2018

Northwood, Inc.

Provider Portal User Manual

May 30, 2018

Northwood

Provider Portal User Manual

Contents

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
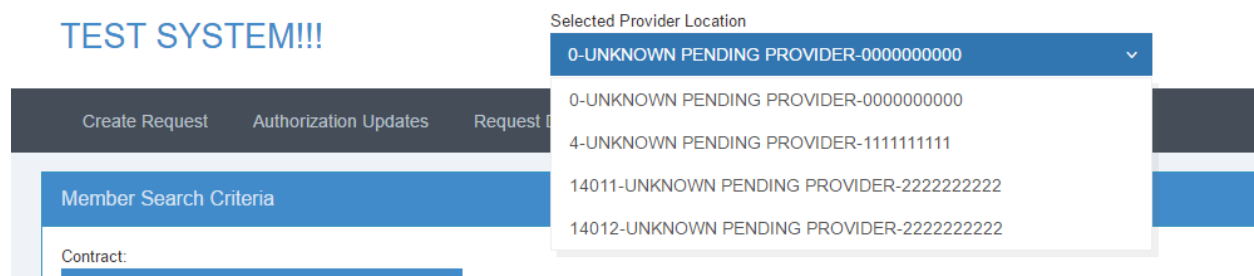
Parent Provider Location ("parent")
Many DMEPOS companies have multiple locations, the main location or headquarters is the Parent Provider location.

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.

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.
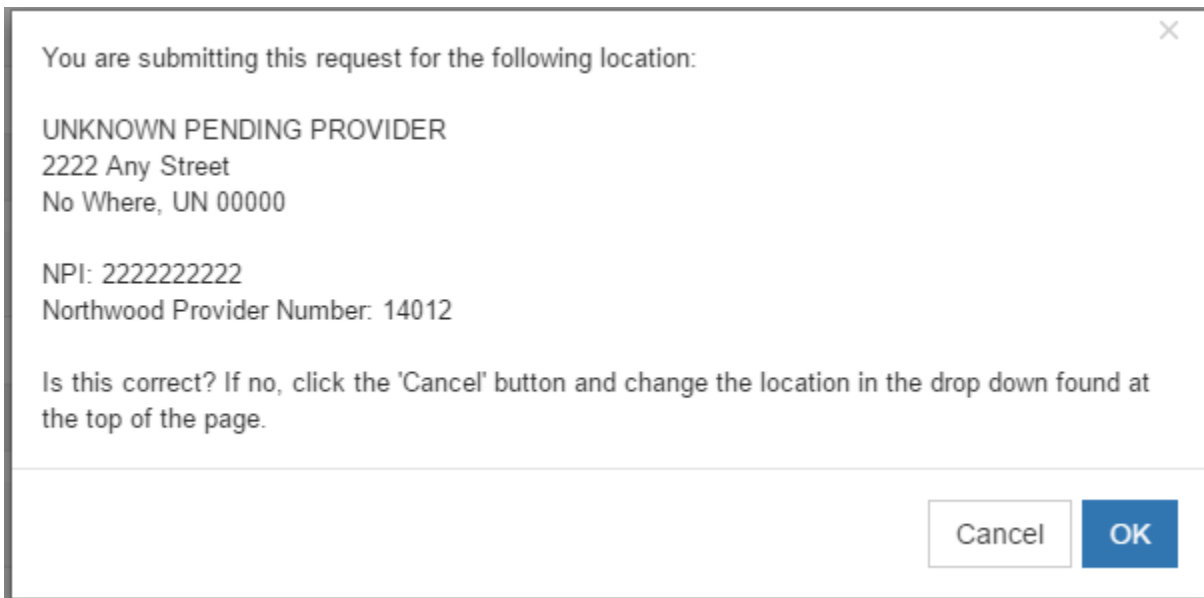
Adding Multiple Parent Provider Locations to Your Provider Location List

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:

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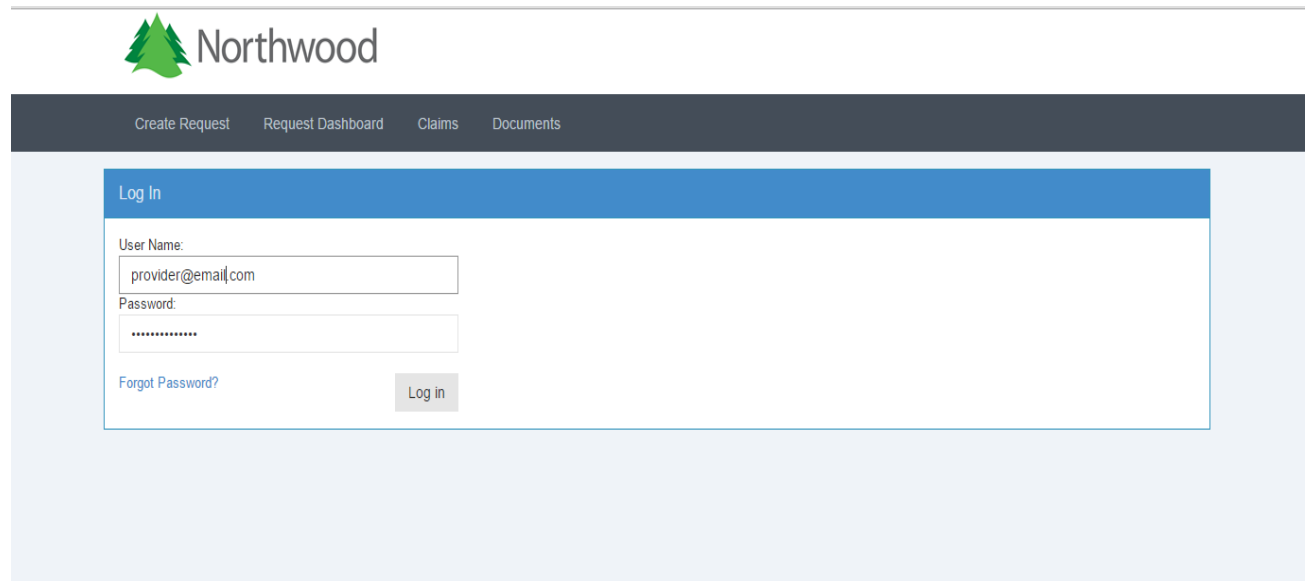
information. Your password is stored in our system using robust encryption algorithms so that no one can see or know your password but you. If you forget your password or feel that your password may have been compromised, feel free to change it within the portal. If you would like to request access to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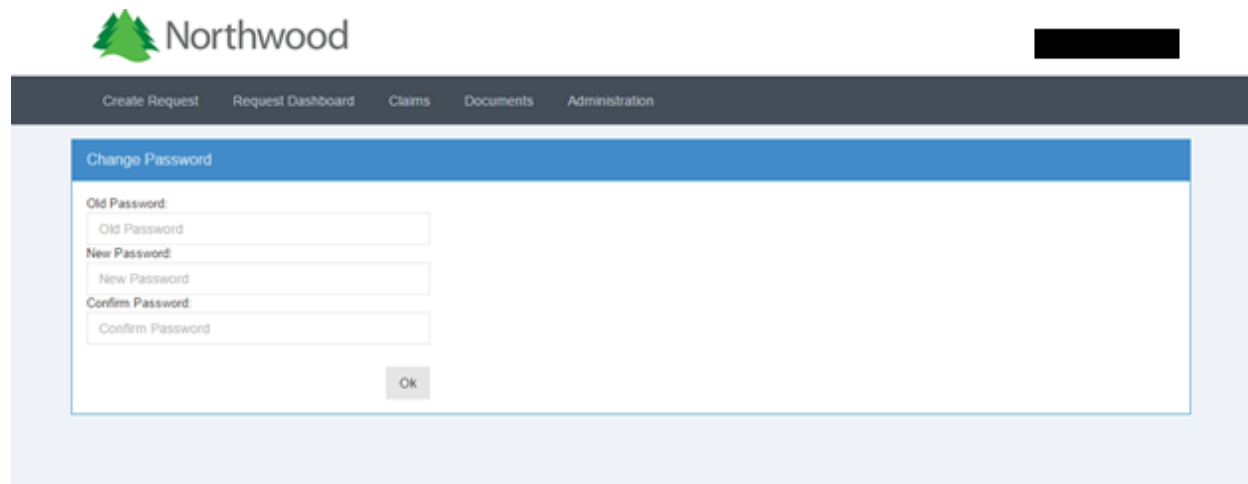
Walkthrough

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.

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.
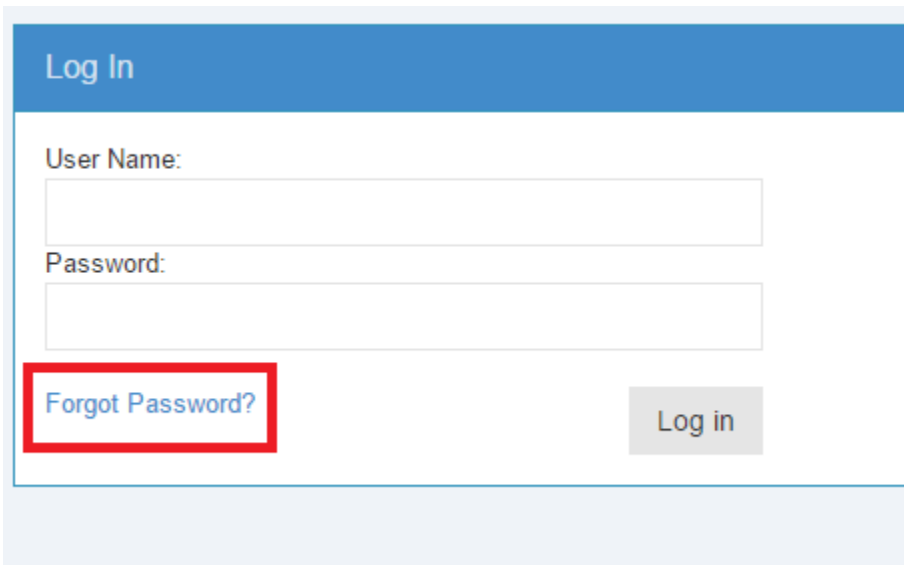
As stated in the overview, your password is unrecoverable due to our level of encryption. Although Northwood generates a new password on your behalf, it must be changed by the user so that no one but the user has access to it. If this is your first time logging in or recently changed your password, you 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.
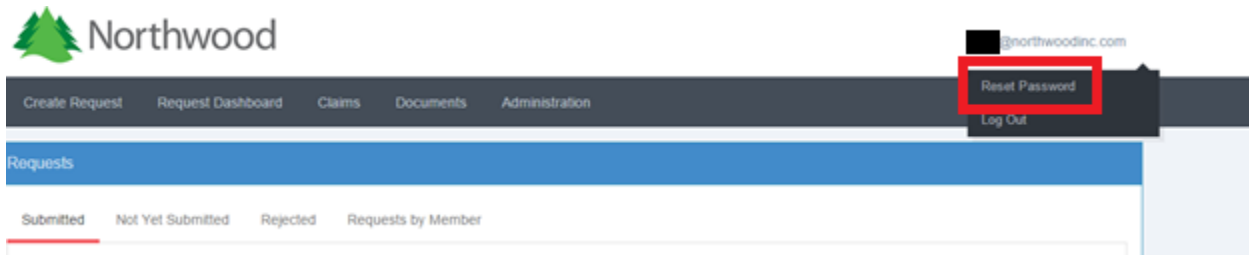
If you have forgotten your password and would like to receive a new one, click on the 'Forgot your password' link located on the initial login page. The system will prompt you for your username. Once you enter your email address and click the 'OK' Button, an email with a new password will be sent to you.
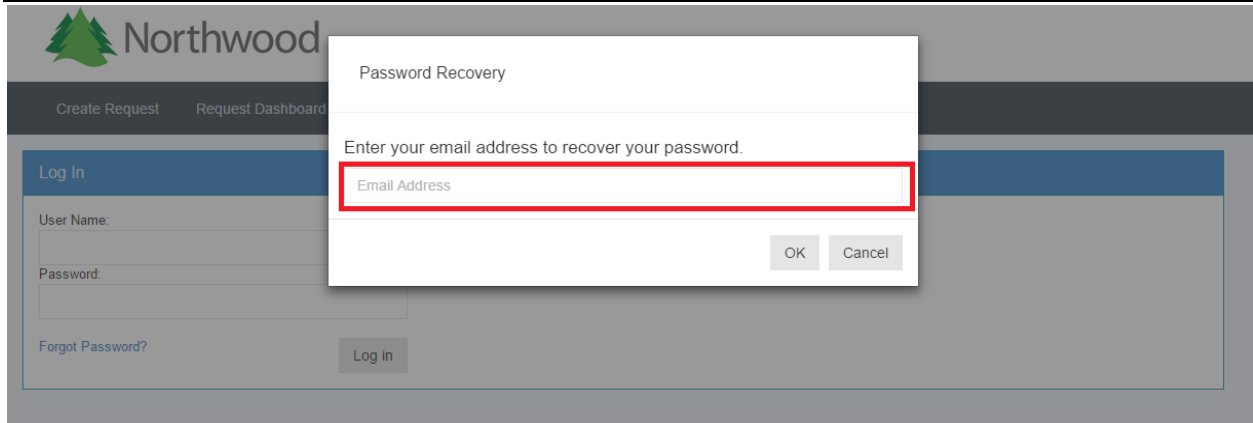
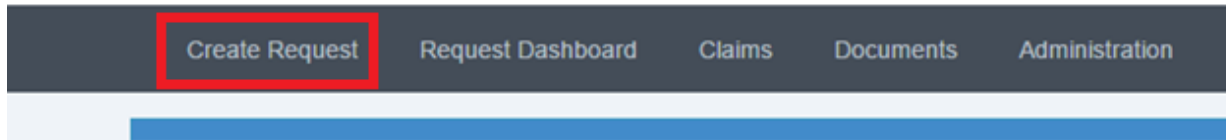## Creating an Authorization Request Overview

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.
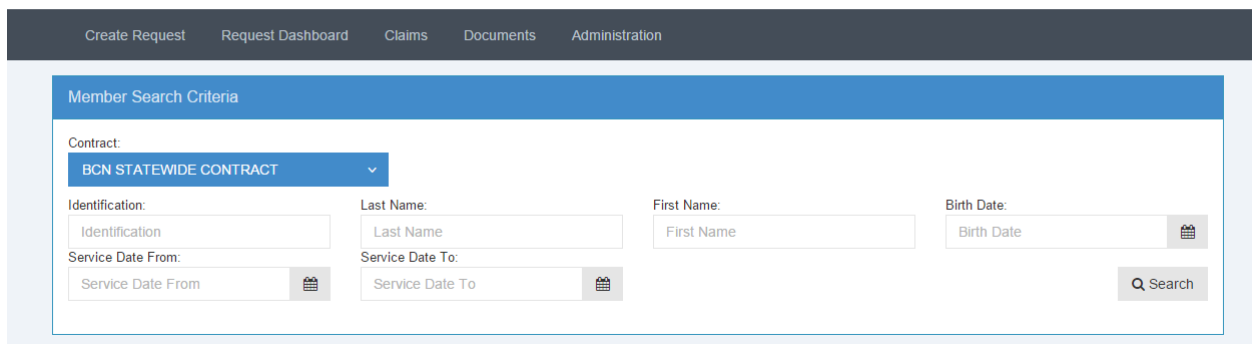
First, click on the 'Create Request' tab.

![Northwood logo with navigation bar: Create Request (highlighted), Request Dashboard, Claims, Documents, Administration]

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.
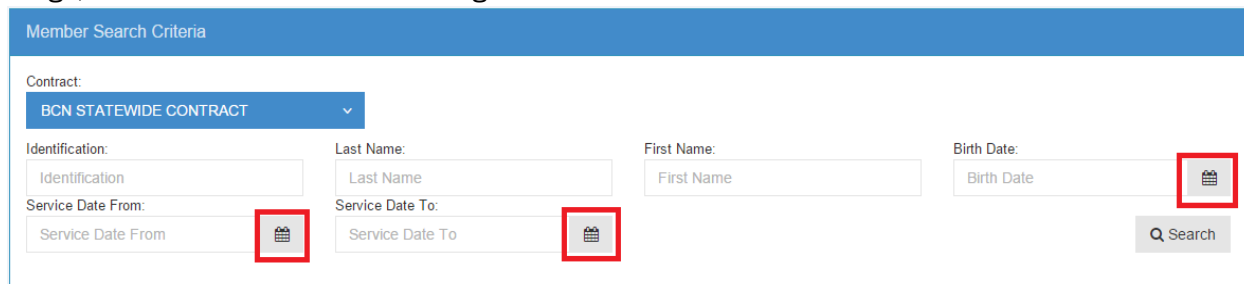
![Northwood Member Search Criteria page with Contract dropdown showing BCN STATEWIDE CONTRACT, and fields for Identification, Last Name, First Name, Birth Date, Service Date From, Service Date To, and a Search button]

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.

![Member Search Criteria page with calendar icons highlighted in red next to Birth Date, Service Date From, and Service Date To fields]

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:

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:
Identification	Doe	First Name	01/01/1970

Service Date From:	Service Date To:	
09/01/2015	09/30/2015	Q Search

10 records   Search:

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

Showing 1 to 1 of 1 entries   < 1 >

Please note that the member must be eligible for the dates of service selected. You will be notified if they are not.
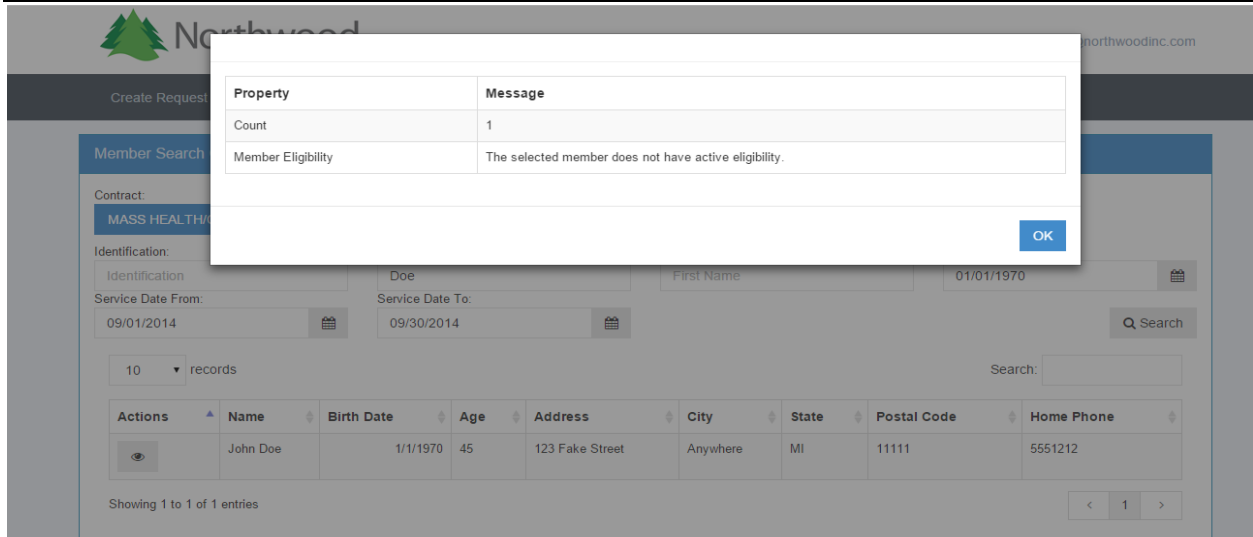
Once you have selected a member with active eligibility, you will be taken to the next page of the process. Here you can see the member's basic information as well as their eligibility information.

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.

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 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.

Request Details

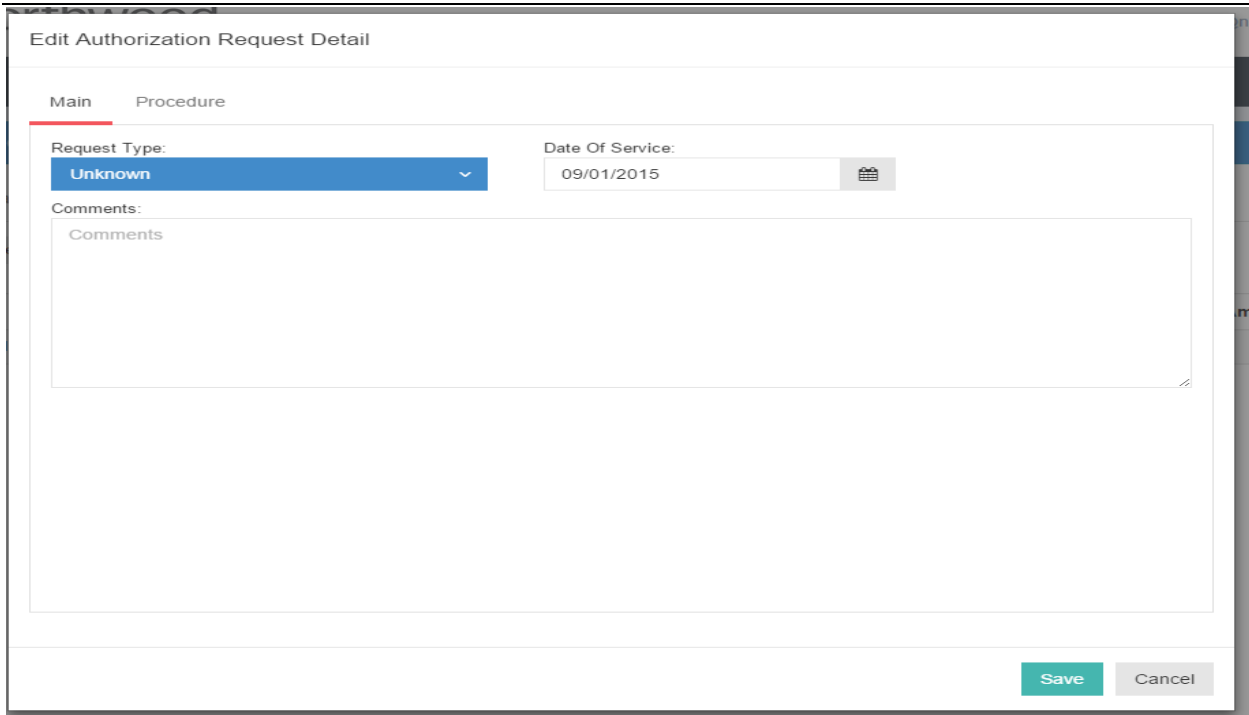This is where you will view and enter all of the procedures for this request.

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

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
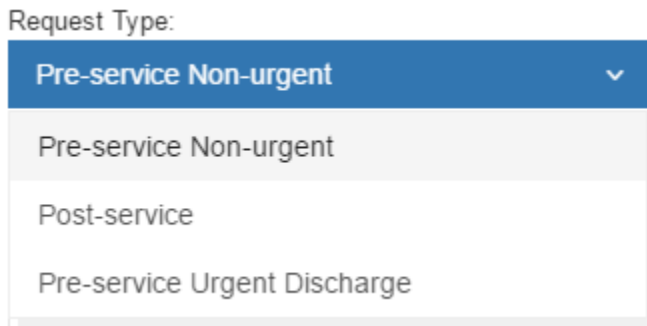
Main   Procedure

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.

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.

Additional Description:

Additional Description

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

Modifier 1:

Modifier 1 ▼

NU

RR

UE

KH

KI

KJ

BA

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

Quantity:

0.

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

Testing Amount (Required for A4253 and A4259)

Testing Amount

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

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.

| 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
[edit]	E1399	NU	9/1/2015	1.000	9999	Normal - Non Discharge	0

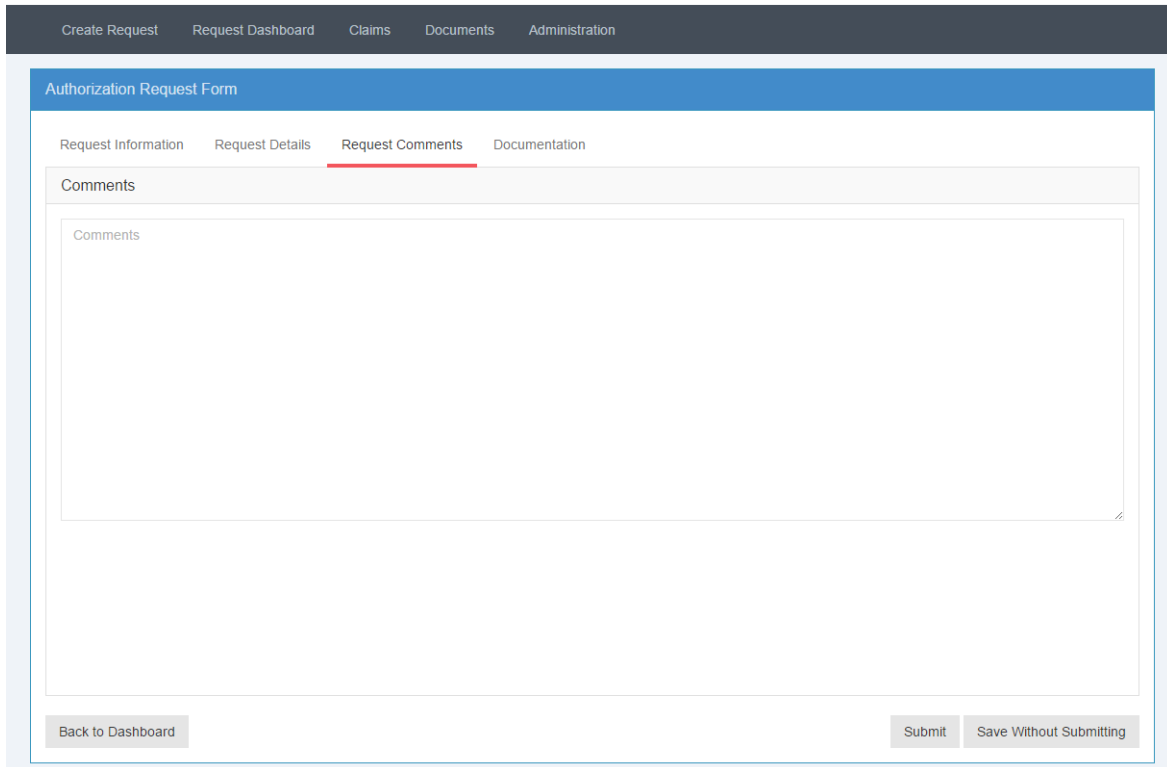Alternatively, you can use the copy function to add a new detail to your request.

| Request Information | Request Details | Request Comments | Documentation |

| Add New Detail |

Actions	Procedure Code	Modifier(s)	Date of Service	Quantity	Diagnosis Code(s)	Type	Testing Amount
[edit] [copy]	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.

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.

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

Showing 1 to 1 of 1 entries < 1 >

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.

Create Request   Request Dashboard   Claims   Documents   Administration
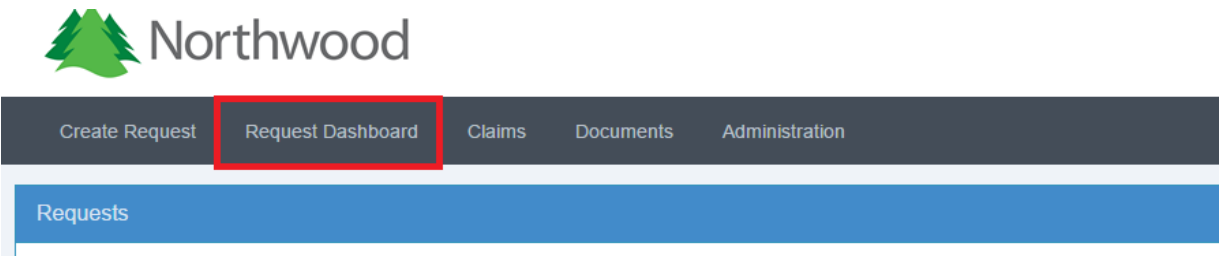
Requests

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

Requests

Submitted   Not Yet Submitted   Rejected   Requests by Member
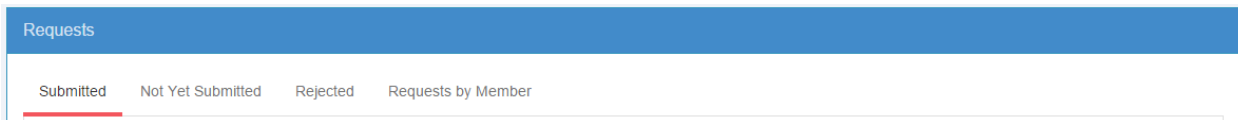
The submitted tab will display all requests that have been received by Northwood. The 'Not Yet Submitted' tab will display the requests that you have saved but have not submitted to Northwood. The rejected tab displays all of your requests that have been rejected by Northwood and the 'Requests by Member' 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.
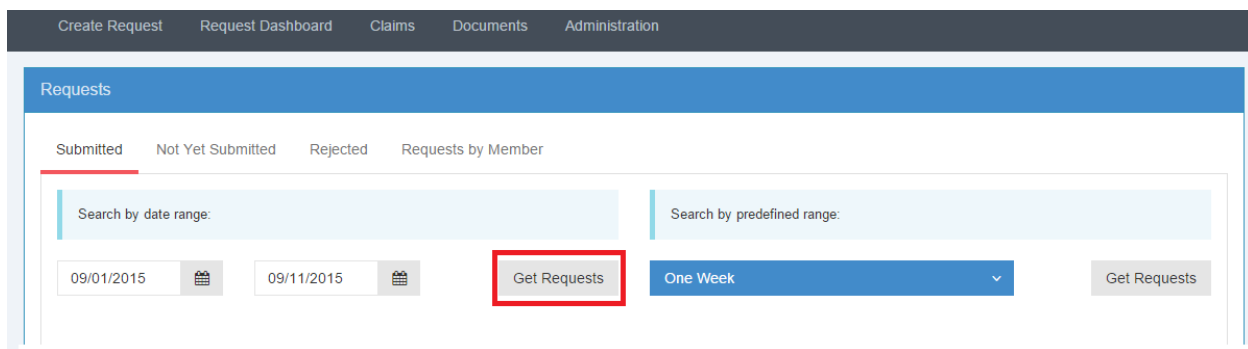
Alternatively, you may select from one of the predefined date ranges on the right side of the screen. Clicking the blue drop down box will display a list of several predefined options. Click the right most 'Get Requests' button in order to use this search.
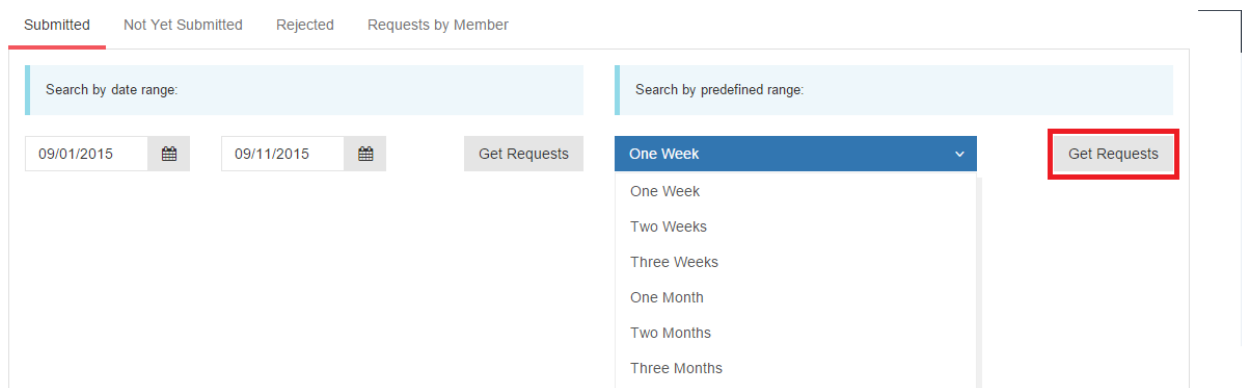
If there are results found in the selected date range, they will be displayed in a table as seen below.

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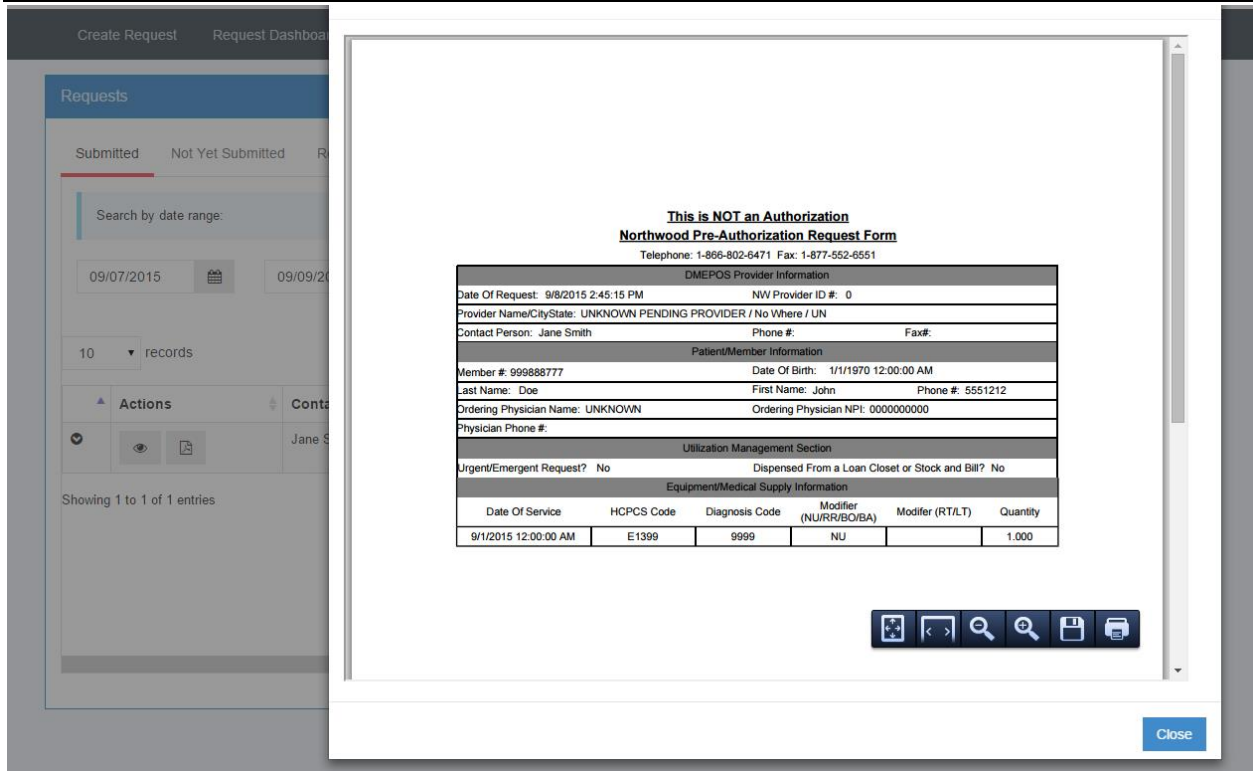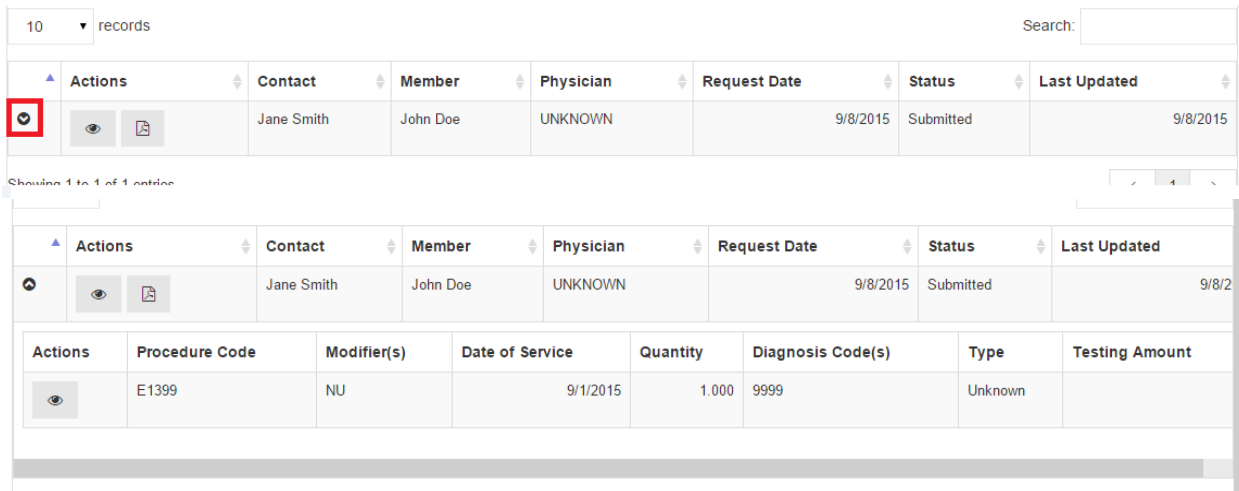
You will be able to view a printable request form document for requests under review and a Northwood Prior Authorization form once the request is approved by pressing the document button as seen below. In order to display the form actions, hover your mouse in the bottom right of the document.

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.
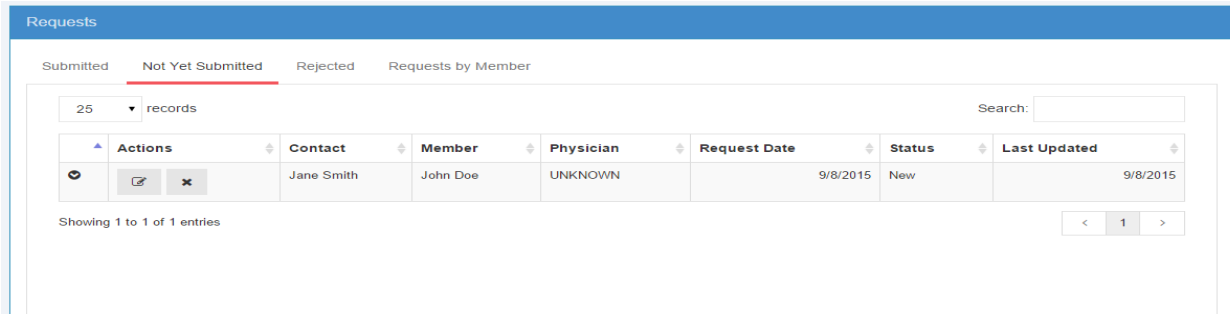

With this nested table, you have the ability to take action, if allowed, directly from the search results.

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

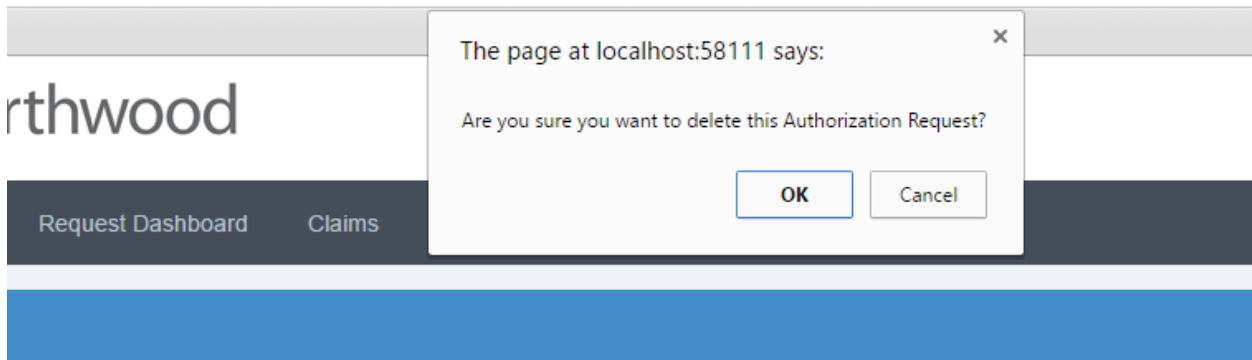complete your request by adding all of the necessary information and submit to Northwood for review.

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

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.

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.

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.

Viewing Member Claims Overview

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

Walkthrough

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

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

Search by Member

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

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.

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.

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

Finalized Claims

	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

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

Claim Line

Claim Line Amounts

Quantity Billed:
1.000

Charged:
■■■

Authorized Quantity:
1.000

Authorized Allowed:
■■■

Quantity Allowed:
1.000

Allowed Amount:
■■■

Copay:
■■■

Coinsurance:
■■■

Deductible:
■■■

Other Payer Paid:
■■■

Net Payment:
■■■

Claim Line Adjustments

Adjustment Code	Description	Adjustment Amount
No adjustments found.		

Claim Line Remarks
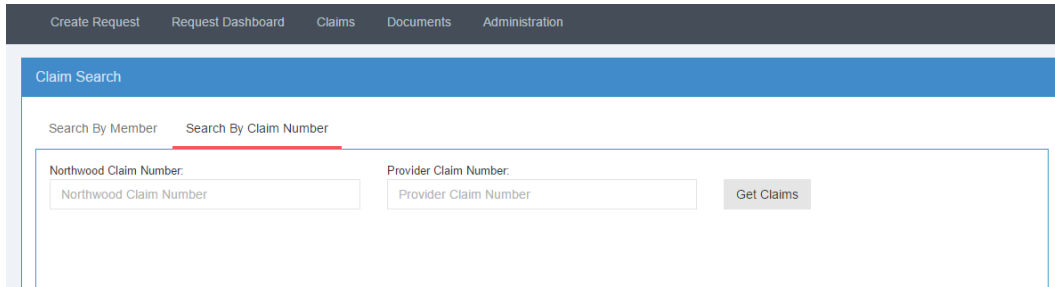
Remark Code	Description
No remarks found.	

Cancel

31
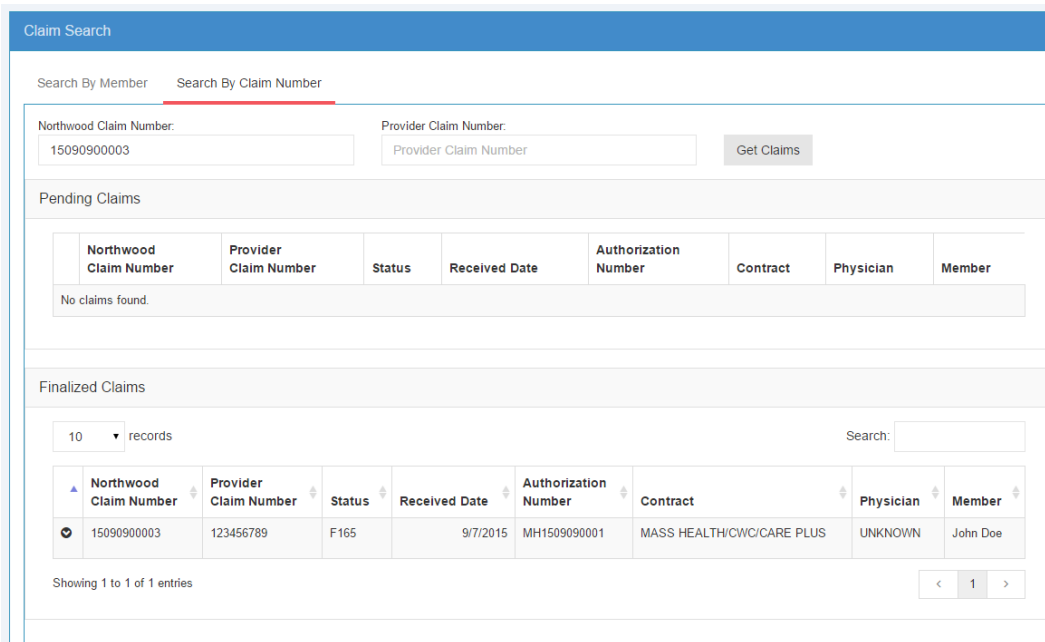
Search by Claim Number

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.

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!!!

Create Request	Authorization Updates	Request Dashboard	Claims	Documents

Date of Service Update
Cancel Authorization

Log In

User Name:

Password:

Forgot Password?   Log in

Check out the links below for help using the Northwood Provider Poral
- Help Video
- Help Document
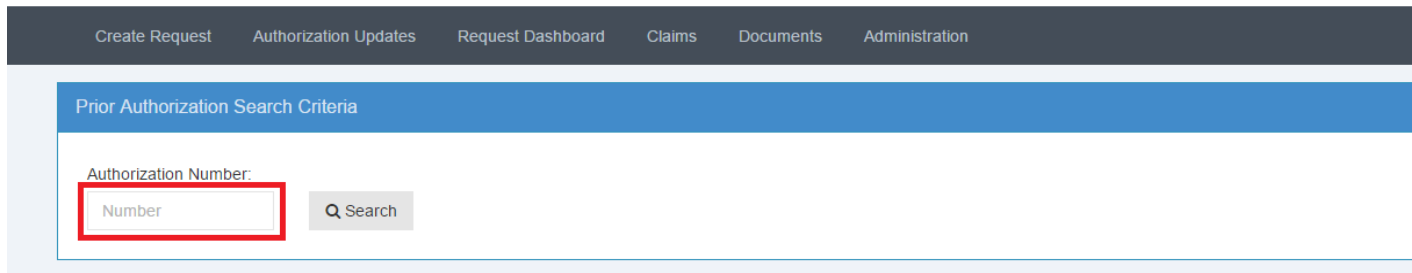
Date of Service Updates

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

Create Request	Authorization Updates	Request Dashboard	Claims	Documents	Administration

Prior Authorization Search Criteria

Authorization Number:

Number   🔍 Search

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.

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.

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.

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

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| Create Request | Authorization Updates | Request Dashboard | Claims | Documents | Administration |

Request Information   Request Comments   Documentation

Prior Authorization

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

Details

25 ▼ records   Search:

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

Back to Dashboard   Submit   Save Without Submitting

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Create Request   Authorization Updates   Request Dashboard   Claims   Documents   Administration

Request Information   **Request Comments**   Documentation

Comments

Comments

Back to Dashboard   Submit   Save Without Submitting

TEST SYSTEM!!!

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| Create Request | Authorization Updates | Request Dashboard | Claims | Documents | Administration |

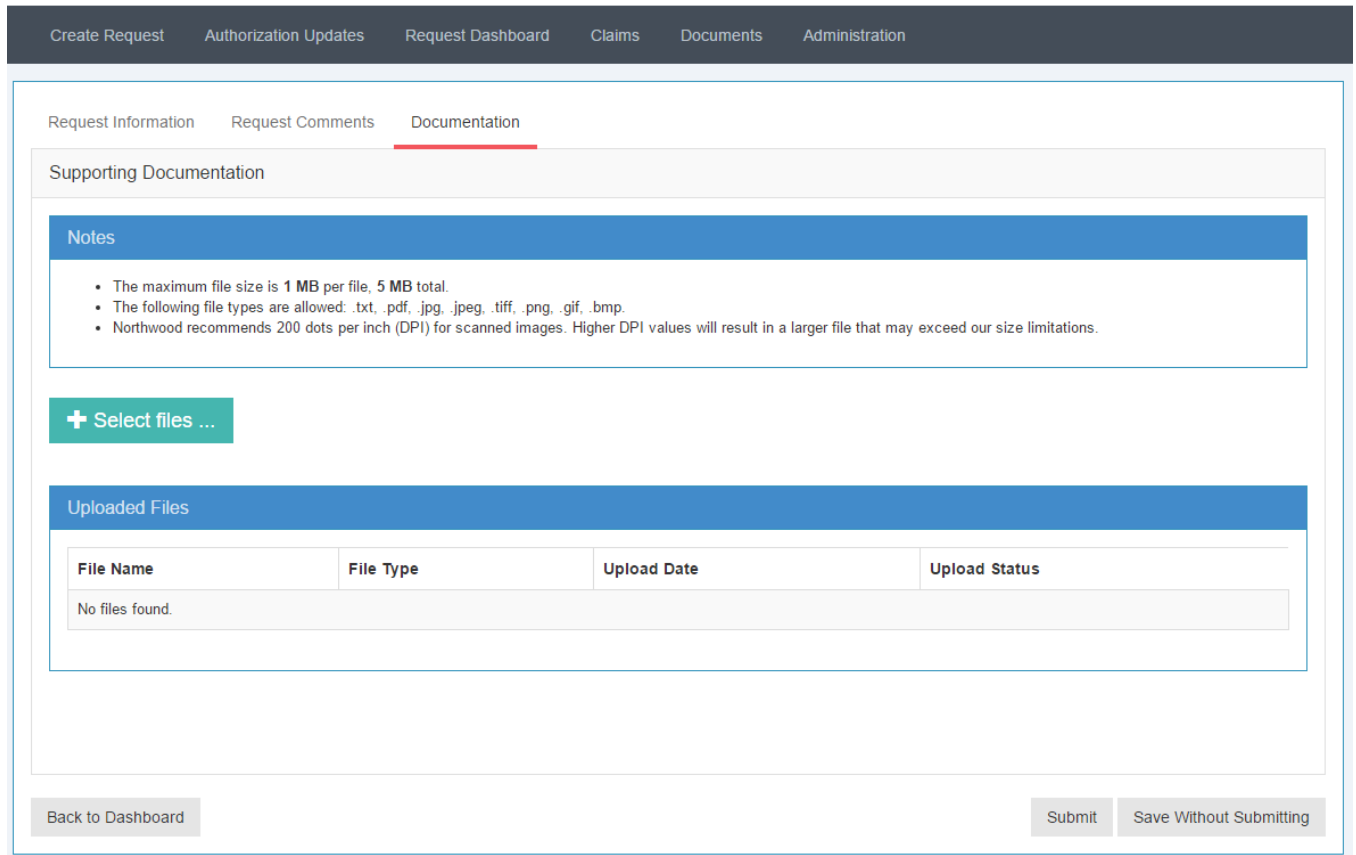Request Information   Request Comments   Documentation

Supporting Documentation

Notes

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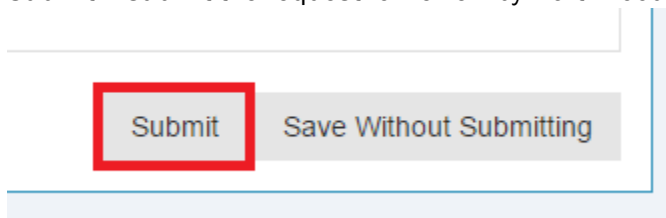
+ Select files ...

Uploaded Files

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

Back to Dashboard   Submit   Save Without Submitting

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

Submit – submit the request for review by Northwood

Submit   Save Without Submitting

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

Submit   Save Without Submitting
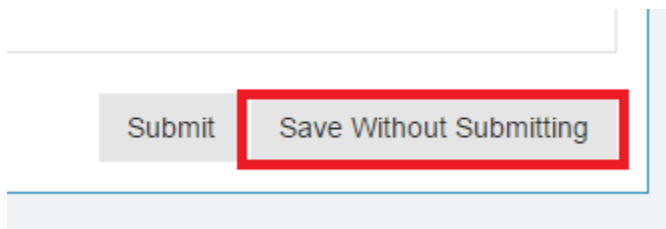
Cancelling your Authorization

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

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.

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.

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

OK
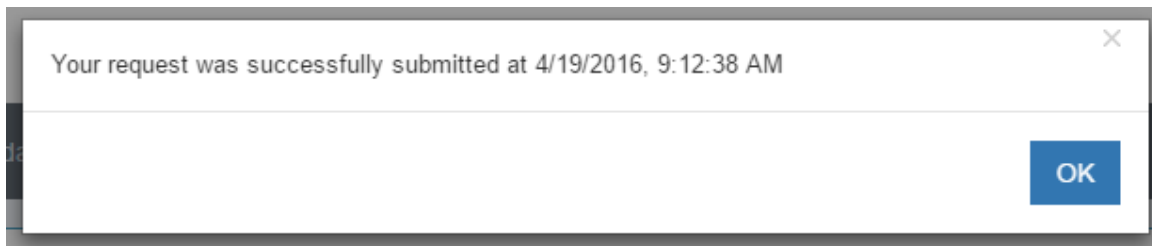
Authorization Update Dashboard

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

Provider Portal User Manual

adamkelkins@gmail.com

| 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: | |

| From 🗓 | To 🗓 | Get Requests | One Week ⌄ | Get Requests |

Requests

Submitted   Not Yet Submitted   Rejected   Requests by Member   Authorization Update Requests

Not Yet Submitted   Submitted   Rejected   Completed

| 25 ⌄ | records | | | | | | Search: |

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

Showing 1 to 1 of 1 entries   ‹ 1 ›

41

Columns

Column 1 – Click to display details.

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.

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

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.

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.

Case Details

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

	73600	Closed	3/31/2017	Standard Organization Determination -Request for service (pre-service nonurgent requests) requiring additional information						Lack of Information

Case Details

10 ▾ records   Search: [   ]

Request Type	Date(s) of Service	Procedure	Description	Modifier(s)	Diagnosis	Quantity Requested	Quantity Allowed	Appealed?	Outcome
Normal - Non Discharge	3/31/2017 - 6/30/2017	A7032	CUSHN NASAL MASK INTERFACE REPLACEMENT ONLY EACH	NU	G4733	1.000	1.000	No	Medical Necessity Denial
Normal - Non Discharge	3/31/2017 - 6/30/2017	A7034	NASL INTRFCE POS ARWAY PRSS DEVC W/WO HEAD STRAP	NU	G4733	1.000	1.000	No	Medical Necessity Denial

Letters and Documentation

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

Letters

10 ▾ records   Search: [   ]

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

Showing 1 to 2 of 2 entries   ‹ 1 ›

Additional Information

10 ▾ records   Search: [   ]

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

Showing 1 to 1 of 1 entries   ‹ 1 ›

HCPCS/Modifier/Quantity Update

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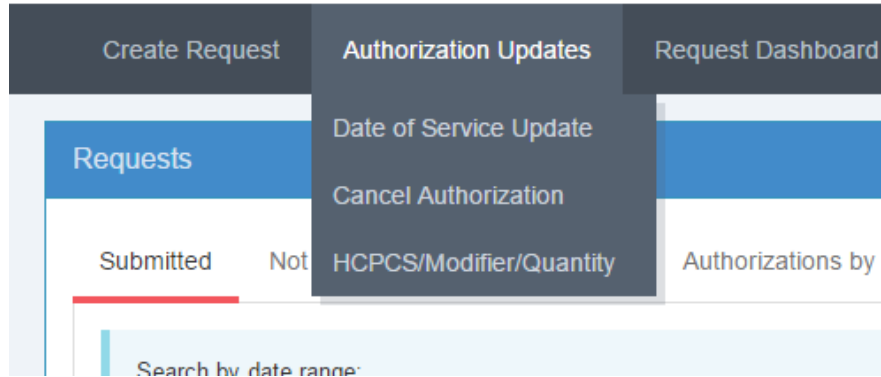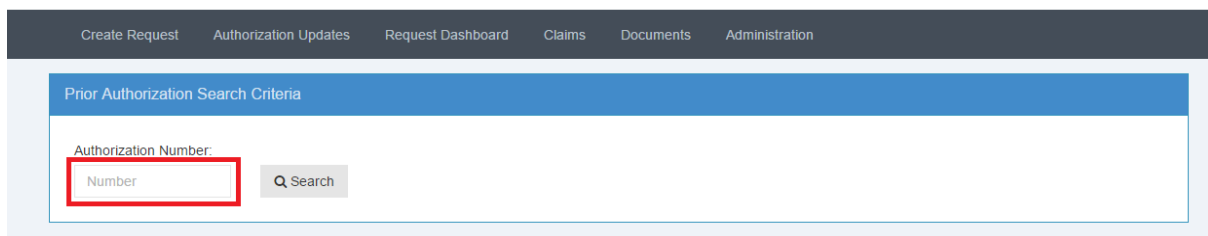

You will then be redirected to a page in which you will be able to search for the authorization for your request.
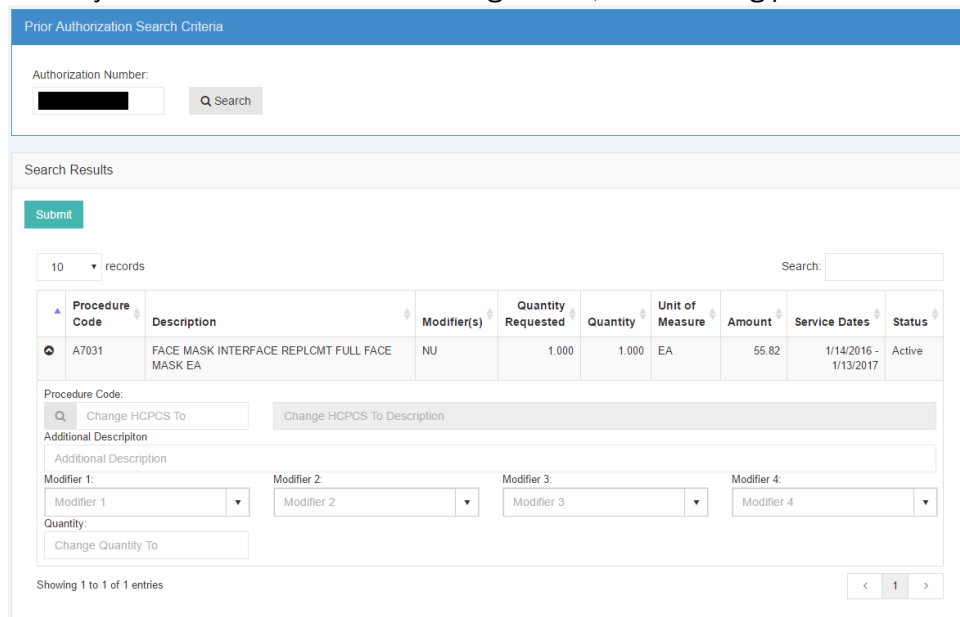
Prior Authorization Search

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.
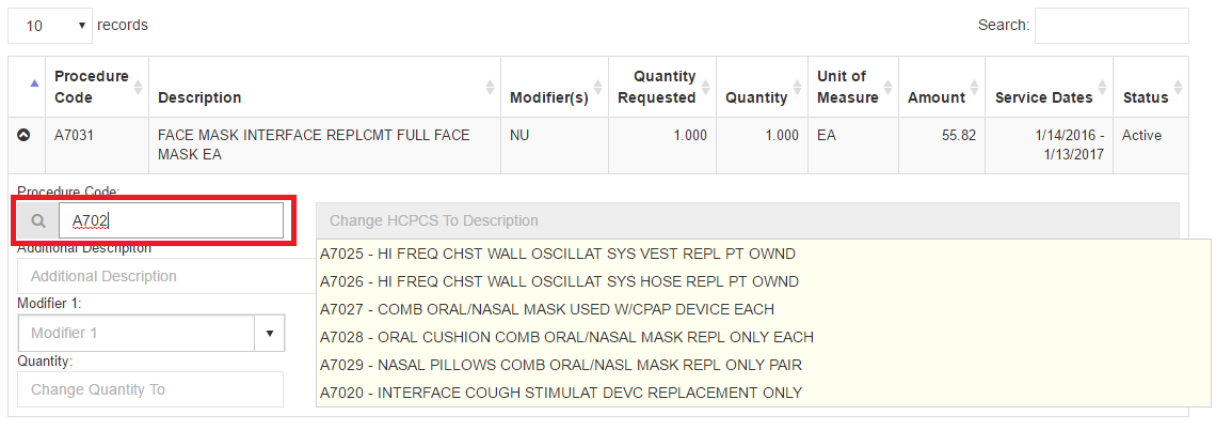
Each line will have a chevron button in the far-left column. Clicking this button opens the nested update row in which you will be able to enter the request information. The first line in the list will be expanded by default. If you would like to update additional lines, you will need to click the chevron 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.
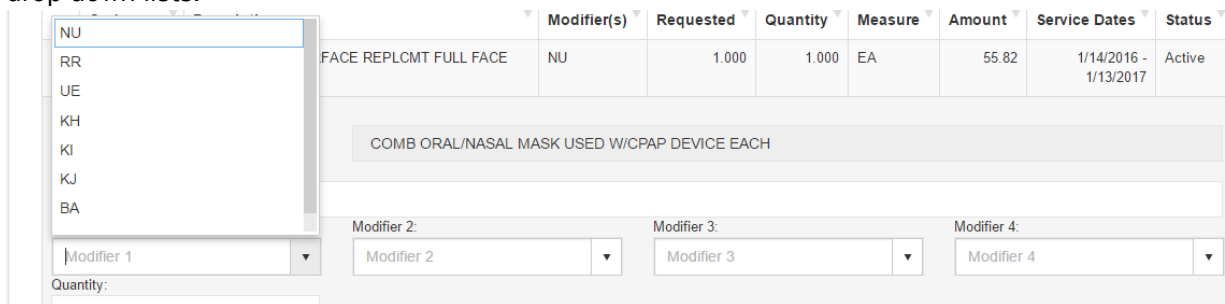
Note that an additional description is required for NOC codes.

Modifier Update

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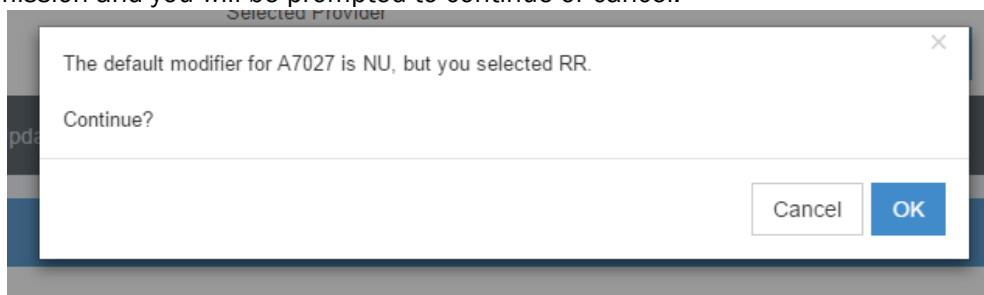

If the modifier you are looking for is not found, you can type a 2 character modifier in the text box. If the modifier 1 entered is not the default modifier for the procedure code, a warning will be displayed upon submission and you will be prompted to continue or cancel.

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.

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.
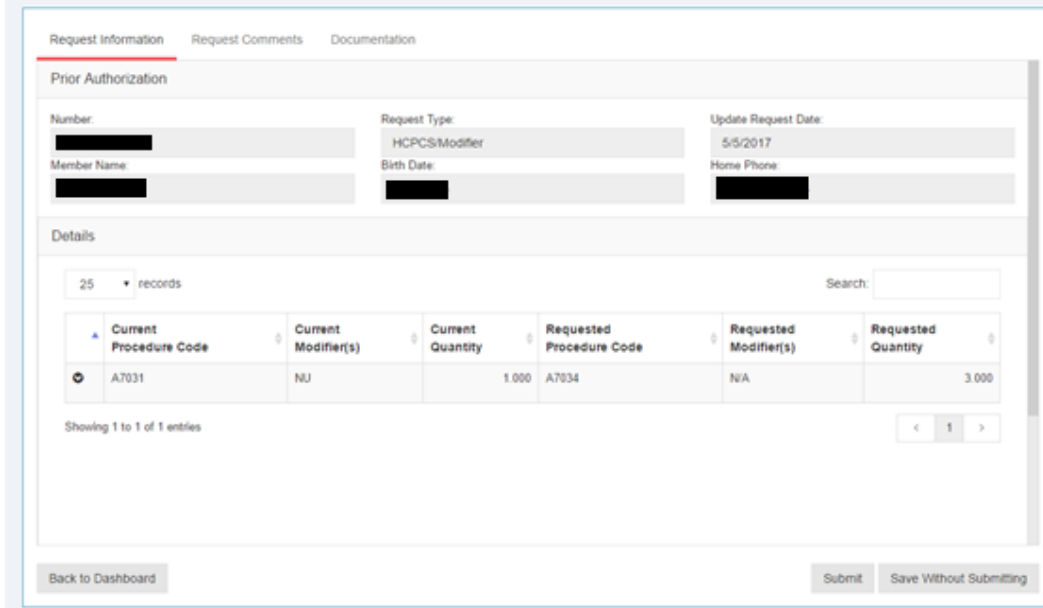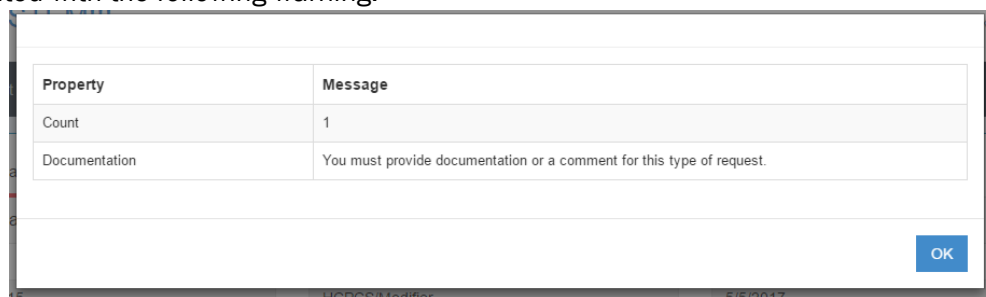

5. Northwood cannot have any pending or paid claims referencing the selected authorization details.

Request Submission

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

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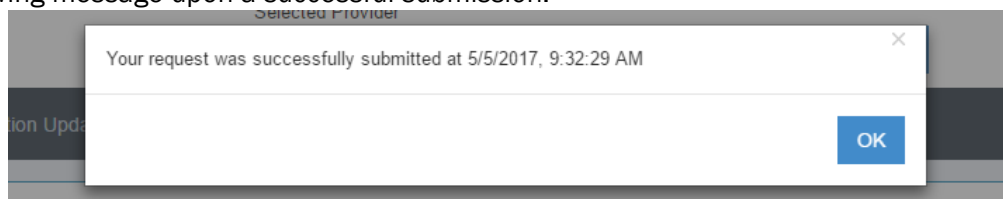
There are two other tabs, Request Comments and Documentation. Either a comment or supporting documentation is required for a HCPCS, modifier or quantity update. If neither are submitted, you will be presented with the following warning.

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

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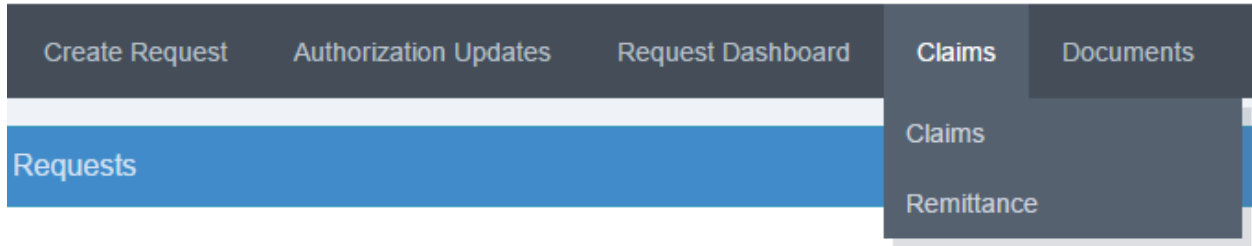
Clicking this menu item will take the user to a page where they can enter search criteria to find remittance documents. You can search by the disbursement (reference) number, check number or a date range search for the check date.

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

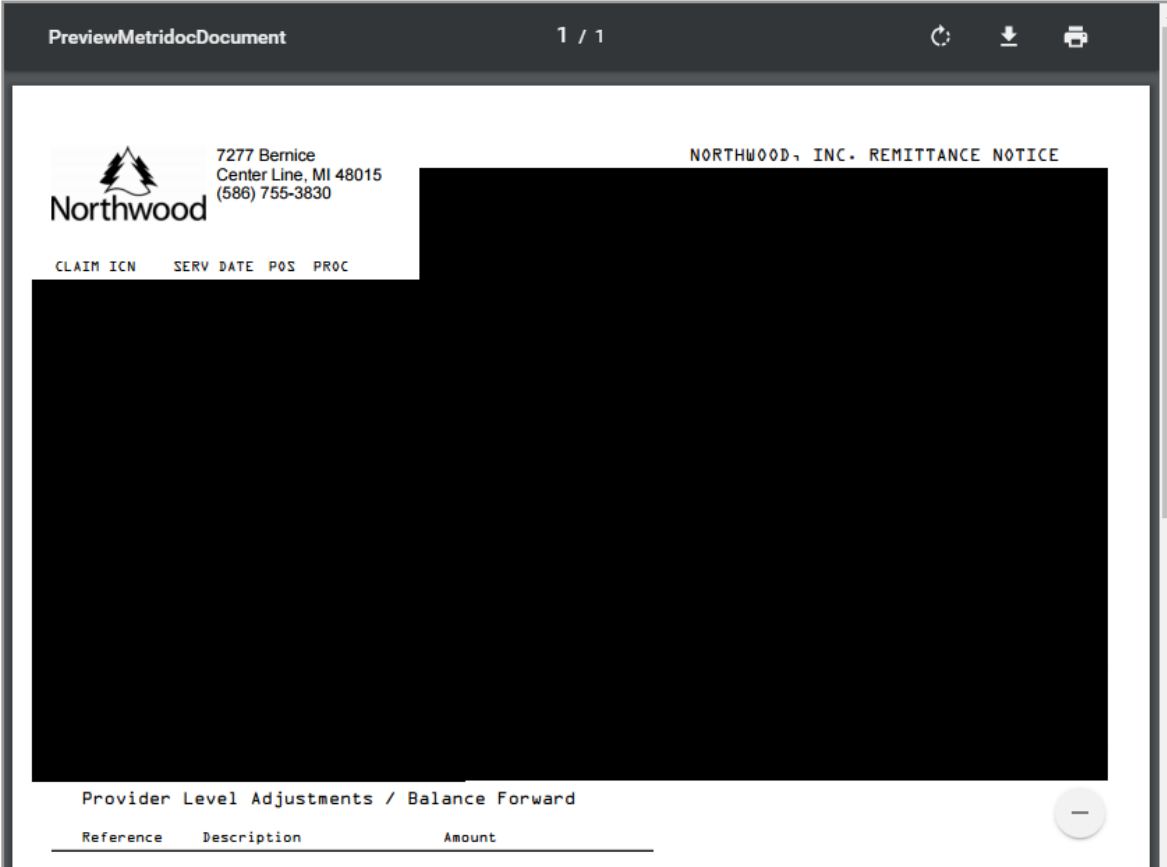Clicking the view button in the first column of the row you wish to view will display a popup with the PDF displayed.

Additional Documentation

PreviewMetridocDocument   1 / 1

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

NORTHWOOD, INC. REMITTANCE NOTICE

CLAIM ICN   SERV DATE POS   PROC
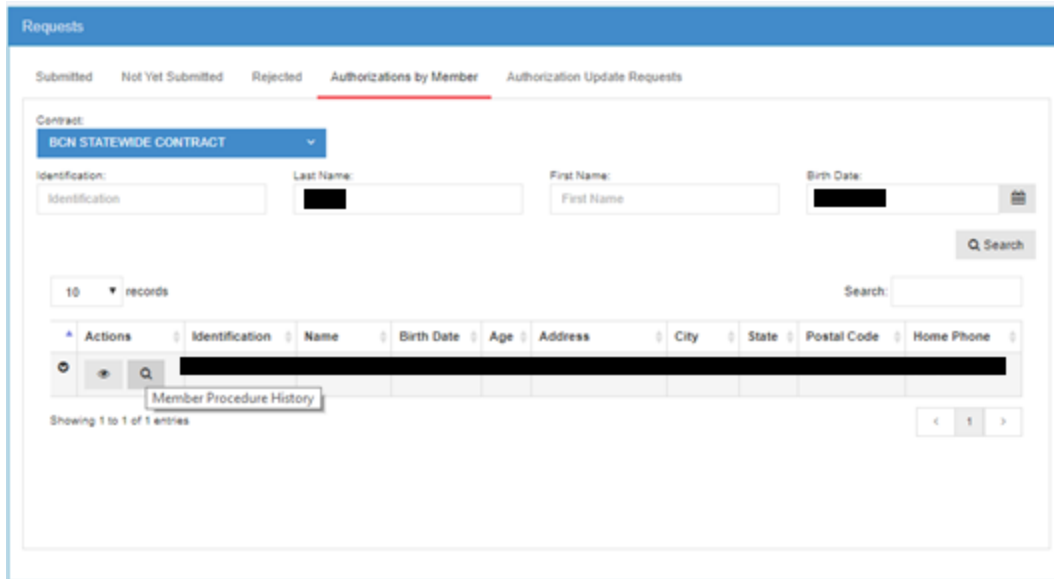
Provider Level Adjustments / Balance Forward

Reference   Description   Amount

A negitive current balance amount here indicates a balance owed

Member Procedure History

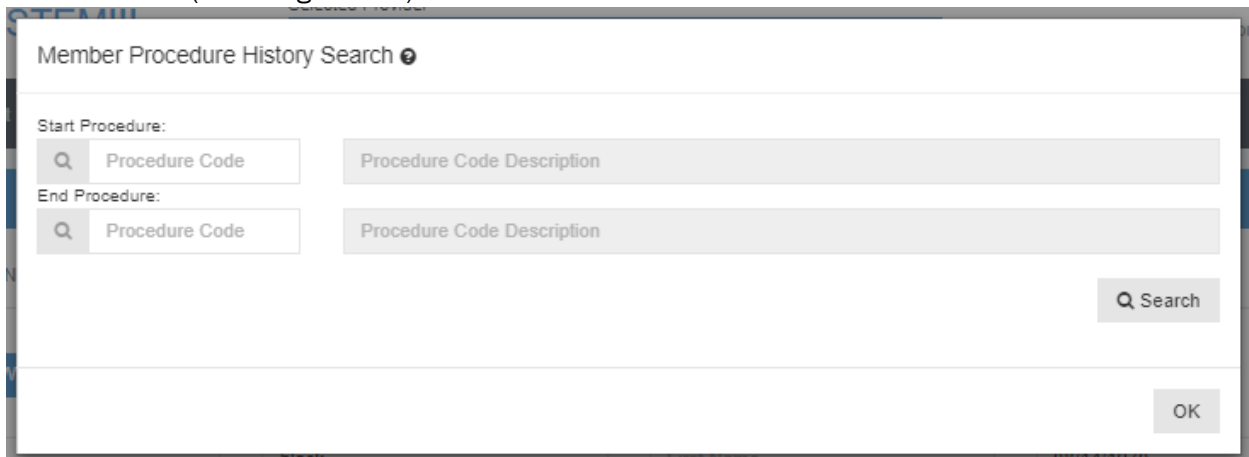The Member Procedure History Search feature is available on the Member Search control of the Provider Portal. The purpose of this action is to display what Procedure Codes the Member has had either in an Authorization or a Claim.

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.

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

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).

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:

| 🔍 | L0120 | | CERVICAL FLEXIBLE NONADJUSTABLE PREFAB OFF SHELF |

End Procedure:

| 🔍 | L9900 | | ORTHO&PROS SPL ACSS&/SRVC CMPNT OTH HCPCS L CODE |

🔍 Search

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 >

OK

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.

OK