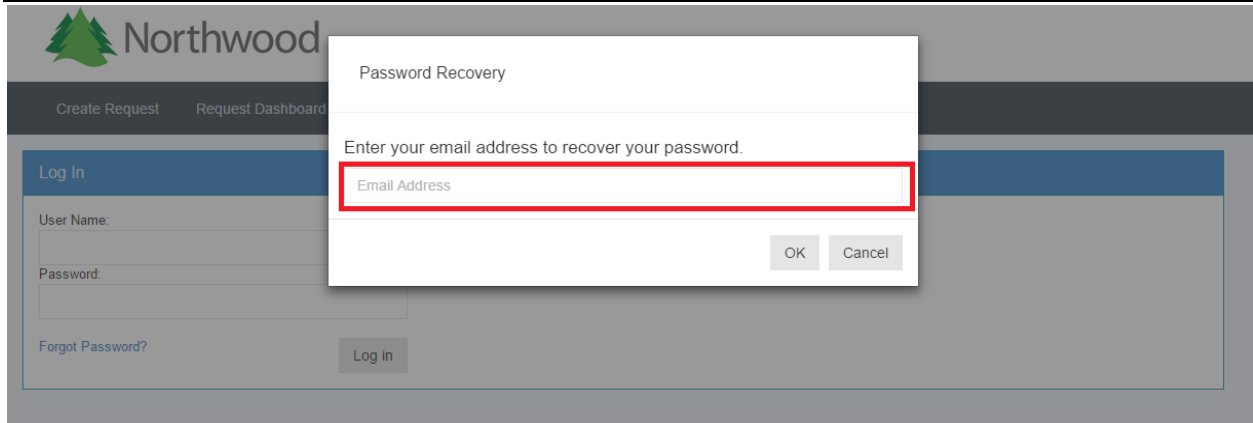
The screenshot shows the Northwood logo at the top left. Below it is a dark navigation bar with links: Create Request, Request Dashboard, Claims, Documents, and Administration. The main content area has a blue header for 'Change Password'. Below the header are three input fields: 'Old Password:', 'New Password:', and 'Confirm Password:'. There is an 'Ok' button at the bottom right.

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.





Creating an Authorization Request Overview

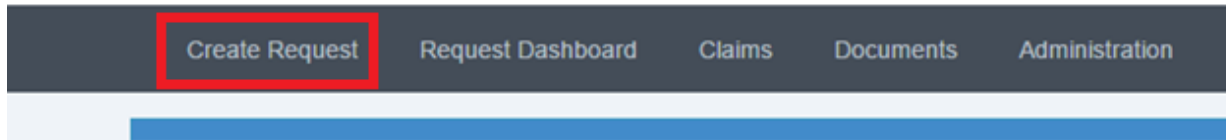
An electronic authorization request is an electronic form submitted by a provider to Northwood via the provider portal. The information that you submit in or with the request should be all the information needed to authorize your request. Before you begin creating requests you should have certain information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

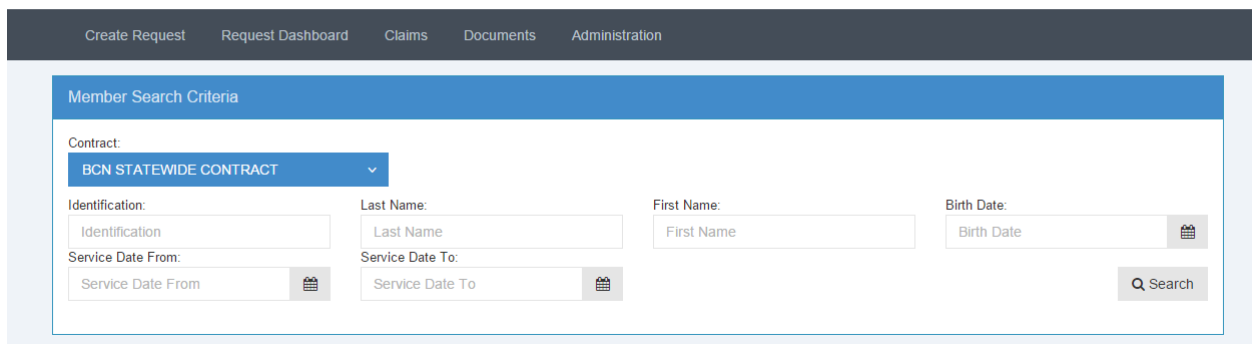
First, click on the 'Create Request' tab.



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.

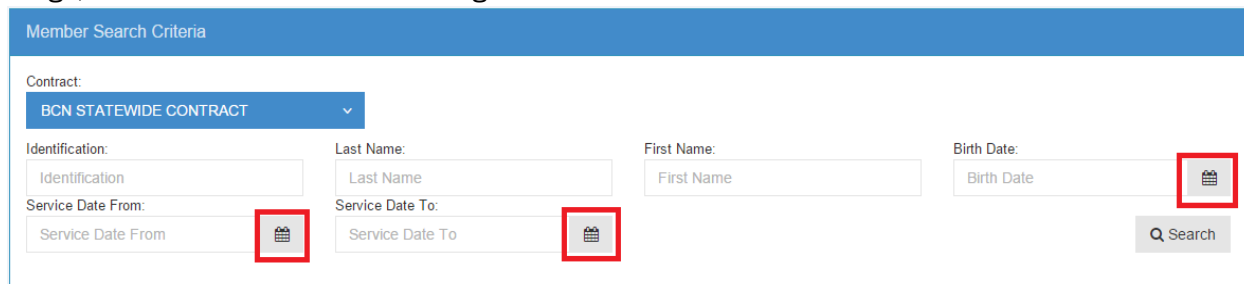


jimh@northwoodinc.com

A screenshot of the 'Member Search Criteria' form. It features a dark grey navigation bar at the top with the 'Create Request' button highlighted. The form itself has a blue header and contains several input fields: a 'Contract' dropdown menu set to 'BCN STATEWIDE CONTRACT', an 'Identification' field, a 'Last Name' field, a 'First Name' field, and a 'Birth Date' field with a calendar icon. Below these are 'Service Date From' and 'Service Date To' fields, each with a calendar icon. A 'Q Search' button is located at the bottom right of the 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.


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 screenshot of the 'Member Search Criteria' form, identical to the one above. In this version, the calendar icons for the 'Birth Date', 'Service Date From', and 'Service Date To' fields are highlighted with red rectangular boxes to draw attention to them.

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: 

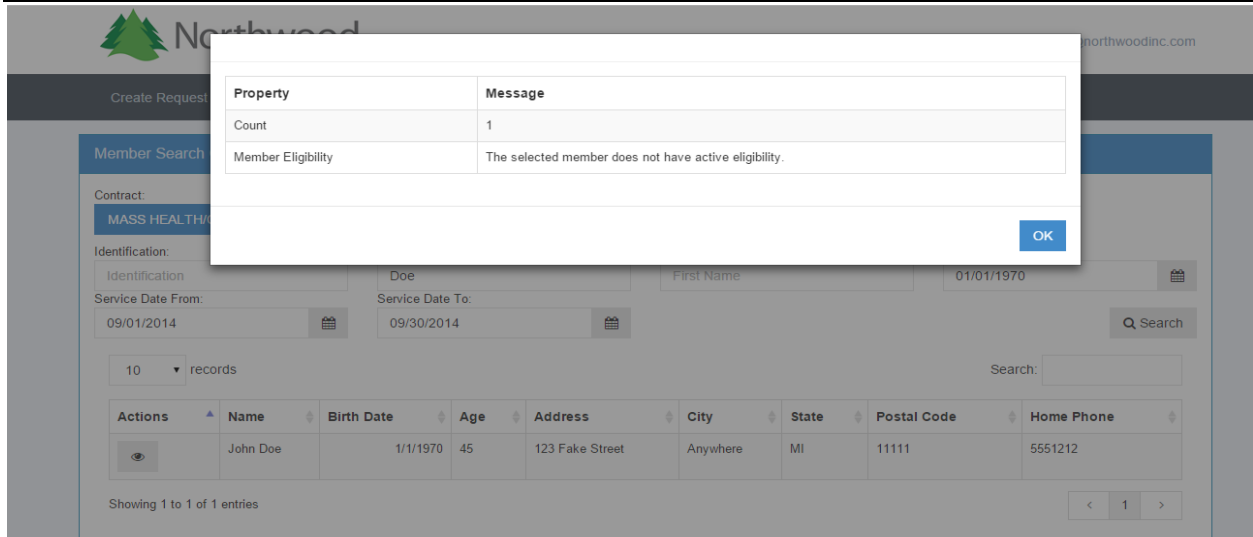
10 records

Search:

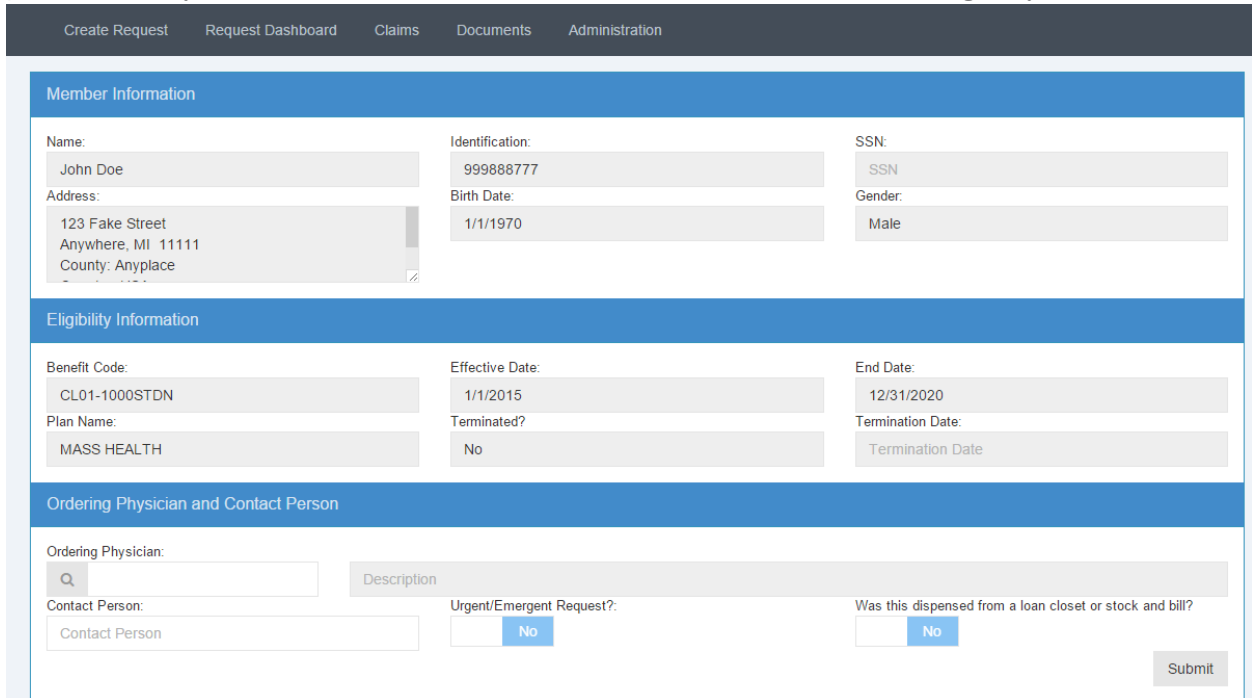
Actions	Name	Birth Date	Age	Address	City	State	Postal Code	Home Phone
	John Doe	1/1/1970	45	123 Fake Street	Anywhere	MI	11111	5551212

Showing 1 to 1 of 1 entries

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



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.



The screenshot shows the 'Member Information' and 'Eligibility Information' sections of the Northwood Provider Portal. The 'Member Information' section includes fields for Name, Address, Identification, Birth Date, SSN, and Gender. The 'Eligibility Information' section includes fields for Benefit Code, Effective Date, End Date, Plan Name, Terminated?, and Termination Date. The 'Ordering Physician and Contact Person' section includes fields for Ordering Physician, Contact Person, Urgent/Emergent Request?, and Was this dispensed from a loan closet or stock and bill?.

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:	Description	
Contact Person:	Urgent/Emergent Request?:	Was this dispensed from a loan closet or stock and bill?
Contact Person	<input type="checkbox"/> No	<input type="checkbox"/> 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 000000000 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:

Contact Person:

Description
1164441531 - DUNKERLEY, MICHAEL D., MD SPRINGFIELD MA 01199 (413) 794-4323
1770796450 - SUNKARA, HEMANTHA L., MD SPRINGFIELD MA 01118 4137967494
1245277292 - STUNKEL, JULIA C., MD OAK BLUFFS MA 02557 (508) 693-0410
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:

Contact Person:

Description:

Urgent/Emergent Request?: No Yes

Was this dispensed from a loan closet or stock and bill?: No Yes

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.

Create Request Request Dashboard Claims Documents Administration

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: Fax: Location: 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.							

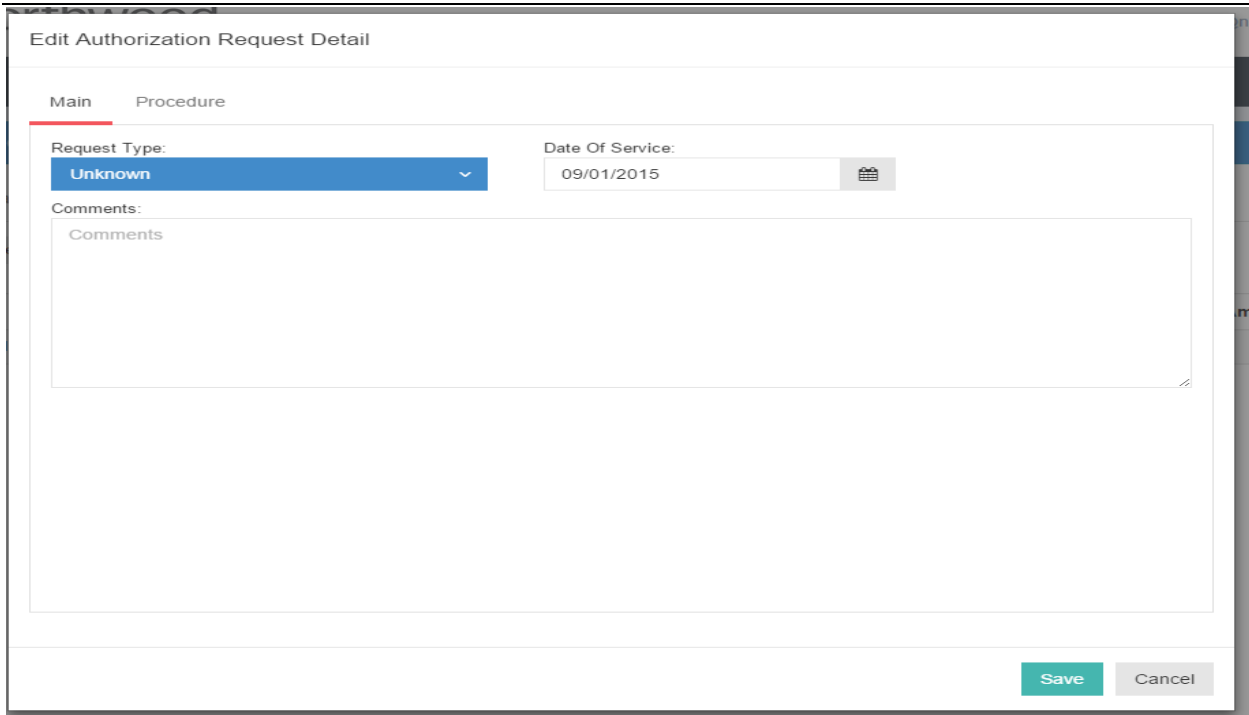
To create a new detail line for your request, start by clicking the 'Add New Detail' button to open the form.

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.



Edit Authorization Request Detail

Main Procedure

Request Type: Unknown

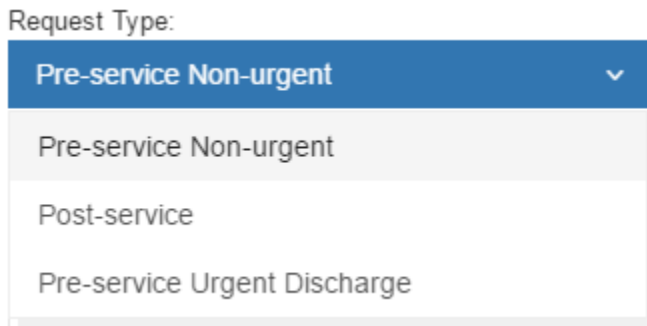
Date Of Service: 09/01/2015

Comments:

Comments

Save Cancel

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.



Request Type:

Pre-service Non-urgent

Pre-service Non-urgent

Post-service

Pre-service Urgent Discharge

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.

Provider Portal User Manual

Edit Authorization Request Detail

Main Procedure

Procedure Code:

Additional Description:

Modifier 1:

Quantity:

Diagnosis Code 1:

Diagnosis Code 2:

Diagnosis Code 3:

Diagnosis Code 4:

Description:

Testing Amount (Required for A4253 and A4259)

Diagnosis Code 1 Description:

Diagnosis Code 2 Description:

Diagnosis Code 3 Description:

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:

Additional Description:

Modifier 1:

Quantity:

Diagnosis Code 1:

Description:

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:

- 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

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

Quantity:

- 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)

- 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
Diagnosis Code 3: <input type="text"/>	32721 - PRIMARY CENTRAL SLEEP APNEA
Diagnosis Code 4: <input type="text"/>	32722 - HIGH ALTITUDE PERIODIC BREATHING
	32723 - OBSTRUCTIVE SLEEP APNEA
	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

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" value=""/>	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" value=""/>	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.



Provider Portal User Manual

Request Information Request Details Request Comments Documentation

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.

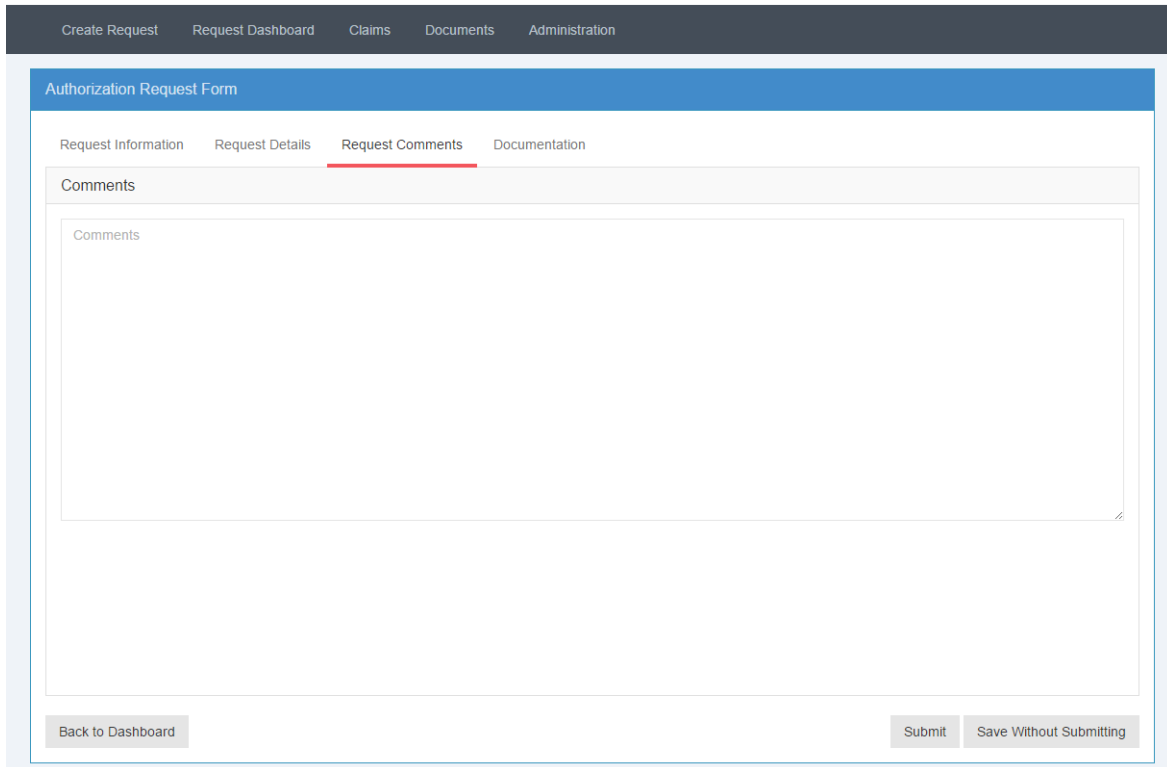
Request Information Request Details Request Comments Documentation

Actions	Procedure Code	Modifier(s)	Date of Service	Quantity	Diagnosis Code(s)	Type	Testing Amount
 	E0143	NU	11/5/2015	1.000	Z9660	Urgent - Non Discharge	0

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.



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
-------------------	-----------------	----------	---------------------

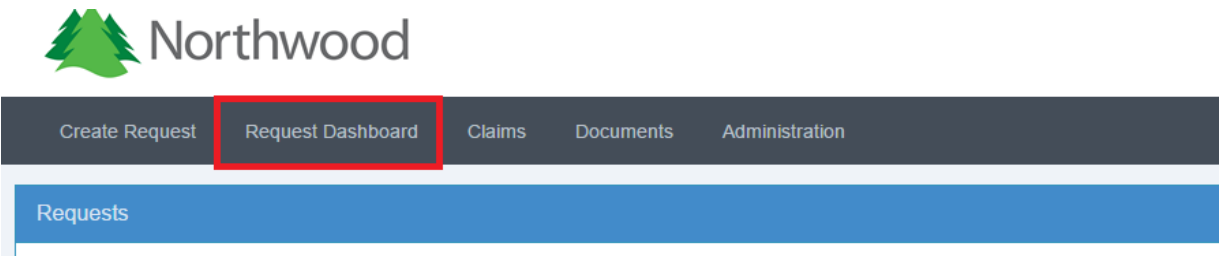
Showing 1 to 1 of 1 entries

Back to Dashboard Submit Save Without Submitting

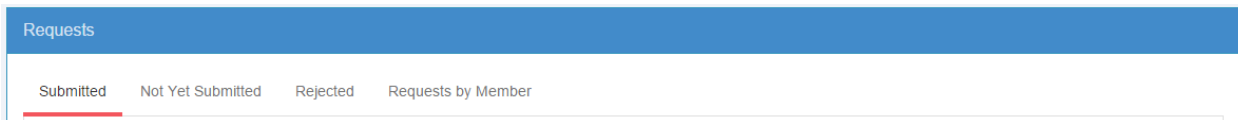
At any time, you may choose to save the request without submitting if you need to come back to finish it later.

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.

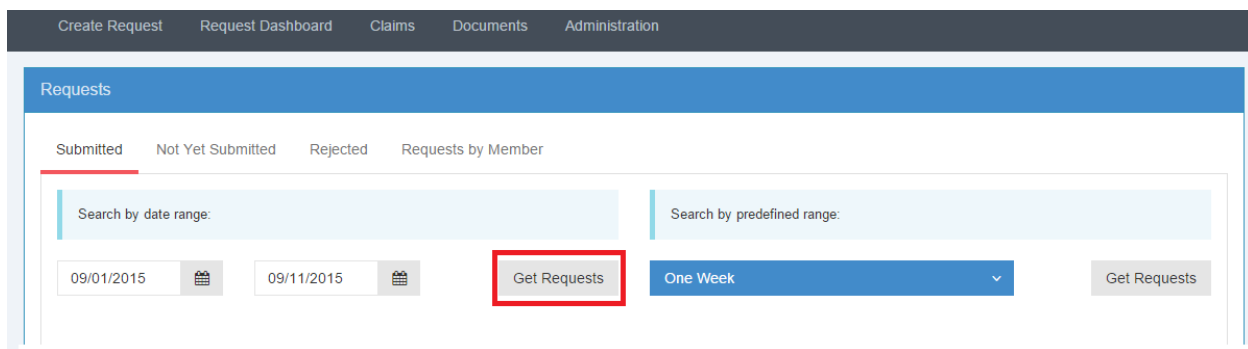


Documentation – This button indicates that a document can be viewed.

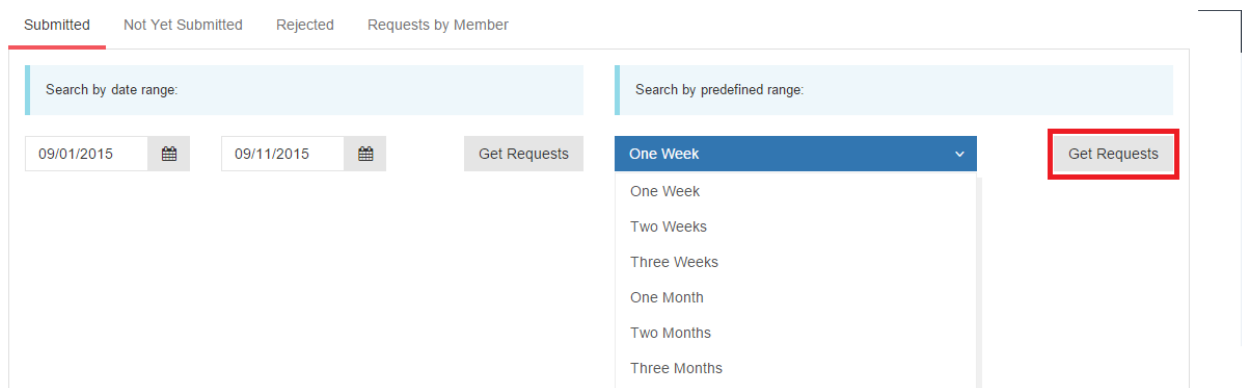
These actions are based on the current status of your request. If the request has been submitted and is under review, or it has been completed, you will be able to view the data, but not edit it. If the request has not been submitted to Northwood, or has been rejected, you may edit the information of 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						<input type="button" value="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:	Birth Date:	Home Phone:
John Doe	1/1/1970	5551212

Physician

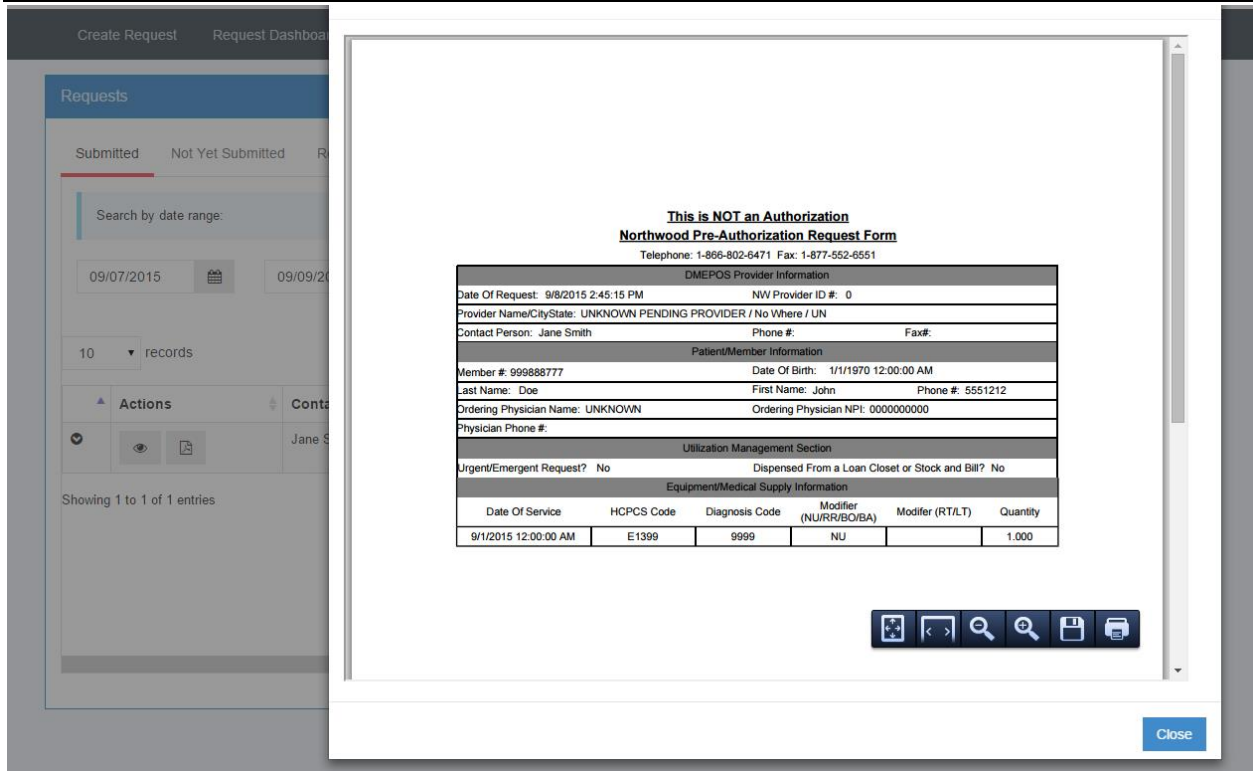
NPI:	Name:	Phone:
0000000000	UNKNOWN	

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](#)

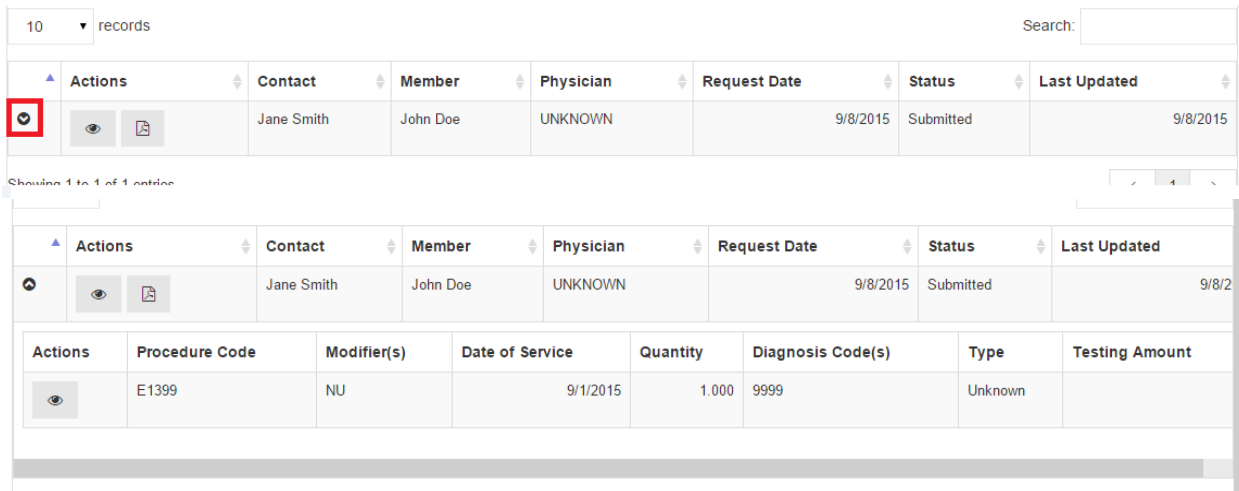
You will be able to view a printable request form document for requests under review and a Northwood Prior Authorization form once the request is approved by pressing the document button as seen below. In order to display the form actions, hover your mouse in the bottom right of the document.




The screenshot shows the 'Requests' sidebar on the left with a search filter for 'Submitted' and a date range of 09/07/2015 to 09/09/2015. The main window displays a detailed form titled 'This is NOT an Authorization Northwood Pre-Authorization Request Form'. The form includes sections for DMEPOS Provider Information, Patient/Member Information, Utilization Management Section, and Equipment/Medical Supply Information.


DMEPOS Provider Information					
Date Of Request:	9/8/2015 2:45:15 PM	NW Provider ID #:	0		
Provider Name/City/State: UNKNOWN PENDING PROVIDER / No Where / UN					
Contact Person:	Jane Smith	Phone #:	Fax#:		
Patient/Member Information					
Member #:	999888777	Date Of Birth:	1/1/1970 12:00:00 AM		
Last Name:	Doe	First Name:	John	Phone #: 5551212	
Ordering Physician Name:	UNKNOWN		Ordering Physician NPI: 0000000000		
Physician Phone #:					
Utilization Management Section					
Urgent/Emergent Request?	No		Dispensed From a Loan Closet or Stock and Bill? No		
Equipment/Medical Supply Information					
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.



The screenshot shows a table of requests with columns: Actions, Contact, Member, Physician, Request Date, Status, and Last Updated. A red box highlights the 'Actions' column for the first row. Below the main table, a nested table provides details for the selected request.

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

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

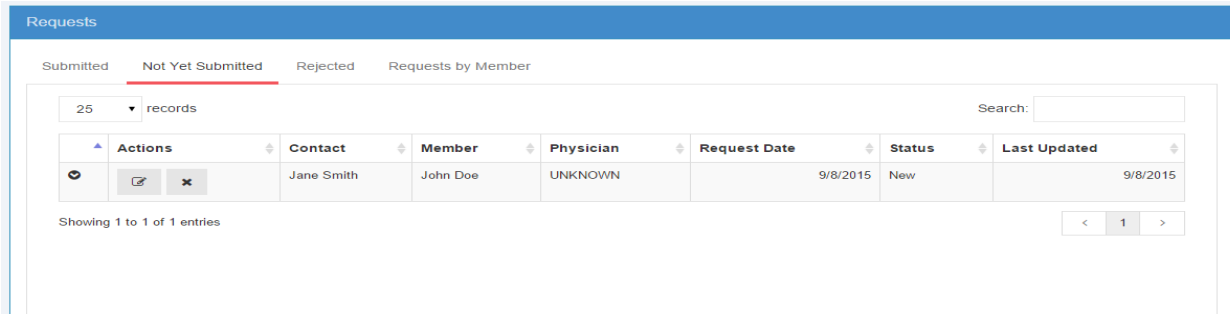
With this nested table, you have the ability to take action, if allowed, directly from the search results.

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

Provider Portal User Manual



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



Requests

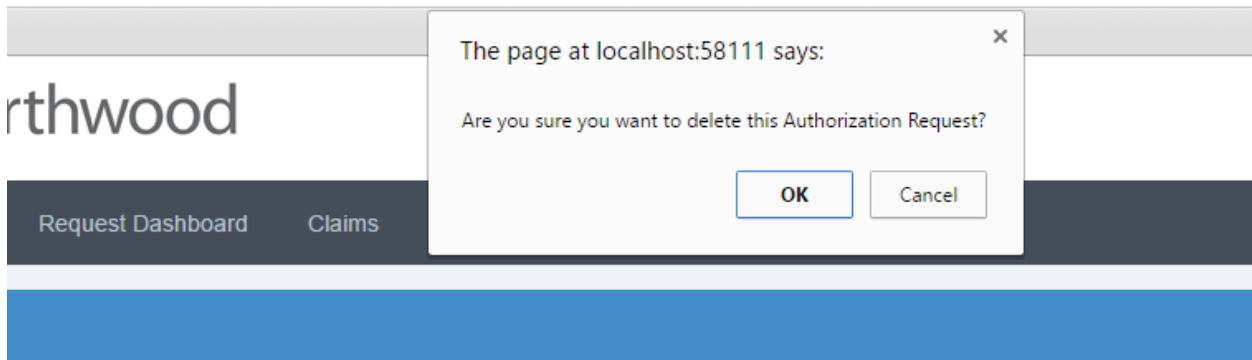
Submitted Not Yet Submitted Rejected Requests by Member

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

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




The page at localhost:58111 says:

Are you sure you want to delete this Authorization Request?

OK Cancel

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:
<input type="text" value="John Doe"/>	<input type="text" value="1/1/1970"/>	<input type="text" value="5551212"/>

Physician

NPI:	Name:	Phone:
<input type="text" value="0000000000"/>	<input type="text" value="UNKNOWN"/>	<input type="text"/>

Provider

Northwood Provider Number:	NPI:	Name:
<input type="text" value="0"/>	<input type="text" value="0000000000"/>	<input type="text" value="UNKNOWN PENDING PROVIDER"/>
Phone:	Fax:	Location:
<input type="text" value="Phone"/>	<input type="text" value="Fax"/>	<input type="text" value="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:
<input type="text" value="Identification"/>	<input type="text" value="Last Name"/>	<input type="text" value="First Name"/>	<input type="text" value="Birth Date"/>

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

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

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

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

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.



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

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:

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:

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

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												
<table border="1"> <thead> <tr> <th>Line Number</th> <th>Status</th> <th>Procedure Code</th> <th>Modifier(s)</th> <th>Date of Service</th> <th>Diagnosis Code(s)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>P140</td> <td>E0601</td> <td>RR</td> <td>10/9/2015</td> <td>32723</td> </tr> </tbody> </table>									Line Number	Status	Procedure Code	Modifier(s)	Date of Service	Diagnosis Code(s)	1	P140	E0601	RR	10/9/2015	32723
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

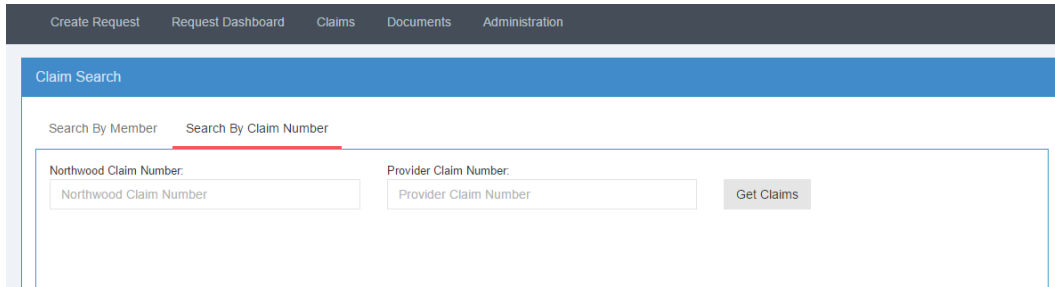
Remark Code	Description
No remarks found.	

Cancel

Provider Portal User Manual

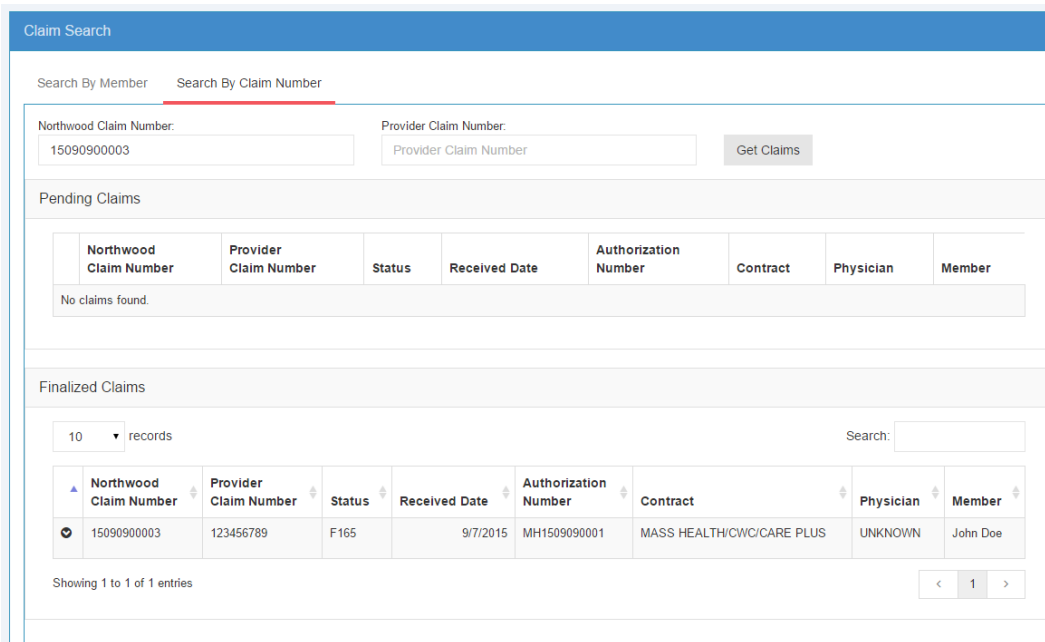
Search by Claim Number

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' page with a navigation bar at the top containing 'Create Request', 'Request Dashboard', 'Claims', 'Documents', and 'Administration'. Below the navigation bar, there are two tabs: 'Search By Member' and 'Search By Claim Number'. The 'Search By Claim Number' tab is active. The search form contains two text input fields: 'Northwood Claim Number' and 'Provider Claim Number'. A 'Get Claims' button is located 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 shows the 'Claim Search' page with the same search form as above. The 'Northwood Claim Number' field now contains the value '15090900003'. Below the search form, there are two sections: 'Pending Claims' and 'Finalized Claims'. The 'Pending Claims' section contains a table with the following data:

Northwood Claim Number	Provider Claim Number	Status	Received Date	Authorization Number	Contract	Physician	Member
No claims found.							

The 'Finalized Claims' section contains a table with the following data:

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

Below the 'Finalized Claims' table, there is a pagination control showing 'Showing 1 to 1 of 1 entries' and a search box.

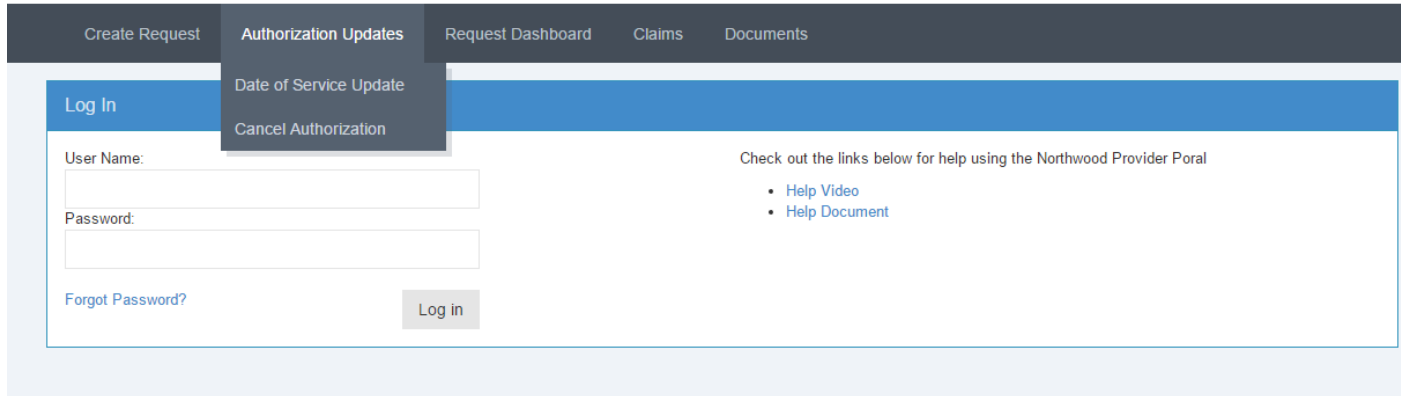
Depending on the claim's status, it will be displayed in either the Pending Claims or the Finalized Claims panel.

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!!!

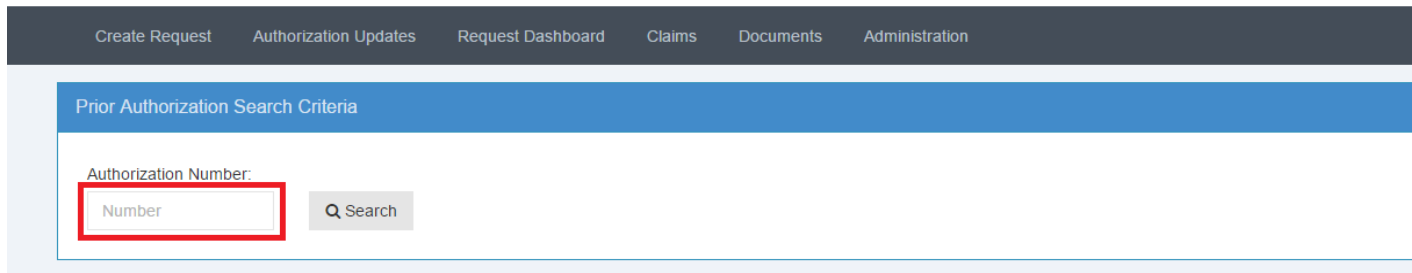


Date of Service Updates

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.

Prior Authorization Search Criteria

Authorization Number:

Search Results
 Update Service Date Extend Lines

Select a new date range for the selected authorization details.

 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

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

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

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.

Create Request Authorization Updates Request Dashboard Claims Documents Administration

Request Information Request Comments Documentation

Prior Authorization

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

Create Request Authorization Updates Request Dashboard Claims Documents Administration

Request Information Request Comments Documentation

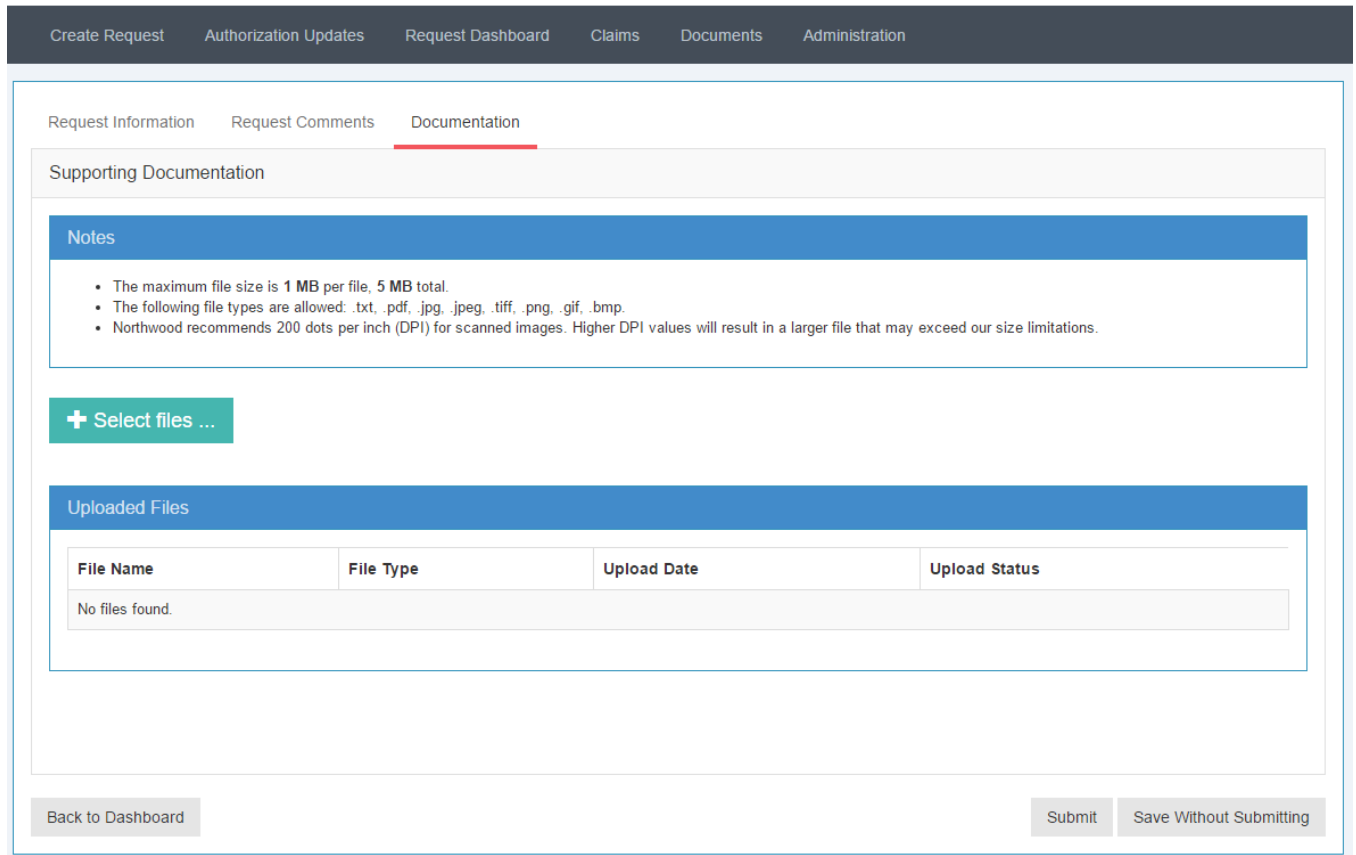
Comments

Comments

Back to Dashboard

Submit

Save Without Submitting



The screenshot shows the 'Documentation' tab selected in the 'Request Information' section. The page title is 'Supporting Documentation'. Below this, there is a 'Notes' section with the following text:

- 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.

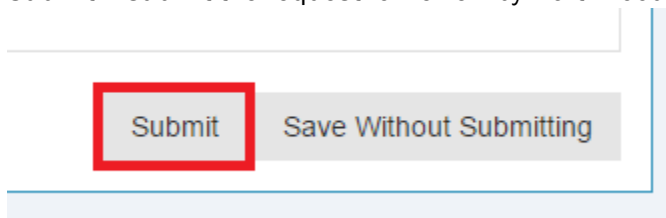
Below the notes is a green button labeled '+ Select files ...'. Underneath is an 'Uploaded Files' section with a table:

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

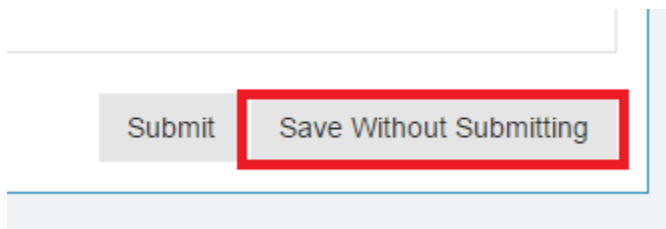
At the bottom of the page, there are three buttons: 'Back to Dashboard', 'Submit', and 'Save Without Submitting'.

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

Submit – submit the request for review by Northwood



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



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.

TEST SYSTEM!!!

adamkelkins@gmail.com

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.

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Create Request Authorization Updates Request Dashboard Claims Documents Administration

Prior Authorization Search Criteria

Authorization Number:

Search Results

Cancel Selected Lines

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

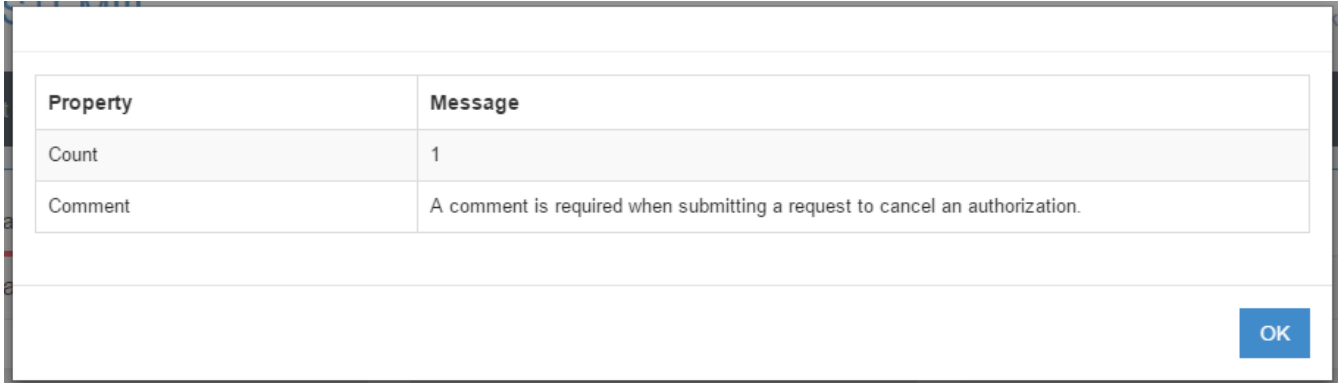
Showing 1 to 3 of 3 entries

< 1 >

Provider Portal User Manual

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.

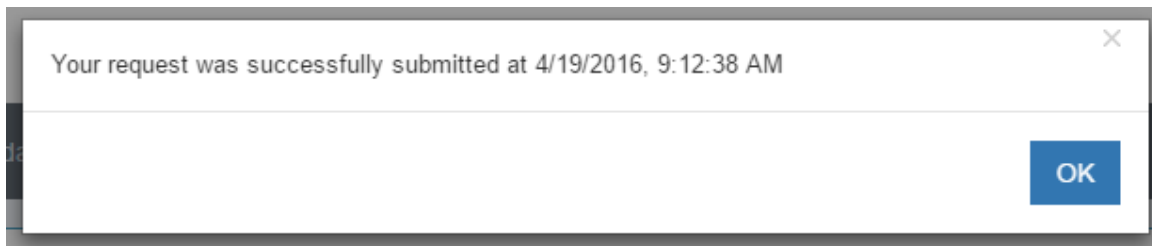
Clicking the "Cancel Selected Lines" button will again save the request and redirect the user to the edit page as described earlier. In this case a Comment is required to submit the request, otherwise the user will received the following message.



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.



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:

Search by predefined range:

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
<input type="checkbox"/> <input type="button" value="Print"/> <input type="button" value="Edit"/>	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 >

Provider Portal User Manual

Columns

Column 1 – Click to display details.

Not Yet Submitted Submitted Rejected Completed								
25 records						Search: <input type="text"/>		
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	
10 records						Search: <input type="text"/>		
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: [REDACTED]

Service Date From: 01/01/2016 [REDACTED]

Last Name: [REDACTED]

Service Date To: 04/30/2016 [REDACTED]

First Name: [REDACTED]

Birth Date: [REDACTED]

[REDACTED] Search

10 records Search: [REDACTED]

Actions	Name	Birth Date	Age	Address	City	State	Postal Code	Home Phone
<input type="checkbox"/> <input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[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
<input type="checkbox"/> <input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[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]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Acronym	Copay	Coinsurance	Individual Deductible	Family Deductible	Individual OOP Max	Family OOP Max	Individual Max Benefit	Family Max Benefit
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[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

records

Search:

Case Number	Status	Request Date	Case Type	Reason for Review
<input checked="" type="checkbox"/> [REDACTED]	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
-------	--------	-----------	--	---------------------


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.

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

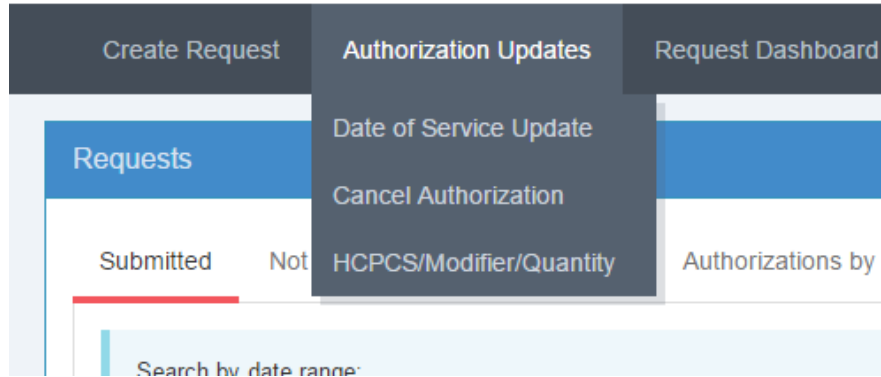
Showing 1 to 2 of 2 entries

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

HCPCS/Modifier/Quantity Update

To perform a HCPCS, modifier or quantity update, click the HCPCS/Modifier/Quantity item in the Authorization Updates menu.

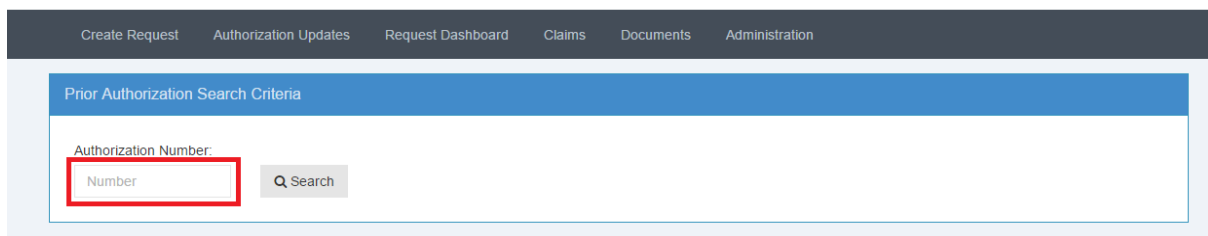


You will then be redirected to a page in which you will be able to search for the authorization for your request.

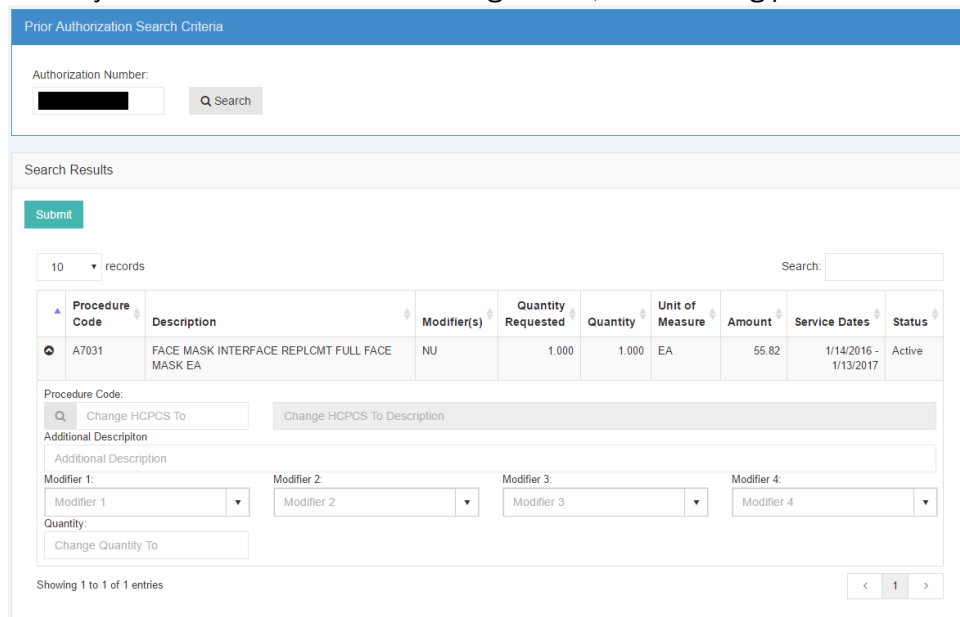
Prior Authorization Search

TEST SYSTEM!!!

adamkelkins@gmail.com



Enter an authorization number and click search. You can search for any authorization for the provider locations you have access to. After clicking search, the following panel will be displayed.



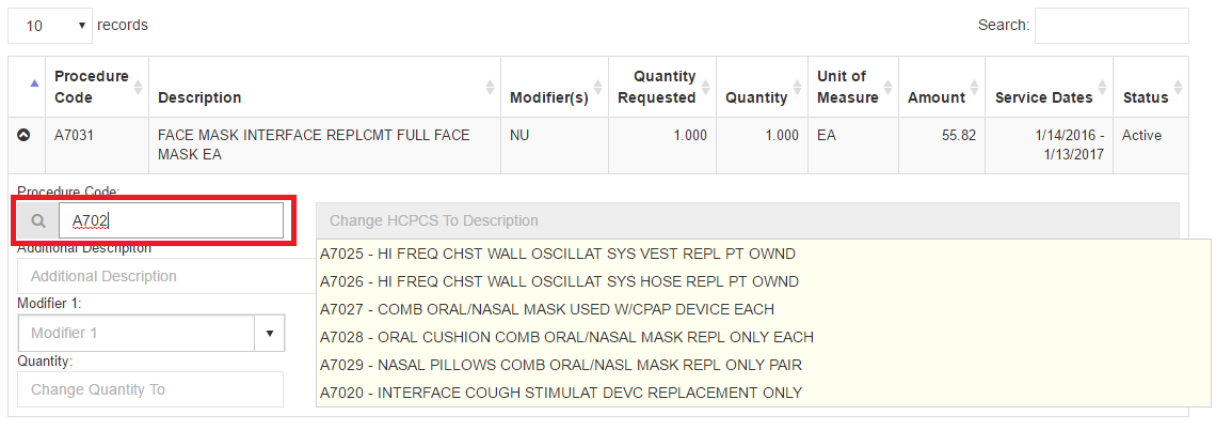
Provider Portal User Manual

Each line will have a chevron button in the far-left column. Clicking this button opens the nested update row in which you will be able to enter the request information. The first line in the list will be expanded by default. If you would like to update additional lines, you will need to click the chevron button to expand that line's update row.

Any of the following updates may be done on any combination of authorization lines.

HCPCS Update

To request a HCPCS update, start typing in the Procedure Code lookup control in the update row.



Procedure Code	Description	Modifier(s)	Quantity Requested	Quantity	Unit of Measure	Amount	Service Dates	Status
A7031	FACE MASK INTERFACE REPLCMT FULL FACE MASK EA	NU	1.000	1.000	EA	55.82	1/14/2016 - 1/13/2017	Active

Procedure Code:

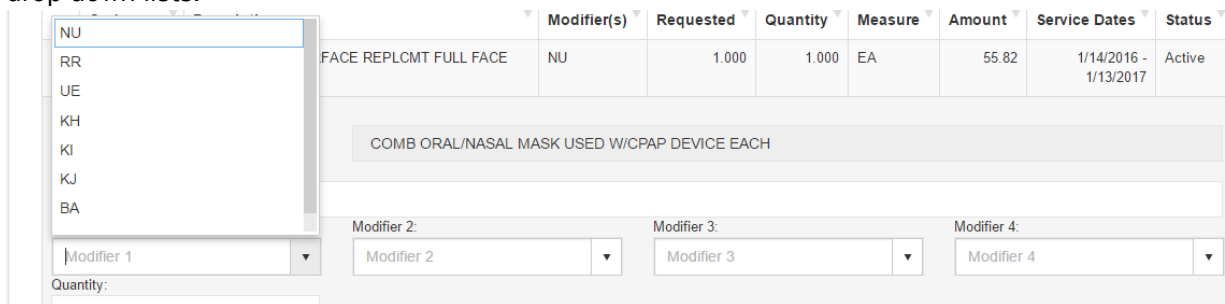
Change HCPCS To Description

- A7025 - HI FREQ CHST WALL OSCILLAT SYS VEST REPL PT OWND
- A7026 - HI FREQ CHST WALL OSCILLAT SYS HOSE REPL PT OWND
- A7027 - COMB ORAL/NASAL MASK USED W/CPAP DEVICE EACH
- A7028 - ORAL CUSHION COMB ORAL/NASAL MASK REPL ONLY EACH
- A7029 - NASAL PILLOWS COMB ORAL/NASL MASK REPL ONLY PAIR
- A7020 - INTERFACE COUGH STIMULAT DEVC REPLACEMENT ONLY

Note that an additional description is required for NOC codes.

Modifier Update

To request an update to any of the four HCPCS modifiers, you may select a new modifier from the drop-down lists.

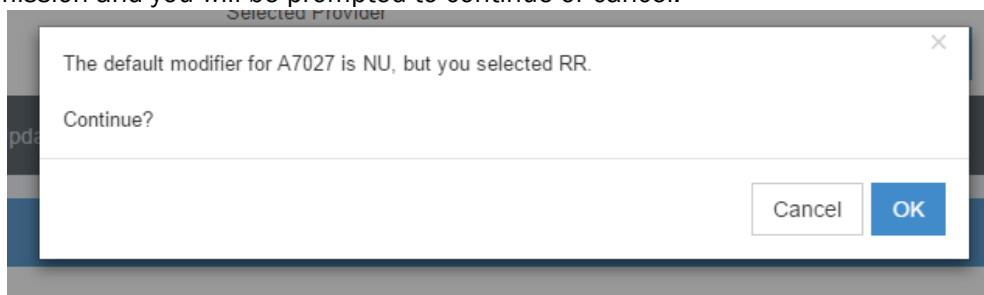


Modifier(s)	Requested	Quantity	Measure	Amount	Service Dates	Status
NU	1.000	1.000	EA	55.82	1/14/2016 - 1/13/2017	Active

COMB ORAL/NASAL MASK USED W/CPAP DEVICE EACH

Modifier 1:

If the modifier you are looking for is not found, you can type a 2 character modifier in the text box. If the modifier 1 entered is not the default modifier for the procedure code, a warning will be displayed upon submission and you will be prompted to continue or cancel.



The default modifier for A7027 is NU, but you selected RR.

Continue?

Cancel OK

If modifier 1 is selected for update, all four modifiers will be updated. Modifiers 2-4 will be cleared if a value was not selected.

If modifier 1 is not selected for update, but modifiers 2, 3 or 4 are, only modifiers 2-4 will be updated.

Quantity Update

To request an update in quantity, enter a numeric value in the Quantity text box in the update row.

10 records Search:

Procedure Code	Description	Modifier(s)	Quantity Requested	Quantity	Unit of Measure	Amount	Service Dates	Status
A7031	FACE MASK INTERFACE REPLCMT FULL FACE MASK EA	NU	1.000	1.000	EA	55.82	1/14/2016 - 1/13/2017	Active

Procedure Code: COMB ORAL/NASAL MASK USED W/CPAP DEVICE EACH

Additional Description:

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

Quantity:

Showing 1 to 1 of 1 entries < 1 >

When the update information is entered, click the Submit button located at the top of the authorization line list.

Validation

The following validation rules apply for HCPCS, modifier and quantity updates.

1. The procedure code requested must be active.
2. The procedure code cannot be retired.
3. Additional description is required for NOC codes.
4. If Northwood does not have an established fee for the requested update, you will receive the following warning.

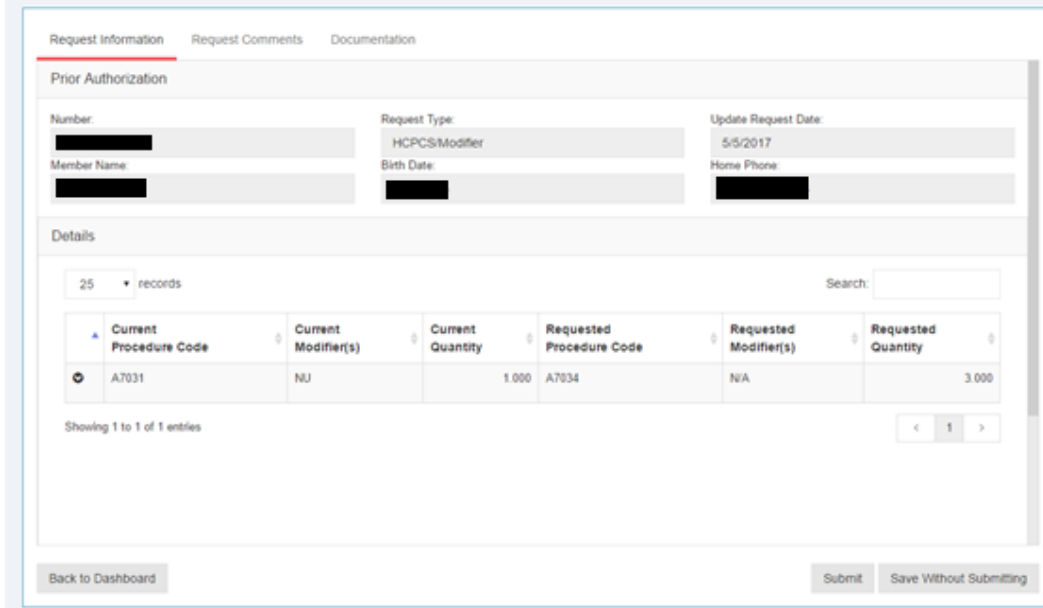
Property	Message
Count	1
Fee Schedule	Unable to update authorization line (HCPCS: A7031 DOS: 1/14/2016 - 1/13/2017) No fee schedule found for Provider, Benefit Code, or Plan. Please contact support@northwoodinc.com

5. Northwood cannot have any pending or paid claims referencing the selected authorization details.

Provider Portal User Manual

Request Submission

After submitting your request, you will be redirected to the Authorization Update Request page.



The screenshot shows a web form with three tabs: Request Information, Request Comments, and Documentation. The 'Request Information' tab is active and contains two main sections: 'Prior Authorization' and 'Details'.

Prior Authorization

Number:	Request Type:	Update Request Date:
[Redacted]	HCPSC Modifier	5/5/2017
Member Name:	Birth Date:	Home Phone:
[Redacted]	[Redacted]	[Redacted]

Details

25 records | Search: []

Current Procedure Code	Current Modifier(s)	Current Quantity	Requested Procedure Code	Requested Modifier(s)	Requested Quantity
A7031	NJ	1.000	A7034	N/A	3.000

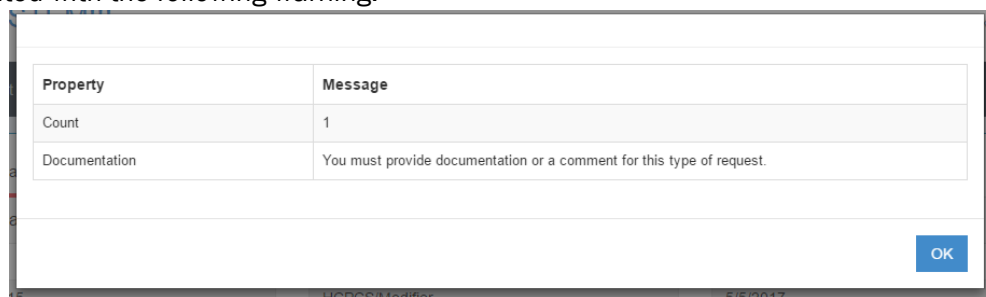
Showing 1 to 1 of 1 entries | < 1 >

Buttons: Back to Dashboard, Submit, Save Without Submitting

The basic request information is displayed in the Prior Authorization panel and the requested updates for authorization lines is displayed in the Details panel. Clicking the chevron button in any row in the details list will open the update row with the same functionality as described above. This will give you a chance to review your request and make any last minute updates before submitting the request to Northwood for review.

Note that if any updates are made here, your request is subject to the validation rules listed above.

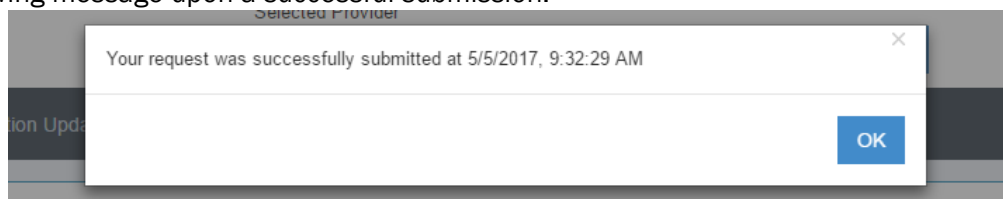
There are two other tabs, Request Comments and Documentation. Either a comment or supporting documentation is required for a HCPCS, modifier or quantity update. If neither are submitted, you will be presented with the following warning.



Property	Message
Count	1
Documentation	You must provide documentation or a comment for this type of request.

OK

After reviewing your request, you can click Submit to submit to Northwood for review. You will receive the following message upon a successful submission.



Your request was successfully submitted at 5/5/2017, 9:32:29 AM

OK

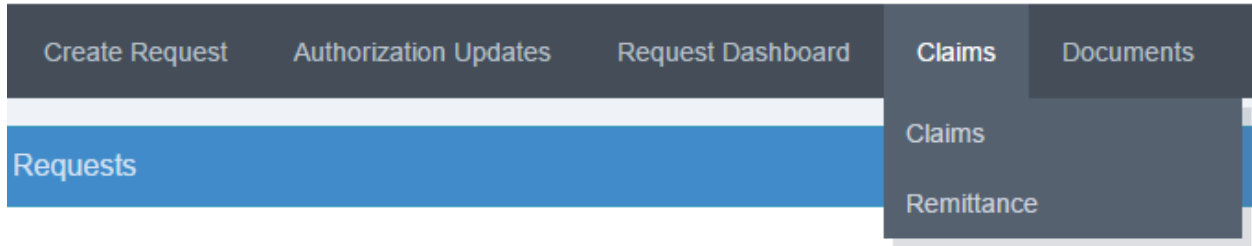
Provider Portal User Manual

At this time, you will be redirected back to your dashboard and the request can be found and viewed in the Authorization Update Requests tab, Submitted sub tab.

You can also click Save Without Submitting to revisit the request at a later time.

Remittance Search

Remittance can now be viewed in the Provider Portal for the user's currently selected provider location. There is a new menu item under the Claims main navigation menu.



Clicking this menu item will take the user to a page where they can enter search criteria to find remittance documents. You can search by the disbursement (reference) number, check number or a date range search for the check date.

After entering in the search criteria, click the Get Remittance button to retrieve the results. They will be displayed in the table shown below.

Remittance Search




Disbursement Number:

Check Number:

Check Date:

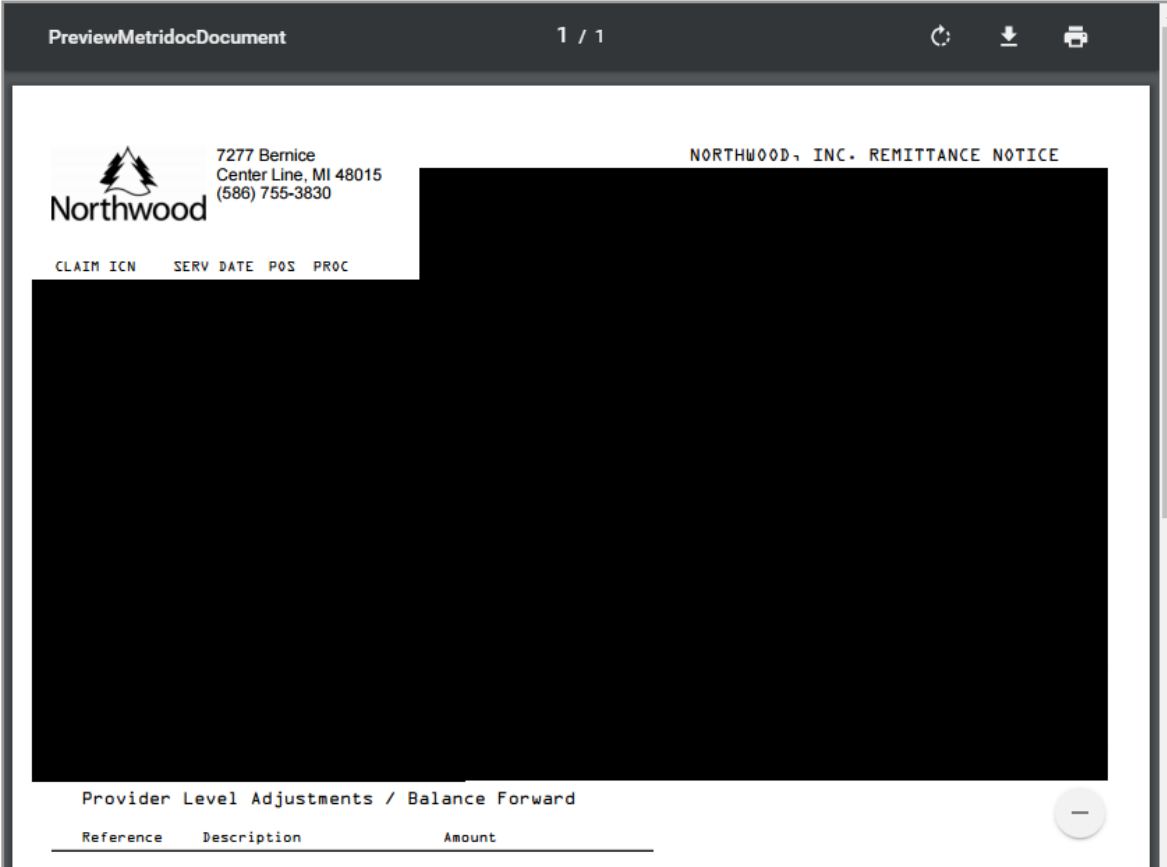
 To

10 records Search:


Actions	Check Number	Check Date	Disbursement Number
	[REDACTED]	5/29/2017 6:12:58 PM	[REDACTED]
	[REDACTED]	5/25/2017 9:41:54 AM	[REDACTED]
	[REDACTED]	5/22/2017 6:13:40 PM	[REDACTED]

Clicking the view button in the first column of the row you wish to view will display a popup with the PDF displayed.

Additional Documentation



PreviewMetridocDocument 1 / 1

 7277 Bernice
Center Line, MI 48015
(586) 755-3830

NORTHWOOD, INC. REMITTANCE NOTICE

CLAIM ICN SERV DATE POS PROC

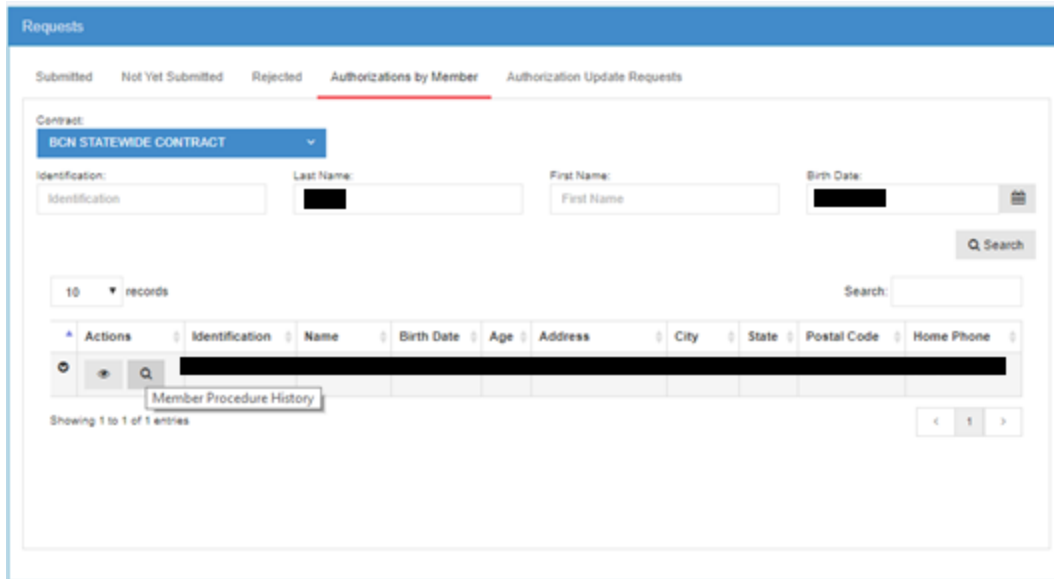
Provider Level Adjustments / Balance Forward

Reference	Description	Amount
-----------	-------------	--------

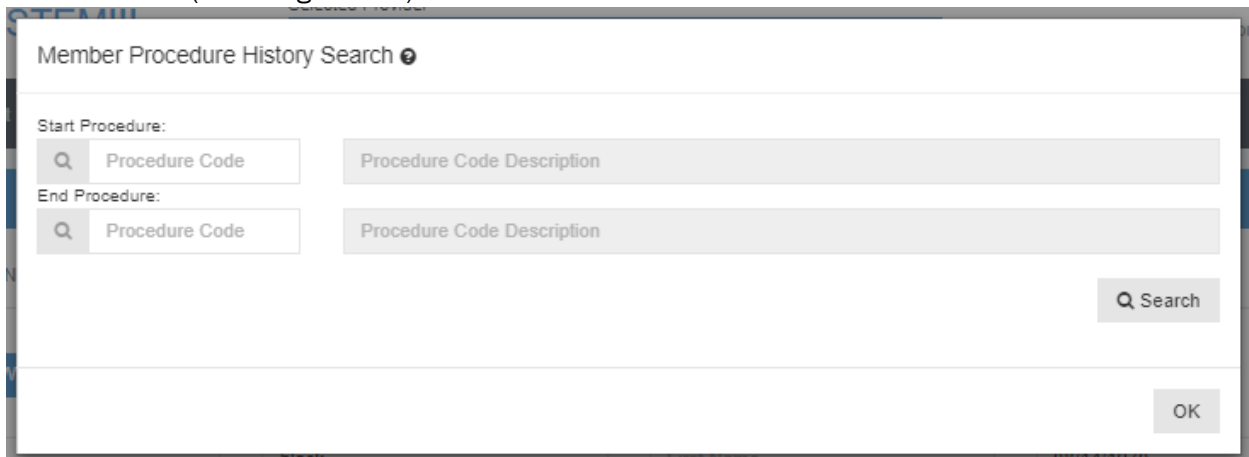
A negative current balance amount here indicates a balance owed

Member Procedure History

The Member Procedure History Search feature is available on the Member Search control of the Provider Portal. The purpose of this action is to display what Procedure Codes the Member has had either in an Authorization or a Claim.



On clicking the action button, a popup window will open in which you may enter Procedure Code search criteria (see image below).



The Procedure History Search contains two Procedure Code lookup controls that can be used for two types of searches, exact match or range.

Search by Procedure Code

Entering a Procedure Code in the Start Procedure Code lookup and clicking search will return the history for that specified Procedure Code. A tooltip button, shown as a question mark, is available which will provide search instructions.

Provider Portal User Manual

Member Procedure History Search
For exact Procedure Code search: Enter Procedure Code into Start Procedure Code lookup.
 For Procedure Code range search: Enter Procedure Codes into both Start/End Procedure Code lookups.
 Start Procedure Code must be less than the End Procedure Code.

Start Procedure:

End Procedure:

Start Procedure Code is required, if it is missing a warning will be displayed (see image below).

Property	Message
Count	1
Starting Procedure Code	Missing starting procedure code.

If no Procedure Code History is found for the specified Code, it will return no results and display a message indicating nothing was found (see image below).

Member Procedure History Search

Start Procedure:

End Procedure:

Procedure Code	Modifiers	Quantity Allowed	First Date of Service	Last Date of Service	Claims Received	Claim Payments	Authorization on File
No Procedure History found.							

Provider Portal User Manual

Search by Procedure Code Range

To search within a range of codes, enter a starting and ending procedure code in the lookup controls. The Starting Procedure Code must be less than the Ending alphabetically. The results will include any Procedure Codes including and between the two specified Procedures Codes (see image below).

Member Procedure History Search

Start Procedure: CERVICAL FLEXIBLE NONADJUSTABLE PREFAB OFF SHELF

End Procedure: ORTHO&PROS SPL ACSS&/SRVC CMPNT OTH HCPCS L CODE

10 records Search:

Procedure Code	Modifiers	Quantity Allowed	First Date of Service	Last Date of Service	Claims Received	Claim Payments	Authorization on File
L1810	NU	1.00	08/09/2013	08/09/2013	Yes	1.00	Yes

Showing 1 to 1 of 1 entries < 1 >

If the search is not valid, the message below will be displayed.

Property	Message
Count	1
Starting Procedure Code	Starting procedure code exceeds ending procedure code.

10 records Search: