

Entering an Inpatient Pre-cert Request


Purpose:

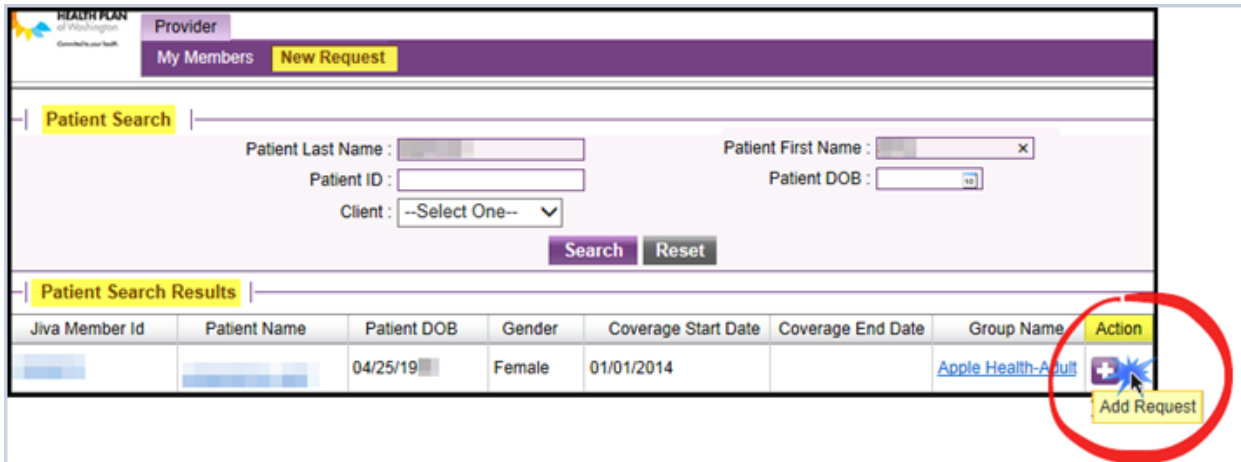
Provide step-by-step instructions on how to enter an Inpatient Pre-certification (Inpatient Pre-cert) request.

Step-by-Step Instructions


Starting the Request

Inpatient Pre-certs are entered by the specialist's office to request services for a member who will have a planned procedure. This document starts with the process after the member's eligibility is verified.

1. Click on the **Action**  icon to navigate to the **Add Request** screen.



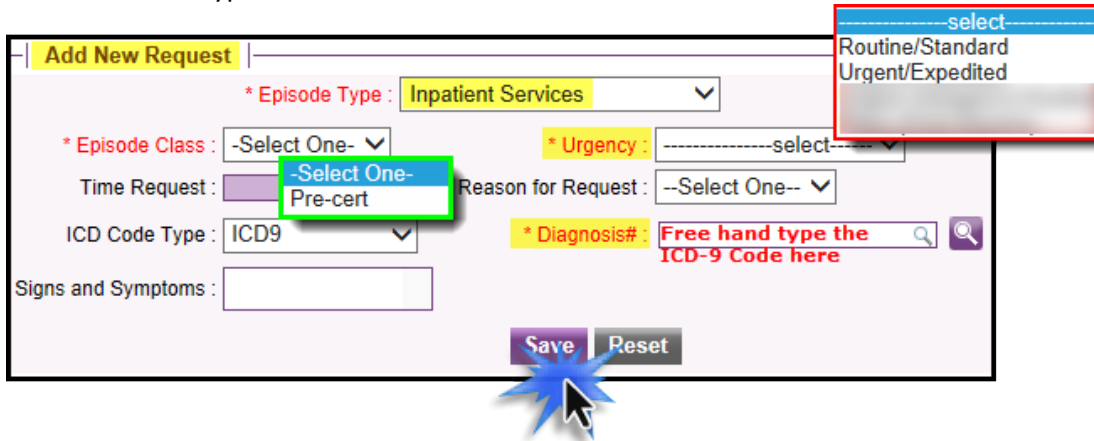
The screenshot shows the 'Patient Search Results' table with the following data:

Jiva Member Id	Patient Name	Patient DOB	Gender	Coverage Start Date	Coverage End Date	Group Name	Action
		04/25/19	Female	01/01/2014		Apple Health-Adult	 Add Request

2. Click on the **Episode Type** drop down window located in the **Add New Request** section. Click on **Inpatient** then click **Save**.

Add Request			Delete Request
	Member Name :	Member ID : [redacted]	Jiva Member Id: [redacted]
	Gender : Female	DOB(Age): 11/18/19[redacted]	Address : [redacted]
	Preferred Phone # : [redacted]	Elig. Start Date: 04/01/2014	Elig. End Date:
	Product Type: -(-)	Employer : Unknown	Client : State Progra
	Group Apple Health-Adult		
	Add New Request		
	* Episode Type :	[select] [dropdown arrow]	[select] [dropdown arrow]
		Save Reset	[dropdown menu] Inpatient Services Prior Authorization Specialist Referral

- Several windows will auto populate after the **Save** button is clicked. Work the windows in the following order:
 - **Episode Class:**
 - Pre-Cert
 - **Urgency :** (Choose one)
 - Routine/Standard
 - Urgent/Expedited
 - **Diagnosis#:**
 - Type the ICD-9 Code here



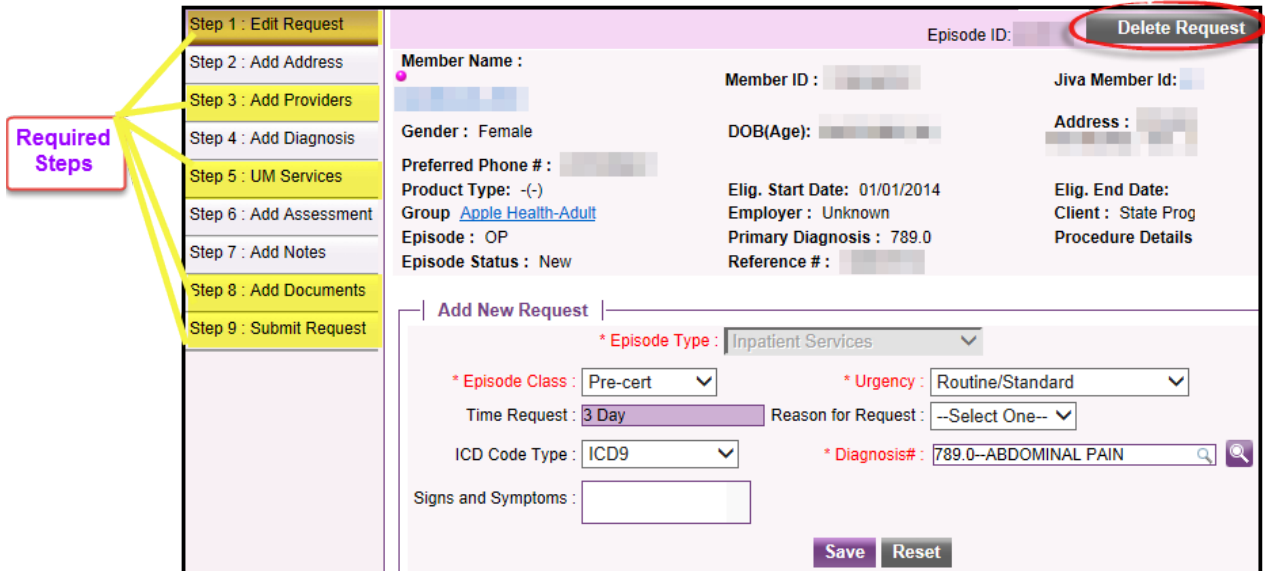
The screenshot shows the 'Add New Request' form with the following fields and annotations:

- Episode Type:** Inpatient Services
- Episode Class:** -Select One- (Annotated with a green box showing 'Pre-cert')
- Urgency:** -----select----- (Annotated with a red box showing 'Routine/Standard' and 'Urgent/Expedited')
- Time Request:** Pre-cert
- Reason for Request:** --Select One--
- ICD Code Type:** ICD9
- Diagnosis#:** Free hand type the ICD-9 Code here
- Signs and Symptoms:** (Empty text box)
- Buttons:** Save (Annotated with a blue starburst), Reset

Required Steps

Clicking the save button starts the request process. Steps 1 thru 9 are now listed on the left side of the screen. Not all steps need to be completed. This section gives step-by-step instructions about each required step along with the required entries within each step.

Note: If the user clicks the save button then later realizes the request is no longer needed; click the delete request button on the top right corner of the screen.



Required Steps

- Step 1 : Edit Request
- Step 2 : Add Address
- Step 3 : Add Providers
- Step 4 : Add Diagnosis
- Step 5 : UM Services
- Step 6 : Add Assessment
- Step 7 : Add Notes
- Step 8 : Add Documents
- Step 9 : Submit Request

Member Information:

Member Name : [Redacted] Member ID : [Redacted] Jiva Member Id : [Redacted]
 Gender : Female DOB(Age): [Redacted] Address : [Redacted]
 Preferred Phone # : [Redacted] Elig. Start Date: 01/01/2014 Elig. End Date:
 Product Type: -(-) Employer : Unknown Client : State Prog
 Group [Apple Health-Adult](#) Primary Diagnosis : 789.0 Procedure Details
 Episode : OP Reference # : [Redacted]
 Episode Status : New

Add New Request

* Episode Type : Inpatient Services
 * Episode Class : Pre-cert * Urgency : Routine/Standard
 Time Request : 3 Day Reason for Request : --Select One--
 ICD Code Type : ICD9 * Diagnosis# : 789.0--ABDOMINAL PAIN
 Signs and Symptoms : [Text Area]
 Save Reset

Required steps:

- **Step 1: Edit Request**
 - This is the same information that's populated under **Add New Request**.
- **Step 3: Add Providers**
 - Admitting Facility:
 - Name of the facility the patient is having the services.
 - Admitting Physician:
 - Provider who is admitting the member to the facility. (Specialist)
- **Step 5: UM Services**
 - Adding the service type (CPT/HCPCS codes)
- **Step 8: Add Documents**
 - Upload clinical chart notes, labs, x-rays, or any pertinent information to support medical necessity.
- **Step 9: Submit Request**
 - The request will not process if step 9 is not complete.

Entering Appropriate Fields

Step 1: Edit Request:

This step allows the user to edit three sections of the **Add New Request: Episode Class, Urgency, and Diagnosis**. Clicking the widget on dropdown windows will allow the user to edit what was previously entered.

Step 3: Add Providers:

1. Click **Step 3: Add Provider** then click **Attach New**.

Step 1 : Edit Request	Episode ID: [REDACTED] Delete Request
Step 2 : Add Address	Member Name : [REDACTED]
Step 3 : Add Providers	Member ID : [REDACTED] Jiva Member Id: [REDACTED]
Step 4 : Add Diagnosis	Gender : Female DOB(Age): 04/25/19[REDACTED] Address : [REDACTED]
Step 5 : UM Services	Preferred Phone # : [REDACTED]
Step 6 : Add Assessment	Product Type: -(-) Elig. Start Date: 01/01/2014 Elig. End Date:
Step 7 : Add Notes	Group Apple Health-Adult Employer : Unknown Client : State Programs
Step 8 : Add Documents	Episode : OP Referral Primary Diagnosis : 789.0 Procedure Details :
Step 9 : Submit Request	Episode Status : New Reference # : [REDACTED]
	Providers
	no providers attached to this episode
	Attach New

2. Click in the **Provider Last Name** section to add the facility, group, or the specialist last name the member is being referred to then click **Search** to attach the treating and/or requesting provider.
3. Scroll down to **Search Results**. Click the dropdown window of **Provider Network** and **Provider Role** to select the network and role of the admitting facility or admitting physician.
 - **Provider Network:**
 - In-network
 - Preferred
 - Unknown
 - Out-of-Network
 - **Provider Role:**
 - Admitting Facility
 - Admitting Physician

Attach Provider

Provider Type : --Select One--

Provider Last Name : st joseph medical center Provider First Name :

Specialty : --Select One--

NPIN(National Provider Identification Number) : Provider ID :

Network : --Select One-- State : --Select One--

Tax ID : County :

Zip :

City : Provider Phone :

Search Results

Provider Name	Service Location	Type	Specialty	Tax ID	County	In Network?	Provider Network	Provider Role	Actions
<u>ST JOSEPH MEDICAL CENTER</u>	2200 E WASHINGTON	HOSPITAL	HOSPITAL			N	<input type="text" value="In Network"/> In Network Preferred Provider Unknown Out of Network	<input type="text" value="--Select One--"/> --Select One-- Admitting Facility Admitting Physician	

- Click the **Attach New** button within the **Providers** section to add the second provider role; admitting facility or admitting physician to the episode.

Providers

Name	Service Location	Provider Type	Provider Role	Network Status	Specialty	Fax	Notes	Actions
ST JOSEPH MEDICAL CENTER	1717 S J ST TACOMA, WA -	HOSPITAL	Admitting Facility 	In Network	HOSPITAL			

- Follow step 2 above to add other provider roles. E.g. If the first choice for the provider role is **Admitting Facility** then the next provider role entered would be **Admitting Physician**.
- **Note:** There is not a specific order the provider role has to be entered. No more than two roles are allowed to be attached to the episode at any given time; one admitting facility the other admitting physician.

Provider Type: --Select One--

Provider Last Name: **harris** Provider First Name: **a**

Specialty: --Select One--

NPIN(National Provider Identification Number): Provider ID: State: --Select One--

Network: --Select One-- County: Tax ID: City: Provider Phone: Zip: Provider ID:

Search **Cancel**

Search Results

Provider Name	Service Location	Type	Specialty	Tax ID	County	In Network?	Provider Network	Provider Role	Actions
HARRIS, A , B	900 S AUBURN ST KENNEWICK, WA - 993365621 USA Phone: 5095866111 Fax: N/A	PHYSICIAN	EMERGENCY MEDICINE	910595030	BENTO	N	In Network	Admitting Physician	

- Attached will show the two provider roles entered. The message **Provider added successfully** will appear at the top of the screen.

Provider added successfully. [Dismiss this message](#)

Name	Service Location	Provider Type	Provider Role	Network Status	Specialty	Fax	Notes	Actions
ST JOSEPH MEDICAL CENTER		HOSPITAL	Admitting Facility	In Network	HOSPITAL			
HARRIS, A , B		PHYSICIAN	Admitting Physician	In Network	EMERGENCY MEDICINE			

Attach New

Step 5: UM Services:

- Click **Step 5: UM Services** then click **Add Stay**; located in the **Stay Request** section.

Step 1 : Edit Request	Episode ID: [REDACTED] Delete Request
Step 2 : Add Address	Member Name : [REDACTED]
Step 3 : Add Providers	Member ID : [REDACTED] Jiva Member Id: [REDACTED]
Step 4 : Add Diagnosis	Gender : Female DOB(Age): 02/21/19[REDACTED] Address : [REDACTED]
Step 5 : UM Services	Preferred Phone # : [REDACTED]
Step 6 : Add Assessment	Product Type: -(-) Elig. Start Date: 10/01/2013 Elig. End Date:
Step 7 : Add Notes	Group Apple Health-Family Employer : Unknown Client : State Progr
Step 8 : Add Documents	Episode : IP Primary Diagnosis : 789.0 Procedure Details :
Step 9 : Submit Request	Episode Status : New Reference # : [REDACTED]
	Stay Request
	No Stay Request has been added
	Add Stay
	Service Request
	No services are added.
	Add Service

2. Complete the following within the **Add Stay Request** section:

- **Service Type:**
 - Select the services that will be performed
- **Expected Admit Date:**
 - Add the date the member is expected to be admitted
- **LOS Requested #:**
 - Add the number of days the member is expected to stay in the facility

Add Stay Request

Stay Request

* Service Type : --Select One--

Expected Admit Date : 06/16/2014

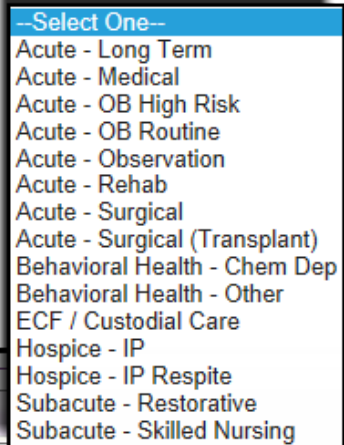
* LOS Requested # : 1

Place Of Service : Select One

Actual Admit Date :

Requested Level Of Care : --Select One--


Save
Cancel



- Select One--
- Acute - Long Term
- Acute - Medical
- Acute - OB High Risk
- Acute - OB Routine
- Acute - Observation
- Acute - Rehab
- Acute - Surgical
- Acute - Surgical (Transplant)
- Behavioral Health - Chem Dep
- Behavioral Health - Other
- ECF / Custodial Care
- Hospice - IP
- Hospice - IP Respite
- Subacute - Restorative
- Subacute - Skilled Nursing

3. Click on the **Add Service** button located within the **Service Request** section.

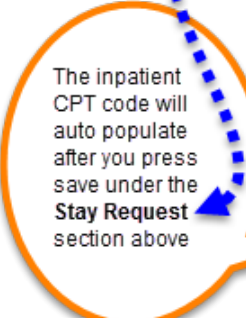
Stay Request

Stay ID	LOS Requested #	LOS Assigned #	LOS Denied	Admit Date	Auth End Date	Service Type	Decision	Actions
3747763	1 Days	0 Days	0 Days			Acute - Surgical	-	

Service Request

Service ID	Service Code	Requested #	Assigned #	Denied	Auth Start Date	Auth End Date	Service Type	Frequency	Decision	Actions
3747764	99221 (CPT)	1	0	0	07/11/2014		Acute - Surgical	0	-	

Add Service



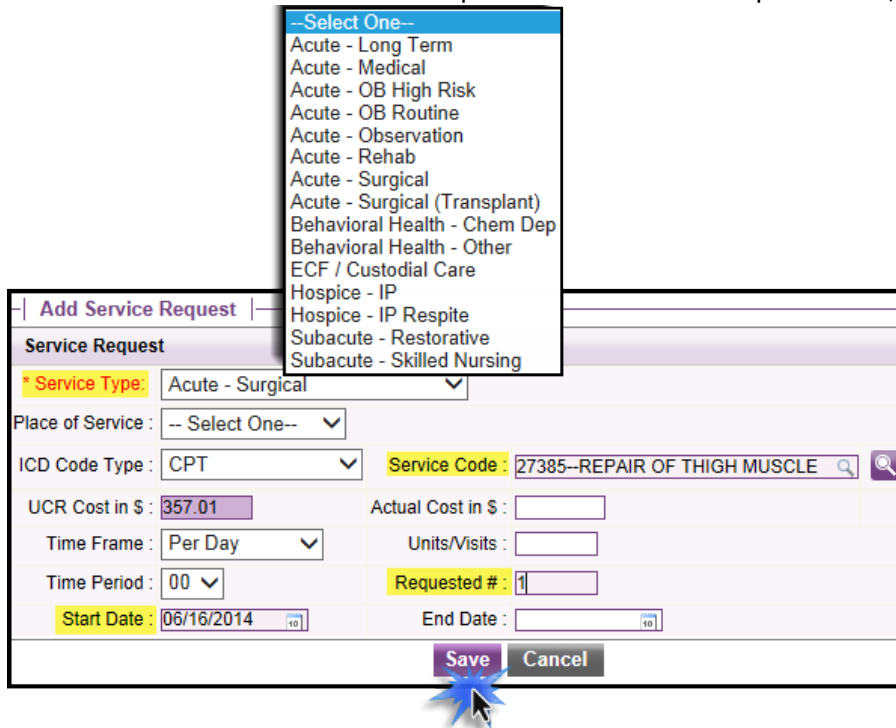
The inpatient CPT code will auto populate after you press save under the **Stay Request** section above

4. Complete the following sections then press **Save**:

- **Service Type:**
 - Select the type of services that will be performed
- **Service Code:**
 - Enter the CPT code that will be performed
- **Start Date:**
 - Enter the date the request is entered (today's date)

➤ **Requested #:**

- Enter the number of procedures that will be performed, e.g., 1 surgery



Add Service Request

Service Request

* **Service Type:** Acute - Surgical

Place of Service: -- Select One--

ICD Code Type: CPT **Service Code:** 27385--REPAIR OF THIGH MUSCLE

UCR Cost in \$: 357.01 **Actual Cost in \$:**

Time Frame: Per Day **Units/Visits:**

Time Period: 00 **Requested #:** 1

Start Date: 06/16/2014 **End Date:**

Save **Cancel**

■ **Step 8: Add Documents:**

1. Click on **Step 8: Add Documents** then click the **Add Documents** button.



Step 1 : Edit Request | Episode ID: | **Delete Request**

Member Name : | **Member ID :** | **Jiva Member Id:**

Gender : Female | **DOB(Age):** 04/25/19 | **Address :**

Preferred Phone # : | **Elig. Start Date:** 01/01/2014 | **Elig. End Date:**

Product Type: -(-) | **Employer :** Unknown | **Client :** State Programs

Group: Apple Health-Adult | **Primary Diagnosis :** 789.0 | **Procedure Details :**

Episode : OP | **Reference # :**

Episode Status : New

Please attach documents relevant to Member such as consent forms etc. Please attach the clinical document to the respective episode.

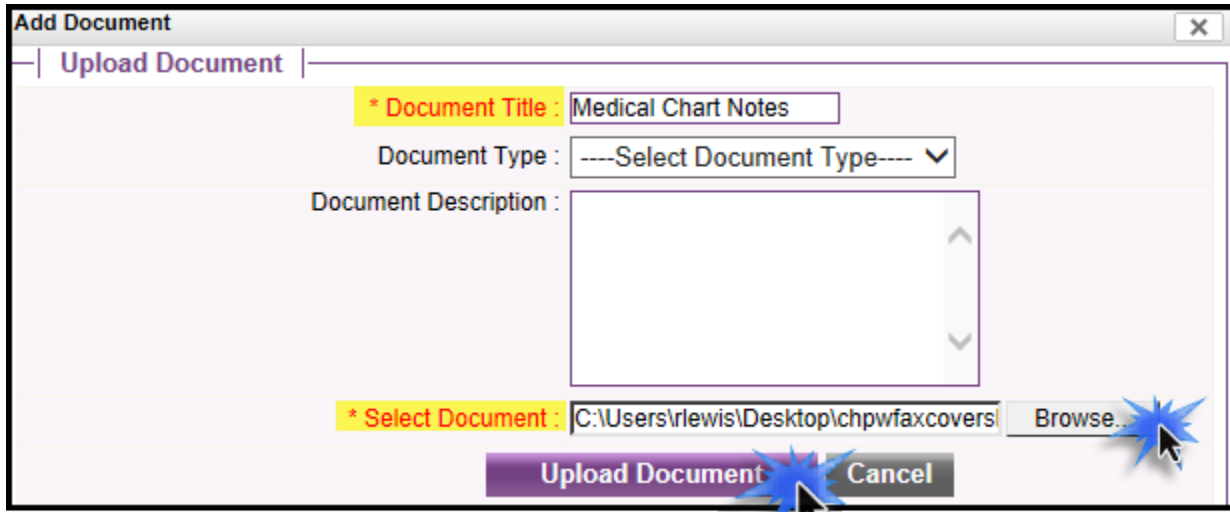
Documents

Episode View **Member View**

no documents.

Add Document

2. Type a descriptive title of the document in the **Document Title** section. Click on **Browse...** to find the document that will be uploaded. The document will populate in the **Select Document** section; then click **Upload Document**.



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- The message **Document uploaded successfully** will appear within the **Documents** section of **Step 8: Add Documents**.

Step 9: Submit Request:

1. Click on **Step 9: Submit Request**, then click the **Submit Request** button.

Step 1 : Edit Request	Episode ID: [REDACTED] Delete Request	
Step 2 : Add Address	Member Name : [REDACTED]	Member ID : [REDACTED] Jiva Member Id: [REDACTED]
Step 3 : Add Providers	Gender : Female	DOB(Age): 04/25/19[REDACTED] Address : [REDACTED]
Step 4 : Add Diagnosis	Preferred Phone # : [REDACTED]	
Step 5 : UM Services	Product Type: (-)	Elig. Start Date: 01/01/2014 Elig. End Date:
Step 6 : Add Assessment	Group Apple Health-Adult	Employer : Unknown Client : State Programs
Step 7 : Add Notes	Episode : OP Referral	Primary Diagnosis : 789.0 Procedure Details :
Step 8 : Add Documents	Episode Status : New	Reference # : [REDACTED]
Step 9 : Submit Request	Submit Request	View Abstract

2. Click **OK** to complete the submission.

