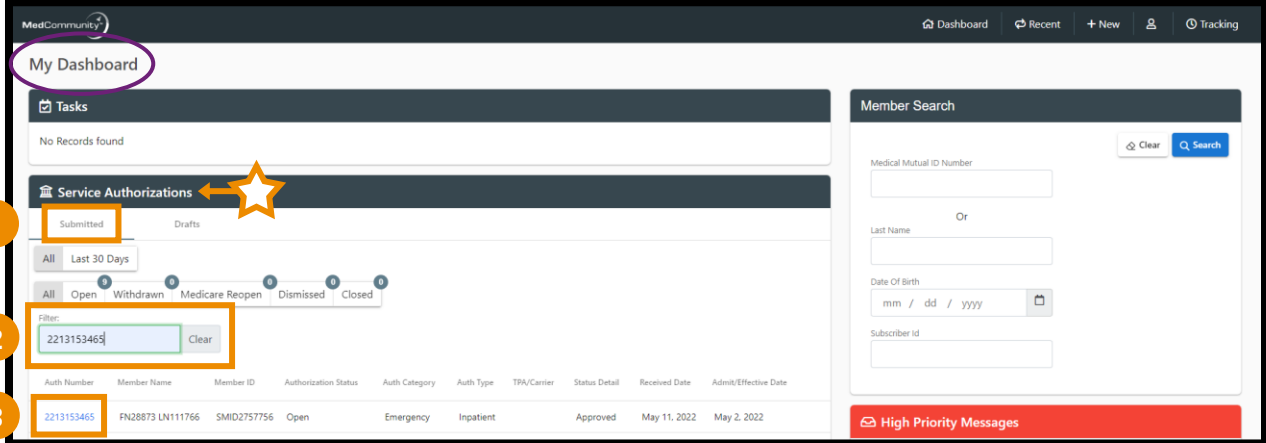


MedCommunity Reference Guide:

Submitting a Continued Stay Request

Step 1 - Begin on My Dashboard to Search for Service Authorization:



The screenshot shows the 'My Dashboard' interface. The 'Service Authorizations' section is active, with the 'Submitted' tab selected. A search filter is applied with the value '2213153465'. The table below shows a single service authorization record.

Auth Number	Member Name	Member ID	Authorization Status	Auth Category	Auth Type	TPA/Carrier	Status Detail	Received Date	Admit/Effective Date
2213153465	FN28873 LN111766	SMID2757756	Open	Emergency	Inpatient		Approved	May 11, 2022	May 2, 2022

- Under the Service Authorization tab, click Submitted. (1)
- Use the filter field (2) to search by name or Service Authorization number.
- Click Auth Number [blue](#) hyperlink (3) to open Service Authorization screen.

Step 2 – Locate Service Auth Line to Add Continued Stay Request:

Service Authorization

Authorization Number: 2213153465 | External Identifier: N/A | Date Received: 5/11/22, 1:53 PM | Auth Type: Inpatient | Authorization Status: Open | Status Date: 5/12/22, 9:38 AM | Priority: Emergency | Next Review Date: 5/19/22, 12:00 AM | Case Due Date: N/A | Case Owner: Lori Szorady

Admit/Effective Date: May 2, 2022 | Discharge Date: N/A | LOB: MEDICARE ADVANTAGE | Plan: MA Classic HMO w/ Mandatory Supplemental Benefits | Effective Date: Jan 1, 2016 | Term Date: N/A | Funding Indicator: Fully Insured

[Show More](#)

Providers (3)

Provider Name	Source Provider ID	Provider Type	Provider Id	Specialty	Provider Contract: Par Status	Benefit Level	NPI	IOQ	Requesting?
HILLCREST HOSPITAL	340714593018	Servicing/Requesting	340714593018	ACUTE CARE FACILITY		In Network	1902858152	N	Y
Generic Professional	999999999002	Servicing					9999999990	N	N
JEFFREY LAUTMAN, MD	285700693006	Servicing	285700693006	NEPHROLOGY		In Network	1730294927	N	N

Diagnoses (1)

Diagnosis	Primary Diagnosis?	Code	Order	Admitting/Discharge Diagnosis	Action
CEREBRAL INFARCTION, UNSPECIFIED	No	I63.9			Copy

Service Lines (1) | Total Bed Day Quantity: 0.00 | Total Requested Quantity: 0.00 | Total Approved Quantity: 0.00 | Total Denied Quantity: 0.00

Request Start Date	Line Number	Requested	Approved	Approved End Date	Procedure Code / Modifier / Description	Status	Provider	Place of Service	Service Type	Inserted On	Action
5/2/22, 12:00 AM	001		7/7/22		0120 / Two bed semi-private room & board general classif...	Approved	HILLCREST HOSPITAL, Generic Professional, JEFFREY LAUTMAN, MD	Inpatient Hospital	Emergency	5/11/22	Copy

- Locate the Room & Board service line with the most recent Inserted On date. (1)
 - **Note:** This Room and Board service line must have an “Approved” status. (2)
- Click [blue Copy](#) (3) under Action column to arrive on Service Auth Line Details screen.

Step 3 – Complete Fields for Continued Stay Request:

MedCommunity

Dashboard Recent + New Tracking

Demographics

FL FN28873 LN111766
440-505-7943
SMID2757756

DOB: Feb 19, 1947 (75y)
Efl Date: Jan 1, 2016
Gender: Female
Line Of Business: MEDICARE ADVANTAGE
Plan Term Date: N/A

Authorization Number	External Identifier	Date Received	Auth Type	Authorization Status	Status Date	Priority	Next Review Date	Case Due Date	Case Owner
2213133465	N/A	5/11/22, 1:53 PM	Inpatient	Open	5/12/22, 9:38 AM	Emergency	5/19/22, 12:00 AM	N/A	Lon Szorady
Admit/Effective Date	Discharge Date	LOB	Plan	Effective Date	Term Date	Funding Indicator			
May 2, 2022	N/A	MEDICARE ADVANTAGE	MA Classic HMO w/ Mandatory Supplemental Benefits	Jan 1, 2016	N/A	Fully Insured			

Service Auth Line Details

Line Number: N/A

Request Received On: 05/15/2022

Request Received Time: 09:17 AM

Request Type: Concurrent

Priority: Standard/Non-Urgent

Place of Service: Inpatient Hospital

Requestor-Contact Name: Sally

Contact Phone: +1 (216) 555-1234

Requestor Faxback: +1

- This screen will display a copy of your original service authorization request.
 - **Note:** Page Resources are not available to access until this screen is saved. (1)
- Change Request Received On and Request Received Time fields to reflect today's date/time. (2)
 - **Note:** Typing Shift+T on your keyboard will auto complete the Request Received On and Request Received Time fields.
- Change Requestor-Contact Name fields (3) *only* if contact person is different from the original contact person.
- Scroll down to Providers tab.

Service Auth Line Details

Line Number: _____

* Request Received On: 05 / 15 / 2022

* Request Received Time: 09 : 17 AM

* Request Type: Concurrent

* Priority: Standard/Non-Urgent

* Place of Service: Inpatient Hospital

* Requestor-Contact Name: Sally

* Contact Phone: +1 (216) 555-1234

* Requestor Faxback: +1 _____

Providers (3)

Provider Name	Source Provider ID	Provider Type	Provider Id	Specialty	Provider Contract: Par Status	Benefit Level	IOQ	Requesting?
<input checked="" type="checkbox"/> HILLCREST HOSPITAL	340714593018	Servicing/Requesting	340714593018	ACUTE CARE FACILITY		- Select -		Y
<input checked="" type="checkbox"/> Generic Professional	999999999002	Servicing				- Select -		N
<input checked="" type="checkbox"/> JEFFREY LAUTMAN, MD	285700693006	Servicing	285700693006	NEPHROLOGY		- Select -		N

Save

- Click carat (4) to open Providers tab.
- Under the Providers tab, assure that all boxes are checked for Providers associated with this service authorization. (5)
- Click “Save” (6) to create new Service Line.

Service Auth Line Details

Line Number: 002

* Requestor-Contact Name: Sally

* Priority: Standard/Non-Urgent

* Place of Service: Inpatient Hospital

Providers (3)

Procedure/Service Details

* Service Type: Emergency

* Revenue Code: 0120

* Request Start Date: 05 / 02 / 2022

* Comments: New Authorization request clinical information added here.

Save

Note: Line Number populates after Service Auth Line has been saved.

- A pop-up notification (7) will appear indicating that the Continued Stay Service Line has been added.
 - **Note:** After saving Continued Stay screen, Page Resources will populate with Documents, Call Log and Tasks icons. (8)
- Scroll down to Procedure/Service Details section. (9)

The screenshot shows a web form titled "Procedure/Service Details". It contains several input fields and sections:

- 10** Service Type: A dropdown menu with "Emergency" selected.
- 11** Procedure Code Type: A dropdown menu with "Revenue Code" selected.
- Procedure Code: A text input field containing "0120", with "Clear" and search icons to its right.
- Procedure Description: A text area containing "Two bed semi-private room & board g".
- 12** Request Start Date: A date picker showing "05 / 02 / 2022".
- 13** Comments: A text area containing the text "New Authorization request clinical information added here."

- Service Type (**10**): Auto-populates -> **DO NOT EDIT**
- Procedure Code Type/Code (**11**): Auto-populates -> **DO NOT EDIT REVENUE CODE.**
 - Note: To add a new medical/surgical procedure, see “Adding New CPT Code to a Continued Stay Request” beginning on page 5.
- Request Start Date (**12**): Auto-populates -> Change date to:
 - If DRG: field auto-populates with Admit Date -> **DO NOT EDIT**
 - If non-DRG: field auto-populates with Admit Date -> enter the first NON-COVERED date
- Comments (**13**): Auto-populates with comments from the previous Service Auth submitted.
 - Delete previously added comments.
 - Type or copy/paste relevant Continued Stay clinical update information.
 - **Note:** Updated clinical information may be added to the Comments section and/or attached on the Documents tab.
 - If the clinical information will be attached only, please type “See Attachments” in the Comments section.
 - See Step #4 to attach documents to the Continued Stay request.
- Scroll to top of screen to click “Save”.
 - **Note:** DO NOT click “Save and Copy” at the bottom of the screen.

Adding New CPT Code to a Continued Stay Request:

Service Auth Line Details

Line Number: N/A

Request Received On: 05 / 15 / 2022

Request Received Time: 09 : 17 AM

Request Type: Concurrent

Priority: Standard/Non-Urgent

Place of Service: Inpatient Hospital

Requestor-Contact Name: Sally

Contact Phone: +1 (216) 555-1234

Requestor Faxback: +1

Providers (3)

Procedure/Service Details

Service Type: Emergency

Procedure Code Type: Revenue Code

Procedure Code: 0120

Procedure Description: Two bed semi-private room & board g

Modifier:

Modifier Description:

Surface: - Select -

Request Start Date: 05 / 02 / 2022

End Date: mm / dd / yyyy

End Time: hh : mm --

Requested Quantity:

Comments: CS Info

Save and Copy

- Click Save and Copy (1) to add a Procedure Code.

Procedure/Service Details

Service Type: Emergency

Procedure Code Type: CPT Procedure Codes

Procedure Code:

Procedure Description:

Request Start Date: 05 / 02 / 2022

- Use dropdown menu to populate CPT Procedure Code in the Procedure Code Type field.
- In the Procedure Code field, free type procedure code if known. (2)
 - If procedure code is unknown, click on the magnifying glass to search for a procedure code. (3)

To Search for Procedures:

CPT QUERY

If you enter a Procedure Code or Procedure Description you cannot search for a Service Group. If you enter a Service Group, you cannot search by Procedure Code or Procedure Description. Use the Clear button if you need to remove a value from any field.

* Procedure Type: CPT Procedure Codes

Procedure Code: []

Description: *intubation

Service Group Code: []

Service Group Name: []

Buttons: Close, Clear, Search

- In the Description field, type an asterisk (*) followed by the procedure description. (4)
- Click Search (5) to view CPT code list.

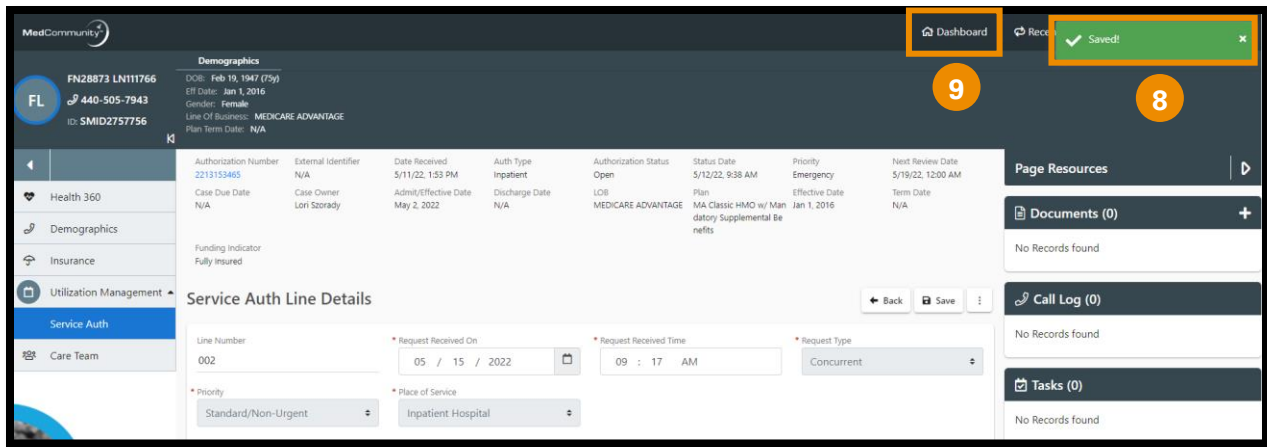
CPT QUERY

Procedure Code	Procedure Code	DrgGlos	DrgGALos	DrgRelWts	DrgMdc
31615	TRACHEOBRNCHSC THRU EST TRACHS INC				
31614	TRACHEOSTOMA REVI CPLX W/FLAP ROTATION				
31613	TRACHEOSTOMA REVI SMPL W/O FLAP ROTATION				
31612	TRACHEAL PNXR PRQ W/TRANSTRACHEAL ASPIR&/NJX				
31611	CONSTJ TRACHEOESOPHGL FSTL&INSJ SP PROSTH				
31610	TRACHEOSTOMY FENESTRATION W/SKIN FLAPS				

Items per page: 50 1 - 6 of 6 < >

Buttons: Close, Back to Search

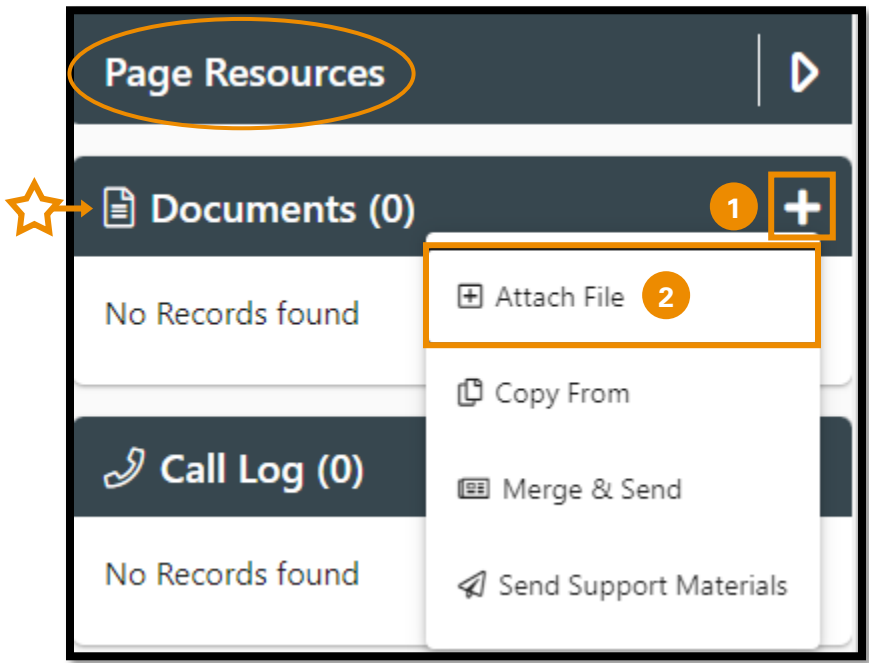
- If the list displays multiple results, click the [blue](#) hyperlink (6) on the correct procedure.
 - **Note:** You can use the sort arrows (7) next to the column headers to sort list by preference.
- After entering procedure(s), scroll to top of the Service Auth Line Details screen to click "Save".



- A pop-up notification (8) will appear indicating that the Continued Stay Service Line has been saved.

- To upload/attach clinical documentation (optional) -> see step #4
- After completing the Continued Stay request -> click icon to return to My Dashboard (9)

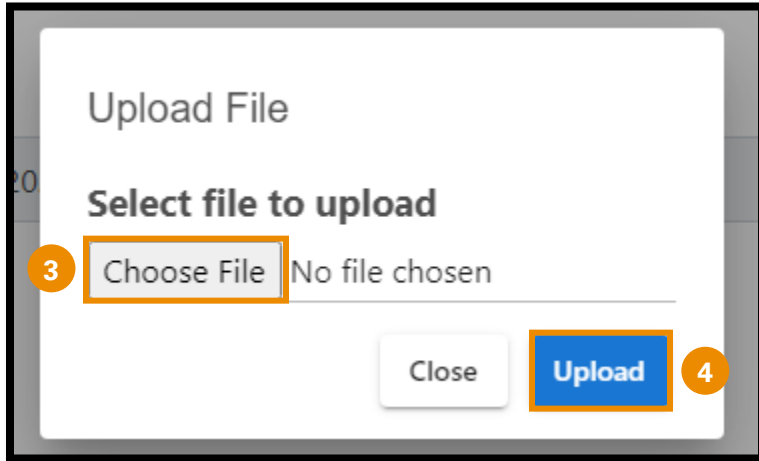
Step 4 – Optional - Upload Documents Under Page Resources:



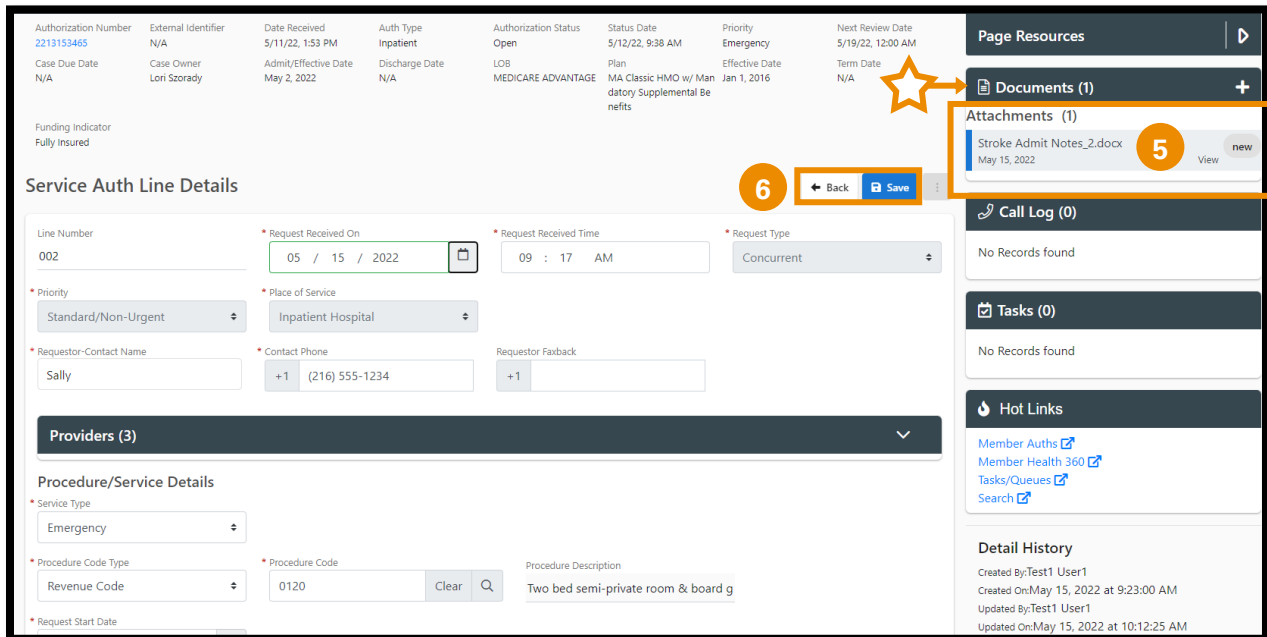
- To upload a document to support the Continued Stay request, under Page Resources click Documents + icon (1) to add relevant clinical information.

- **Note:** Relevant clinical documentation is required to support the Continued Stay request. Please only send information that is relevant to your submission. Sending extra information may cause a delay in processing your request.

- Click “Attach File” (2) to open Upload File screen.



- When the pop-up window appears, click “Choose File”. (3)
- Locate the file and click “Upload” (4) to add file/document.



- Newly attached clinical file/document displays under Documents in Page Resources section. (5)
- Click “Save” to submit the Continued Stay request, then click “Back” to return to the Service Authorization screen. (6)
 - A pop-up notification will appear indicating that the Continued Stay Service Line has been updated and submitted.

Demographics

FN28873 LN111766
DOB: Feb 19, 1947 (75y)
Eff Date: Jan 1, 2016
Gender: Female
Line Of Business: MEDICARE ADVANTAGE
Plan Term Date: N/A

Service Authorization

Authorization Number	External Identifier	Date Received	Auth Type	Authorization Status	Status Date	Priority	Next Review Date	Case Due Date	Case Owner
221313445	N/A	5/11/22, 1:53 PM	Inpatient	Open	5/12/22, 9:38 AM	Emergency	5/19/22, 12:00 AM	N/A	Lori Szorady
Admin/Effective Date	Discharge Date	LOS	Plan	Effective Date	Term Date	Funding Indicator			
May 2, 2022	N/A	MEDICARE ADVANTAGE	MA Classic HMO w/ Mandatory Supplemental Benefits	Jan 1, 2016	N/A	Fully Insured			

Providers (3)

Diagnoses (1)

Service Lines (2) Total Bed Day Quantity: 0.00 Total Requested Quantity: 0.00 Total Approved Quantity: 0.00 Total Denied Quantity: 0.00

Request Start Date	Line Number	Requested	Approved	Approved End Date	Procedure Code / Modifier / Description	Status	Provider	Place of Service	Service Type	Requested Date	Action
5/2/22, 12:00 AM	002			7/7/77	0120 / Two bed semi-private room & board general classif...	Approved	HILLCREST HOSPITAL, Generic Professional, JEFFREY LAUTMAN, MD	Inpatient Hospital	Emergency	5/15/22	Copy
5/2/22, 12:00 AM	001			7/7/77	0120 / Two bed semi-private room & board general classif...	Approved	HILLCREST HOSPITAL, Generic Professional, JEFFREY LAUTMAN, MD	Inpatient Hospital	Emergency	5/11/22	Copy

- On the Service Authorization screen, the Continued Stay service line that was added displays. (7)
 - Note:** The Inserted Date (8) reflects the date the Continued Stay request was submitted.
- Click Dashboard icon (9) in the global navigation bar to return to My Dashboard.