



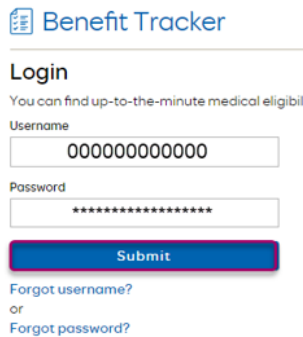
Welcome to the **Moda Health Medicare Auto Auth Application How to Guide!** Please use the links below in the **Table of Contents** to navigate to the specific Guide you need. There is also a selection of **Frequently Asked Questions (FAQs)** included to help with any questions that might come up while using the Auto Auth Application. If you have a question that is not covered in the FAQ, please reach out to **Medicare Customer Service** for further assistance toll free at **877-299-9062**.

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To access the Auto Auth Application, log in to Benefit Tracker

- From your Benefit Tracker log in page, enter your credentials and click **Submit**.



Benefit Tracker

Login

You can find up-to-the-minute medical eligibili

Username
000000000000

Password

Submit

[Forgot username?](#)
or
[Forgot password?](#)

Complete a Patient Search

- You will now be directed to the **Patient search** page.
- Enter the subscriber's **ID** or **SSN**.
- Enter the subscriber's **Last Name and First Name**.
- Enter the subscriber's **Date of Birth** in mm/dd/yyyy format.
- Verify information is entered correctly, then click **Search**.



Patient search

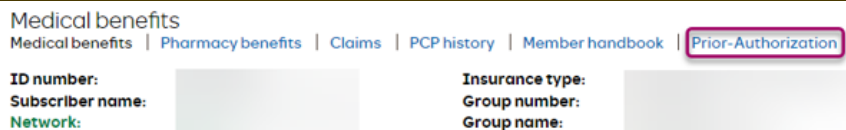
Please provide at least 3 of the following fields:

Subscriber ID or social security number
Last name
First name
Birth date (mm/dd/yyyy)

Search [Reset](#)

Review Plan and Start PA

- You will now see the **members' plan information** and available benefits. Review accordingly.
- Once you have verified the member has coverage for the procedure needed, click on **Prior-Authorization** to access the Auto Auth Application.
- When you are ready, return to the Table to Contents using the link below to continue entering your PA.



Medical benefits

[Medical benefits](#) | [Pharmacy benefits](#) | [Claims](#) | [PCP history](#) | [Member handbook](#) | **[Prior-Authorization](#)**

ID number:

Subscriber name:

Network:

Insurance type:

Group number:

Group name:

[Return to Table of Contents](#)

How to Use the Auto Auth Application

Reference Guide

To begin a new Inpatient Elective PA, follow the steps below:

- Review for plan coverage as necessary.
- Click on the **Medicare Prior-Authorization List** to check if requesting CPT/HCPC requires a PA.
- Review your previous PA request history for the subscriber. You will only see prior authorization requests submitted through Benefit Tracker with your login information.
- If no previous PAs exist, you will not see any history.

- To start a new PA, click **Create new request**.

Medical prior authorization

Patient information

Patient name: Insurance Type:
 Date of birth: Group number:
 Subscriber ID: Group name:

Please be sure to review the Prior Authorization list for the services being requested to confirm the requested service require authorization before proceeding.

[Medicare prior authorization list](#)

[Create new request](#)

Prior authorization requests

Request ID	Last update date	Primary procedure code	Procedure description	Date span requested	Status
	02/23/2024	ANC	Inpatient Admission	02/21/2024 - 02/23/2024	Fully Approved

Medical prior authorization

Patient information

Patient name: Insurance Type:
 Date of birth: Group number:
 Subscriber ID: Group name:

Please be sure to review the Prior Authorization list for the services being requested to confirm the requested service require authorization before proceeding.

[Medicare prior authorization list](#)

[Create new request](#)

Prior authorization requests

Request ID	Last update date	Primary procedure code	Procedure description	Date span requested	Status
------------	------------------	------------------------	-----------------------	---------------------	--------

Please be sure to review the Prior Authorization list for the services being requested to confirm the requested service require authorization before proceeding.

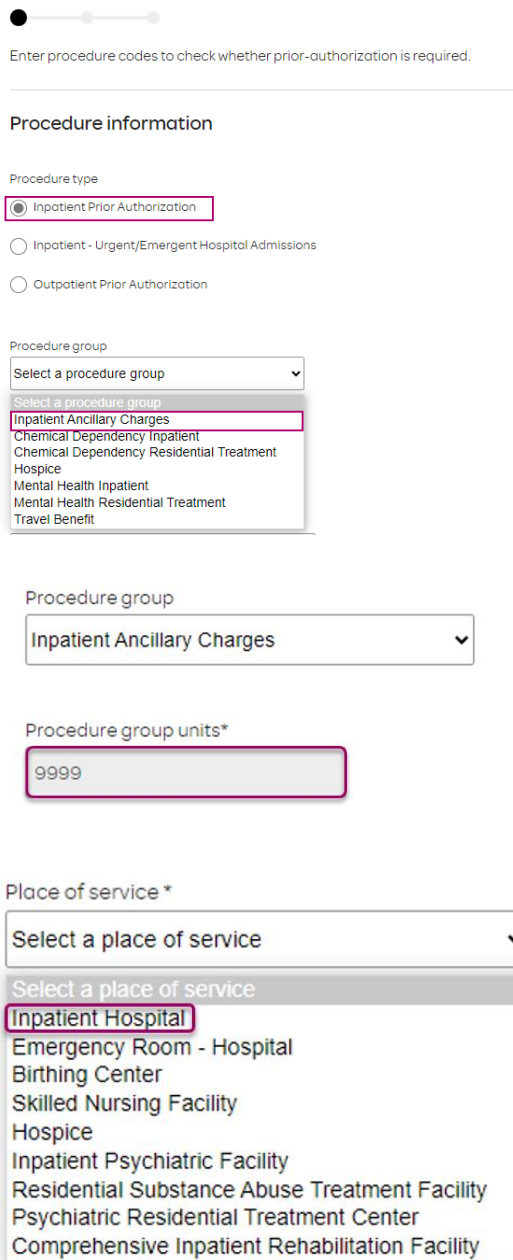
[Medicare prior authorization list](#)

[Create new request](#)

Step 1- Enter Procedure Information

- For **Elective Inpatient Procedure requests** choose the following under **Procedure Information**:
 - Procedure Type** – Click the **Inpatient Prior Authorization** radio button.
 - Procedure Group** - must be chosen by the provider. Select **Inpatient Ancillary Charges** from the drop-down menu.
 - Once the procedure group is selected **procedure group units** will auto populate and cannot be edited further.
 - Place of Service** - must be chosen by the provider. For elective inpatient procedures, the place of service should always be **Inpatient Hospital**.

Step 1: Enter procedure information



Enter procedure codes to check whether prior-authorization is required.

Procedure information

Procedure type

☒ Inpatient Prior Authorization

☐ Inpatient - Urgent/Emergent Hospital Admissions

☐ Outpatient Prior Authorization

Procedure group

Select a procedure group

Select a procedure group

Inpatient Ancillary Charges

Chemical Dependency Inpatient

Chemical Dependency Residential Treatment

Hospice

Mental Health Inpatient

Mental Health Residential Treatment

Travel Benefit

Procedure group

Inpatient Ancillary Charges

Procedure group units*

9999

Place of service *

Select a place of service

Select a place of service

Inpatient Hospital

Emergency Room - Hospital

Birth Center

Skilled Nursing Facility

Hospice

Inpatient Psychiatric Facility

Residential Substance Abuse Treatment Facility

Psychiatric Residential Treatment Center

Comprehensive Inpatient Rehabilitation Facility

- **Type of Care** - must be chosen by the provider. Should always be **elective**.

Type of care *

Select... ▼

Select...
Elective
 Emergency
 Urgent
 Newborn
 Trauma

- **Type of service** - must be chosen by the provider.

Type of service *

Select a type of service ▼

Select a type of service
Medical Care
Surgical
 Consultation
 Diagnostic X-Ray
 Diagnostic Lab
 Radiation Therapy
 Anesthesia
 Surgical Assistance
 Durable Medical Equipment Purchase
 Durable Medical Equipment Rental
 Second Surgical Opinion
 Maxillofacial Prosthetics
 Chiropractic
 Chiropractic Office Visits
 Dental Accident
 Home Health Care
 Home Health Visits
 Hospice
 Hospital - Inpatient

Note: Suggested Type of service should be (depending on request type):

- **Medical Care** – Non-surgical procedures
- **Surgical** – For surgical procedures

- **Procedure codes** - This is a required field in order to continue. Enter primary procedure CPT/HCPC code. After entering procedure code hit "tab" on keyboard for procedure description to populate.

Procedure codes

Please enter the primary procedure code first, then add the additional procedures by clicking 'Add procedure code'.

1. 43644 - Laparo... X Primary procedure *

+ Add proc 43644 - Laparoscopy, surgical, gastric restrictive procedure; with gastric bypass and Roux-en-Y gastroenterostomy (roux limb 150 cm or less)

Check pr

How to Use the Auto Auth Application

Reference Guide

- To add additional CPT/HCPC codes, click on Add procedure code. Continue to add all necessary codes until all are entered.

- When finished entering CPT/HCPC codes, click on **Check procedures** to continue.

The screen will now expand with additional fields to complete. Enter the following:

- Procedure Units** - This is a required field in order to continue. Enter the number of units/visits needed.

Note: Suggested to enter 1, if bilateral procedure enter 2.

- Medical request terms** –
 - Standard** - for non-urgent requests.
 - Expedited** - for cases in which the standard time frame could seriously jeopardize the members' life or health or ability to attain, maintain or regain maximum function.

Note: If expedited is chosen, you will need to click the attestation box to continue.

Procedure codes

Please enter the primary procedure code first, then add the additional procedures by clicking 'Add procedure code'.

1. 43644 - Laparo... X Primary procedure *

2. [Remove](#)

[+ Add procedure code](#)

[Check procedures](#) [Cancel](#)

Procedure units

Please enter the number of units requested for each listed procedure.

Procedure	Units/Visits requested
43644 - Laparoscopy, surgical, gastric restrictive procedure; with gastric bypass and Roux-en-Y gastroenterostomy (roux limb 150 cm or less)	<input type="text"/>
43645 - Laparoscopy, surgical, gastric restrictive procedure; with gastric bypass and small intestine reconstruction to limit absorption	<input type="text"/>

Medical request terms

☒ Standard

☐ Expedited
 Choose ONLY if you are attesting that waiting for a decision under the standard time frame could place the enrollee's life, health or ability to regain maximum function in serious jeopardy.

Medical request terms

☐ Standard

☒ Expedited
 Choose ONLY if you are attesting that waiting for a decision under the standard time frame could place the enrollee's life, health or ability to regain maximum function in serious jeopardy.

☐ I attest that waiting for a decision under the standard time frame could place the enrollee's life, health or ability to regain maximum function in serious jeopardy. *

- **Diagnosis code** - is a required field to continue. Enter the primary diagnosis code.
 - The best practice is to enter all Diagnosis codes in ICD-10 format and include the decimal point. When you hit the “tab” key on your keyboard the box will auto populate, and you should see an ICD-10 description populate as well.
- You can enter additional diagnosis codes by clicking Add Diagnosis Code.

Note: there is a maximum of 10 codes allowed.

Diagnosis code

Please enter the primary diagnosis code first, then add the additional diagnosis codes by clicking ‘Add diagnosis code’.

1. ✕
Primary diagnosis *

Diagnosis code

Please enter the primary diagnosis code first, then add the additional diagnosis codes by clicking ‘Add diagnosis code’.

1. ✕
Primary diagnosis *

[+ Add diagnosis code](#)

Diagnosis code

Please enter the primary diagnosis code first, then add the additional diagnosis codes by clicking ‘Add diagnosis code’.

1. ✕
Primary diagnosis *

2. 🗑️ Remove

Under Additional Procedure Information

- **Date span Requested** - Start date of authorization to end date of authorization (recommended to enter in a 6-month date range).
- **Admit Date** - Date of the scheduled procedure. If the procedure has not yet been scheduled, enter in the start date of the authorization request.
- **Inpatient Nights requested** – Enter the number of nights being requested.

Additional procedure information

Date span requested *

03/04/2024 - 09/04/2024

Admit date *

03/15/2024

Inpatient nights requested *

2

Entering Provider Information

- **Requesting/Treating Provider Information** - It is recommended to always submit with NPI (National Provider ID) and TIN (Tax ID Number). Enter the following:
 - **Requesting Provider NPI** in full (hit tab key).
 - **Requesting Provider TIN** in full (hit tab key).
 - The system will recognize and populate **Requesting Provider Name** automatically.
 - You can click on the box under Treating provider information to auto populate the **Treating Provider** if it is the same as **Requesting**.

Requesting provider information

Requesting provider NPI *

Requesting provider TIN *

Requesting provider name *

Treating provider information

☐ Same as requesting provider information

Treating provider NPI *

Treating provider TIN *

Treating provider name *

- If the **Requesting** is different, fill out the **Treating** information using the steps above.

Example of fully filled in Requesting and Treating Provider Information

Requesting provider information

Requesting provider NPI *

1234567890 - Smith, Shawn B. 

Requesting provider TIN *

098765432 - Smith, Shawn B. 

Requesting provider name *

Smith, Shawn B.

Treating provider information

☒ Same as requesting provider information

Treating provider NPI *

1234567890 - Smith, Shawn B. 

Treating provider TIN *

098765432 - Smith, Shawn B. 

Treating provider name *

Smith, Shawn B.

- **Facility information** - Enter the information for the facility where the procedure will take place. Repeat steps above for entering NPI/TIN.

Example of fully filled in Facility Information.

Facility information

Facility NPI *

Facility TIN *

Facility name *

Facility information

Facility NPI *

1122334455 - Good Shepherd
✕

Facility TIN *

667788990 - Good Shepherd
✕

Facility name *

Good Shepherd

Entering Contact Information

- Now you will enter your Contact information. Under **Requestor contact information**, enter the following:
 - **Contact name** (Required)
 - **Contact phone Number** (Required)
 - **Contact Fax Number** (Required)

Click **Attach chart notes** to continue.

Requestor contact information

Contact name *

Contact phone number *

Contact fax number *

2. Attach chart notes > [Cancel](#)

Step 2- Attaching Chart Notes (Required)

- Acceptable file formats (txt, docx, doc, pdf, jpg, gif).
- The notes can be attached by either drag and drop function or you can browse your own files and upload directly.
- **Additional Comments (Optional)** - This box is optional but can be used to communicate additional details or additional information as needed.
- When finished, click **Save and review**.

Step 2: Attach chart notes

Upload chart notes to attach to this request.

Chart Notes

Please ensure your submission includes notes for the associated patient. ⓘ

Drag and drop files here
or
[Browse files](#)

Most file types accepted.
Maximum file size: 28 MB

Additional comments (Optional)

Type comments

Maximum character limit: 4000

3. Save and review > [Cancel](#)

Step 3- Review before Submitting

- This is the final stage prior to submission. Please be sure to review everything for accuracy.

Step 3: Review before submitting



Review the information you've provided before submitting your request.

Procedures

Procedure type:	Inpatient	Procedure group:	Inpatient Ancillary Charges
Procedure code			Units/Visits requested
29887 - Arthroscopy, knee, surgical; drilling for intact osteochondritis dissecans lesion with internal fixation			1
29888 - Arthroscopically aided anterior cruciate ligament repair/augmentation or reconstruction			1

Procedure Details

Request terms:	Standard	Admit date:	2024/03/15
Diagnosis codes:	M54.5 - Low back pain	Place of service:	Inpatient Hospital
Date span requested:	2024/03/04 - 2024/09/04	Type of care:	Elective
Inpatient nights requested:	2	Type of service:	Medical Care

Requesting provider information

Requesting provider NPI:

Requesting provider TIN:

Requesting provider name:

Treating provider information

Treating provider NPI:

Treating provider TIN:

Treating provider name:

Facility information

Facility NPI:

Facility TIN:

Facility name:

Request contact information

Request contact name: marina

Request contact phone: (140) 080-1810

Request contact fax:

- If all information is accurate, **Submit request** - Click **Submit request** to fully submit the prior authorization request.
- If there are errors that need correction, **Cancel**. If **Cancel** is chosen, you will receive a final prompt and warning before the request is fully canceled.

Submit request

Cancel

Request Submitted

- After submitting the request, you will be directed back to the provider authorization history for the member that is in focus and should see a confirmation message that the PA has been submitted successfully. The PA Request will show **Pending Decision** until the request has been determined. It will update once a decision has been made.
- The following information will be displayed:
 - **Request ID**
 - **Last Update Date**
 - **Primary Procedure Code**
 - **Procedure Description**
 - **Date span**
 - **Status**

Prior authorization requests


Request ID	Last update date	Primary procedure code	Procedure description	Date span requested	Status
<div> ✓ Prior authorization request successfully submitted ✕ </div>					
P00001547	03/07/2024	29887	"Arthroscopy knee surgical; drilling for intact osteochondritis dissecans lesion with internal fixation"	03/04/2024 - 09/04/2024	<div>Pending Decision</div>

[Return to Table of Contents](#)

To begin a new Inpatient Urgent/Emergent authorization request *(to be used for patients who admit inpatient from the emergency department)*, follow the steps below:

- To start a new PA, click **Create new request**.

Please be sure to review the Prior Authorization list for the services being requested to confirm the requested service require authorization before proceeding.

 [Medicare prior authorization list](#)

Create new request

Step 1- Enter Procedure Information

- For **Inpatient Urgent/Emergent** requests (patients admitting inpatient from the emergency department), select the following under Procedure Information:
 - Procedure Type - **Inpatient-Urgent/Emergent Hospital Admissions** radio button.
 - The following fields will auto populate based on the Procedure type above and cannot be changed:
 - Procedure Group**
 - Procedure Group Units**
 - Place of Service**
 - Type of Care**

Procedure information

Procedure type

- ☐ Inpatient Prior Authorization
- ☒ Inpatient - Urgent/Emergent Hospital Admissions
- ☐ Outpatient Prior Authorization

Procedure group

Inpatient Ancillary Charges ▼

Procedure group units*

9999

Place of service *


Inpatient Hospital ▼

Type of care *

Emergency ▼

- **Type of Service** – For physical health request, select **Medical Care**.

Type of service *

Medical Care 

Select a type of service

Medical Care

Mental Health

- **Procedure code** is **not applicable** for Urgent/Emergent requests and should not be entered. This should be bypassed, click on **Check procedures** to continue.

The screen will now expand with additional fields to complete. Enter the following:

- **Medical request terms** – Always choose **Standard** for Urgent/Emergent Request.

- **Diagnosis code** - is a required field to continue. Enter the primary diagnosis code.

- The best practice is to enter all Diagnosis codes in ICD-10 format and include the decimal point. When you hit the “tab” key on your keyboard the box will auto populate, and you should see an ICD-10 description populate as well.

Procedure codes

Please enter the primary procedure code first, then add the additional procedures by clicking 'Add procedure code'.

1. Secondary procedure

[+ Add procedure code](#)

Check procedures

[Cancel](#)

Medical request terms


☒ Standard

☐ Expedited

Choose ONLY if you are attesting that waiting for a decision under the standard time frame could place the enrollee's life, health or ability to regain maximum function in serious jeopardy.

Diagnosis code

Please enter the primary diagnosis code first, then add the additional diagnosis codes by clicking 'Add diagnosis code'.

1. 

Primary diagnosis *

- You can enter additional diagnosis codes by clicking Add Diagnosis Code. **Note: there is a maximum of 10 codes allowed.**

Diagnosis code

Please enter the primary diagnosis code first, then add the additional diagnosis codes by clicking 'Add diagnosis code'.

1. ✕
Primary diagnosis *

[+ Add diagnosis code](#)

Diagnosis code

Please enter the primary diagnosis code first, then add the additional diagnosis codes by clicking 'Add diagnosis code'.

1. ✕
Primary diagnosis *

2. 🗑️ [Remove](#)

Additional Procedure Information

- Date span requested** - Should reflect admit date up to the first two nights.
- Admit date** - Date of Inpatient admission.
- Inpatient Nights requested** – It is recommended to request no more than a **two-night** length of stay to ensure an auto approval.

Additional procedure information

Date span requested *
 📅 - 📅

Admit date *
 📅 ℹ️

Inpatient nights requested *

Entering Provider Information

- **Requesting/Treating Provider Information** - For emergent admissions, insert the facility where the patient was admitted under requesting/treating/facility. Practitioner information is not needed. It is recommended to always submit with NPI (National Provider ID) *and* TIN (Tax ID Number). Enter the following:
 - **Requesting Provider NPI** in full (hit tab key).
 - **Requesting Provider TIN** in full (hit tab key).
 - The system will recognize and populate **Requesting Provider Name** automatically.
 - You can click on the box under Treating provider information to auto populate the **Treating Provider** if it is the same as **Requesting**.
 - If the **Requesting** is different, fill out the **Treating** information using the steps above.

Requesting provider information

Requesting provider NPI *

Requesting provider TIN *

Requesting provider name *

Treating provider information

☐ Same as requesting provider information

Treating provider NPI *

Treating provider TIN *

Treating provider name *

Here is an example of a fully filled in Requesting and Treating Provider Information.

Requesting provider information

Requesting provider NPI *

1234567890 - Smith, Shawn B. ✕

Requesting provider TIN *

098765432 - Smith, Shawn B. ✕

Requesting provider name *

Smith, Shawn B.

Treating provider information

☒ Same as requesting provider information

Treating provider NPI *

1234567890 - Smith, Shawn B. ✕

Treating provider TIN *

098765432 - Smith, Shawn B. ✕

Treating provider name *

Smith, Shawn B.

Facility information

Facility NPI *

Facility TIN *

Facility name *

- **Facility information** - Repeat the steps above to enter the facility information.
- The Facility NPI and Facility TIN should match the Requesting provider NPI and Requesting provider TIN.

Example of fully filled in Facility Information

Facility information

Facility NPI *

1122334455 - Good Shepherd

Facility TIN *

667788990 - Good Shepherd

Facility name *

Good Shepherd

Entering Contact Information

- Now you will enter your Contact information. Under **Requestor contact information**, enter the following:
 - **Contact name** (Required)
 - **Contact phone Number** (Required)
 - **Contact Fax Number** (Required)
- Click **Attach chart notes** to continue.

Requestor contact information

Contact name *

Contact phone number *

Contact fax number *

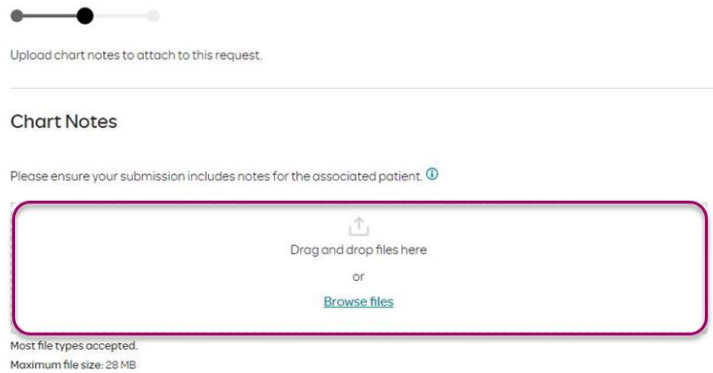
2. Attach chart notes >

[Cancel](#)

Step 2- Attaching Chart Notes (Required)

- Acceptable file formats (txt, docx, doc, pdf, jpg, gif).
- The notes can be attached using either the drag and drop function by browsing your own files and upload directly.
- It is recommended to **always** include the **Admission Notification** if no other chart notes are available at the time of notification.
- **Additional Comments (Optional)** - This box is optional but can be used to communicate additional details or additional information as needed.
- When finished, click **Save and review**.

Step 2: Attach chart notes



Upload chart notes to attach to this request.

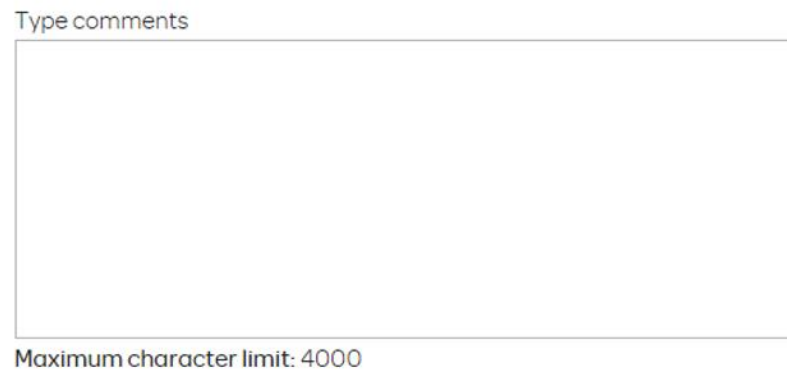
Chart Notes

Please ensure your submission includes notes for the associated patient. ⓘ

Drag and drop files here
or
[Browse files](#)

Most file types accepted.
Maximum file size: 28 MB

Additional comments (Optional)



Type comments

Maximum character limit: 4000

3. Save and review >

[Cancel](#)

Step 3- Review before Submitting

- This is the final stage prior to submission. Please be sure to review everything for accuracy.

Step 3: Review before submitting



Review the information you've provided before submitting your request.

Procedures

Procedure type:	Urgent	Procedure group:	Inpatient Ancillary Charges
Procedure code	Units/Visits requested		
-			

Procedure Details

Request terms:	Standard	Place of service:	Inpatient Hospital
Diagnosis codes:	G47.33 - Obstructive sleep apnea (adult) (pediatric)	Type of care:	Emergency
Date span requested:	2024/03/04 - 2024/03/06	Type of service:	Medical Care
Inpatient nights requested: 2			

Requesting provider information

Requesting provider NPI:

Requesting provider TIN:

Requesting provider name:

Treating provider information

Treating provider NPI:

Treating provider TIN:

Treating provider name:

Facility information

Facility NPI:

Facility TIN:

Request contact information

Request contact name: Marina

Request contact phone: (123) 456-7899

- If all information is accurate, Submit request** - Click **Submit request** to fully submit the prior authorization request.
- If there are errors that need correction, Cancel**. There is no way to go back and edit previous entries so you will need to cancel and start over. If **Cancel** is chosen, you will receive a final prompt and warning before the request is fully canceled.

Submit request

[Cancel](#)

Request Submitted

- After submitting the request, you will be directed back to provider authorization history for the member that is in focus and should see a confirmation message that the PA has been submitted successfully. If all criteria is met, an initial authorization will be approved for a two-night length of stay. A concurrent review will be conducted for extensions needed beyond the initial two night length of stay.
- The following information will be displayed:
 - Request ID**
 - Last Update Date**
 - Primary Procedure Code (ANC defines an IP Admission)**
 - Procedure Description (Inpatient Admission for Urgent/Emergent Admissions)**
 - Date span**
 - Status**

Prior authorization

[Medical benefits](#) | [Pharmacy benefits](#) | [Claims](#) | [PCP history](#) | [Member handbook](#) | [Prior-Authorization](#)

Medical prior authorization

Patient information

Patient name:

Insurance Type:

Date of birth:

Group number:

Subscriber ID:

Group name:

Please be sure to review the Prior Authorization list for the services being requested to confirm the requested service require authorization before proceeding.

[Medicare prior authorization list](#)

[Create new request](#)

Prior authorization requests

Request ID	Last update date	Primary procedure code	Procedure description	Date span requested	Status
P00001537	03/04/2024	ANC	Inpatient Admission	03/01/2024 - 03/03/2024	Fully Approved
P00001278	03/04/2024	ANC	Inpatient Admission	02/21/2024 - 02/23/2024	Fully Approved

[Return to Table of Contents](#)

To begin a new SNF/Swing Bed/LTACH PA, follow the steps below:

- To start a new PA, click **Create new request**.

Please be sure to review the Prior Authorization list for the services being requested to confirm the requested service require authorization before proceeding.

 [Medicare prior authorization list](#)

Create new request

Step 1- Enter Procedure Information

- For **Skilled Nursing/LTACH/Swing Bed/and Inpatient Rehab** requests choose the following under **Procedure Information**:
 - Procedure Type** – Click the **Inpatient Prior Authorization** radio button.
 - Procedure Group** - must be chosen by the provider. Select **Inpatient Ancillary Charges** from the drop-down menu.
 - Once the procedure group is selected **procedure group units** will auto populate and cannot be edited further.

Step 1: Enter procedure information



Enter procedure codes to check whether prior-authorization is required.

Procedure information

Procedure type

- ☒ Inpatient Prior Authorization
- ☐ Inpatient - Urgent/Emergent Prior Authorization
- ☐ Outpatient Prior Authorization

Procedure group

Select a procedure group ▼

Select a procedure group

Inpatient Ancillary Charges

Chemical Dependency Inpatient

Hospice

Mental Health Inpatient

Procedure group

Inpatient Ancillary Charges ▼

Procedure group units*

9999

- **Place of Service** - must be chosen by the provider.

Note: Suggested Place of service should be (depending on request type):

Inpatient Hospital- Swing Bed, LTACH, and Inpatient Rehab requests

Skilled Nursing Facility- Skilled Nursing Requests

- **Type of Care** - must be chosen by the provider. Should always be **elective**.

- **Type of service** - must be chosen by the provider.

Note: Suggested Type of service should be (depending on request type):

- **Rehabilitation - Inpatient**- Swing Bed, LTACH, and Inpatient Rehab requests
- **Skilled Nursing Care**- Skilled Nursing requests

Place of service *

Select a place of service ▼

Select a place of service

Inpatient Hospital

Emergency Room - Hospital

Birthing Center

Skilled Nursing Facility

Hospice

Inpatient Psychiatric Facility

Residential Substance Abuse Treatment Facility

Psychiatric Residential Treatment Center

Comprehensive Inpatient Rehabilitation Facility

Type of care *

Select... ▼

Select...

Elective

Emergency

Urgent

Newborn

Trauma

Type of service *

Select a type of service ▼

In-vitro Fertilization

Acupuncture

Transplants

Prosthetic Device

Dialysis

Allergy Testing

Infertility

Rehabilitation

Rehabilitation - Inpatient

Rehabilitation - Outpatient

Occupational Therapy

Speech Therapy

Skilled Nursing Care

Substance Abuse

Massage Therapy

Pulmonary Rehabilitation

Cardiac Rehabilitation

Mental Health

Physical Therapy

Neonatal Intensive Care

- **Procedure code** is optional and **not applicable** for SNF/Swing Bed/LTACH/Inpatient Rehab requests. This should be bypassed, click on **Check procedures** to continue.

The screen will now expand with additional fields to complete. Enter the following:

- **Medical request terms** –
 - **Standard** - for non-urgent requests.
 - **Expedited** - for cases in which the standard time frame could seriously jeopardize the members' life or health or ability to attain, maintain or regain maximum function.

Note: If expedited is chosen, you will need to click the attestation box to continue.

Procedure codes

Please enter the primary procedure code first, then add the additional procedures by clicking 'Add procedure code'.

1. Secondary procedure

[+ Add procedure code](#)

Check procedures

[Cancel](#)

Medical request terms

☒ Standard

☐ Expedited

Choose ONLY if you are attesting that waiting for a decision under the standard time frame could place the enrollee's life, health or ability to regain maximum function in serious jeopardy.

Medical request terms

☐ Standard

☒ Expedited

Choose ONLY if you are attesting that waiting for a decision under the standard time frame could place the enrollee's life, health or ability to regain maximum function in serious jeopardy.

☐ I attest that waiting for a decision under the standard time frame could place the enrollee's life, health or ability to regain maximum function in serious jeopardy. *

- **Diagnosis code** - is a required field to continue. Enter the primary diagnosis code.
 - The best practice is to enter all Diagnosis codes in ICD-10 format and include the decimal point. When you hit the “tab” key on your keyboard the box will auto populate, and you should see an ICD-10 description populate as well.
- You can enter additional diagnosis codes by clicking Add Diagnosis Code. **Note: there is a maximum of 10 codes allowed.**

Diagnosis code

Please enter the primary diagnosis code first, then add the additional diagnosis codes by clicking 'Add diagnosis code'.

1. ✕
Primary diagnosis *

Diagnosis code

Please enter the primary diagnosis code first, then add the additional diagnosis codes by clicking 'Add diagnosis code'.

1. ✕
Primary diagnosis *

[+ Add diagnosis code](#)

Diagnosis code

Please enter the primary diagnosis code first, then add the additional diagnosis codes by clicking 'Add diagnosis code'.

1. ✕
Primary diagnosis *

2. 🗑️ [Remove](#)

Additional Procedure Information

- **Date span Requested** - Admit date up to first 7 nights.
- **Admit Date** - Date of *possible/scheduled* admission.
- **Inpatient Nights requested** – It is recommended to always request no more than a **7-day length of stay**. Our Concurrent team will review extended stays beyond the initial 7 nights.

Additional procedure information

Date span requested *

03/06/2024

-

03/13/2024

Admit date *

03/06/2024

Inpatient nights requested *

7

Entering Provider Information

- **Requesting/Treating Provider Information** –
This should reflect the facility information where the member will be admitted to. Practitioner information is not needed. It is recommended to always submit with NPI (National Provider ID) *and* TIN (Tax ID Number). Enter the following:
 - **Requesting Provider NPI** in full (hit tab key).
 - **Requesting Provider TIN** in full (hit tab key).
 - The system will recognize and populate **Requesting Provider Name** automatically.
 - You can click on the box under Treating provider information to auto populate the **Treating Provider** if it is the same as **Requesting**.
 - If the **Requesting** is different, fill out the **Treating** information using the steps above.

Requesting provider information

Requesting provider NPI *

Requesting provider TIN *

Requesting provider name *

Treating provider information

☐ Same as requesting provider information

Treating provider NPI *

Treating provider TIN *

Treating provider name *

Here is an example of a fully filled in Requesting and Treating Provider Information.

Requesting provider information

Requesting provider NPI *

1234567890 - Smith, Shawn B. 

Requesting provider TIN *

098765432 - Smith, Shawn B. 

Requesting provider name *

Smith, Shawn B.

Treating provider information

☒ Same as requesting provider information

Treating provider NPI *

1234567890 - Smith, Shawn B. 

Treating provider TIN *

098765432 - Smith, Shawn B. 

Treating provider name *

Smith, Shawn B.

Facility information

Facility NPI *

Facility TIN *

Facility name *

- **Facility information** - It is recommended that the facility should match Treating/Requesting for SNF/Swing Bed/LTACH/and IP Rehab request. Repeat steps above for entering NPI/TIN for the Facility.

Example of fully filled in Facility Information

Facility information

Facility NPI *

1122334455 - Good Shepherd



Facility TIN *

667788990 - Good Shepherd



Facility name *

Good Shepherd

Entering Contact Information

- Now you will enter your Contact information. Under **Requestor contact information**, enter the following:
 - Contact name** (Required)
 - Contact phone Number** (Required)
 - Contact Fax Number** (Required)
- Click **Attach chart notes** to continue.

Requestor contact information

Contact name *

Contact phone number *

Contact fax number *

2. Attach chart notes >

[Cancel](#)

Step 2- Attaching Chart Notes (Required)

- Acceptable file formats (txt, docx, doc, pdf, jpg, gif).
- The notes can be attached by either drag and drop function or you can browse your own files and upload directly.
- **Additional Comments (Optional)** - This box is optional but can be used to communicate additional details or additional information as needed.
- When finished, click **Save and review**.


Step 2: Attach chart notes



Upload chart notes to attach to this request.

Chart Notes

Please ensure your submission includes notes for the associated patient. ⓘ



Drag and drop files here

or

[Browse files](#)

Most file types accepted.
Maximum file size: 28 MB

Additional comments (Optional)

Type comments

Maximum character limit: 4000

3. Save and review >

[Cancel](#)

Step 3- Review before Submitting

- This is the final stage prior to submission. Please be sure to review everything for accuracy.

Step 3: Review before submitting



Review the information you've provided before submitting your request.

Procedures

Procedure type:	Inpatient	Procedure group:	Inpatient Ancillary Charges
Procedure code	Units/Visits requested		
-			

Procedure Details

Request terms:	Standard	Admit date:	2024/03/06
Diagnosis codes:	J96.01 - Acute respiratory failure with hypoxia	Place of service:	Skilled Nursing Facility
Date span requested:	2024/03/06 - 2024/03/13	Type of care:	Elective
Inpatient nights requested:	7	Type of service:	Skilled Nursing Care

Requesting provider information

Requesting provider NPI:

Requesting provider TIN:

Requesting provider name:

Treating provider information

Treating provider NPI:

Treating provider TIN:

Treating provider name:

Facility information

Facility NPI:

Facility TIN:

Facility name:

Request contact information

Request contact name:

Request contact phone:

Request contact fax:

- If all information is accurate, **Submit request** - Click **Submit request** to fully submit the prior authorization request.
- If there are errors that need correction, **Cancel**. If **Cancel** is chosen, you will receive a final prompt and warning before the request is fully canceled.

Submit request

Cancel

Request Submitted

- After submitting the request, you will be directed back to provider authorization history for the member that is in focus and should see a confirmation message that the PA request has been submitted successfully. The PA Request will show Pending Decision until the request has been determined. It will update once a decision has been made.
- The following formation will be displayed:
 - **Request ID**
 - **Last Update Date**
 - **Primary Procedure Code**
 - **Procedure Description**
 - **Date span**
 - **Status**

Medical prior authorization

Patient information

Patient name:		Insurance Type:	
Date of birth:		Group number:	
Subscriber ID:		Group name:	

Please be sure to review the Prior Authorization list for the services being requested to confirm the requested service require authorization before proceeding.

[Medicare prior authorization list](#)

Create new request

Prior authorization requests

Request ID	Last update date	Primary procedure code	Procedure description	Date span requested	Status
	↕				
<div> ✓ Prior authorization request successfully submitted ✕ </div>					

[Return to Table of Contents](#)

To begin a new Outpatient PA, follow the steps below:

- Review for plan coverage as necessary.
- Click on the **Medicare prior authorization list** to check if requesting CPT/HCPC requires a PA.
- If CPT/HCPC is not on the PA list, this means no PA is required.
- Review your previous PA request history for the member. You will only see requests submitted electronically with your Benefit Tracker login.
- If no previous authorizations exist, you will not see any history.
- Click on **Create new request** to continue the PA request.

Medical prior authorization

Patient information

Patient name:

Insurance Type:

Date of birth:

Group number:

Subscriber ID:

Group name:

Please be sure to review the Prior Authorization list for the services being requested to confirm the requested service require authorization before proceeding.

 Medicare prior authorization list

Create new request

Prior authorization requests

Request ID	Last update date	Primary procedure code	Procedure description	Date span requested	Status
	02/23/2024	ANC	Inpatient Admission	02/21/2024 - 02/23/2024	Fully Approved

Medical prior authorization

Patient information

Patient name:

Insurance Type:

Date of birth:

Group number:

Subscriber ID:

Group name:

Please be sure to review the Prior Authorization list for the services being requested to confirm the requested service require authorization before proceeding.

 Medicare prior authorization list

Create new request

Prior authorization requests

Request ID	Last update date	Primary procedure code	Procedure description	Date span requested	Status
------------	------------------	------------------------	-----------------------	---------------------	--------

Please be sure to review the Prior Authorization list for the services being requested to confirm the requested service require authorization before proceeding.

 Medicare prior authorization list

Create new request

Step 1- Enter Procedure Information

- For **Outpatient Procedure** requests choose the following under **Procedure Information**:
 - Procedure Type** - Outpatient Prior Authorization radio button.
 - Procedure Group** - must be chosen by the provider. Select the option that best applies. If there is not a best option, choose Not Applicable.

Note: If a procedure group is selected, procedure group units will appear.

- **Enter the number of units needed.**

If the procedure group is set to "not applicable" then procedure group units will NOT appear.

Here is an example with Procedure group units.

Step 1: Enter procedure information



Enter procedure codes to check whether prior-authorization is required.

Procedure information

Procedure type

- ☐ Inpatient Prior Authorization
☐ Inpatient - Urgent/Emergent Prior Authorization
☒ Outpatient Prior Authorization

Procedure group

Select a procedure group ▼

Select a procedure group

- Applied Behavioral Analysis
- Acupuncture
- Chemical Dependency Outpatient Visits
- Chiropractic Services Only
- Dental Services
- Hospice
- Infertility, All Services
- Mental Health Outpatient Visits
- Occupational Therapy
- Physical Therapy Only
- Speech Therapy
- Transplant and Donor Services
- Travel Benefit
- Not Applicable

Procedure group

Occupational Therapy ▼

Procedure group units*

10

- **Place of Service** - must be chosen by the provider.

Note: Suggested place of service should be (depending on request type):

Office – Outpatient Office procedure

Home – Most Durable Medical Equipment

On Campus-Outpatient Hospital – Outpatient procedure performed in Hospital

Ambulatory Surgical Center – Outpatient procedure performed in Surgical Center

Independent Laboratory – Laboratory billed services

- **Type of Care** - must be chosen by the provider. Should always be **elective**.

- **Type of Service** - must be chosen by the provider. Select the option that applies best. If none apply, default to **Medical Care**.

Place of service *

Select a place of service

Select a place of service

Telehealth Provided Other than in Patient's Home

School

Office

Home

On Campus-Outpatient hospital

Emergency Room - Hospital

Ambulatory Surgical Center

Birth Center

Hospice

Psychiatric Facility Partial Hospitalization

Non-residential Substance Abuse Treatment Facility

Comprehensive Outpatient Rehabilitation Facility

Independent Laboratory

Type of care *

Select...

Select...

Elective

Emergency

Urgent

Newborn

Trauma

of service

Select a type of service

Medical Care

Surgical

Consultation

Diagnostic X-Ray

Diagnostic Lab

Radiation Therapy

Anesthesia

Surgical Assistance

Durable Medical Equipment Purchase

Durable Medical Equipment Rental

Second Surgical Opinion

Maxillofacial Prosthetics

Chiropractic

Chiropractic Office Visits

Dental Accident

Home Health Care

Home Health Visits

Hospice

Hospital - Inpatient

Select a type of service

- **Procedure Codes** - This is a required field in order to continue. Enter the primary procedure code.
 - The best practice is to enter all procedure codes. When you hit the “tab” key on your keyboard the box will auto populate, and you should see an CPT/HCPCS description populate as well.
- You can enter additional procedure codes by clicking Add procedure Code. **Note: there is a maximum of 10 codes allowed.**

Continue until all CPT/HCPC codes are entered. When ready to advance, click on **Check procedures.**

The screen will now expand with additional fields to complete. Enter the following:

- **Procedure Units** – This is a required field in order to continue. Enter the number of units/visits needed.

Note: For outpatient procedures recommended units to enter is “4”

For durable medical equipment, the recommended units to enter is 1 per month for rentals or based on the volume of units needed.

Procedure codes

Please enter the primary procedure code first, then add the additional procedures by clicking ‘Add procedure code’.

1. ✕ Primary procedure *

2. 🗑️ Remove

+ [Add procedure code](#)

Check procedures [Cancel](#)

Procedure units

Please enter the number of units requested for each listed procedure.

Procedure	Units/Visits requested
E0470 - Respiratory assist device, bi-level pressure capability, without backup rate feature, used with noninvasive interface, e.g., nasal or facial mask (intermittent assist device w	<input type="text" value="3"/>

- **Medical request terms** –
 - **Standard** - for non-urgent requests.
 - **Expedited** - for cases in which the standard time frame could seriously jeopardize the members' life or health or ability to attain, maintain or regain maximum function.

Note: If expedited is chosen, you will need to click the attestation box to continue.

- **Diagnosis code** - is a required field to continue. Enter the primary diagnosis code.
 - The best practice is to enter all Diagnosis codes in ICD-10 format and include the decimal point. When you hit the "tab" key on your keyboard the box will auto populate, and you should see an ICD-10 description populate as well.
- You can enter additional diagnosis codes by clicking Add Diagnosis Code.

Note: there is a maximum of 10 codes allowed.

Medical request terms

☒ Standard

☐ Expedited
Choose ONLY if you are attesting that waiting for a decision under the standard time frame could place the enrollee's life, health or ability to regain maximum function in serious jeopardy.

Medical request terms

☐ Standard

☒ Expedited
Choose ONLY if you are attesting that waiting for a decision under the standard time frame could place the enrollee's life, health or ability to regain maximum function in serious jeopardy.

☐ I attest that waiting for a decision under the standard time frame could place the enrollee's life, health or ability to regain maximum function in serious jeopardy. *

Diagnosis code

Please enter the primary diagnosis code first, then add the additional diagnosis codes by clicking 'Add diagnosis code'.

1. [X](#)

Primary diagnosis *

2. [X](#) [Remove](#)


[+ Add diagnosis code](#)

<p>Under Additional Procedure Information</p> <ul style="list-style-type: none"> • Date span Requested - Start date of authorization to end date of authorization (recommended to enter in a 6-month date range). 	<p>Additional procedure information</p> <div data-bbox="636 386 1185 499"> <p>Date span requested *</p> <div> <div>03/08/2024</div> <div>-</div> <div>09/08/2024</div> </div> </div>
<p>Entering Provider Information</p> <ul style="list-style-type: none"> • Requesting/Treating Provider Information - It is recommended to always submit with NPI (National Provider ID) <i>and</i> TIN (Tax ID Number). Enter the following: <ul style="list-style-type: none"> ○ Requesting Provider NPI in full (hit tab key). ○ Requesting Provider TIN in full (hit tab key). ○ The system will recognize and populate Requesting Provider Name automatically. ○ You can click on the box under Treating provider information to auto populate the Treating Provider if it is the same as Requesting. 	<p>Requesting provider information</p> <div data-bbox="626 615 919 724"> <p>Requesting provider NPI *</p> <input type="text"/> </div> <div data-bbox="626 737 919 831"> <p>Requesting provider TIN *</p> <input type="text"/> </div> <div data-bbox="626 848 919 942"> <p>Requesting provider name *</p> <input type="text"/> </div> <p>Treating provider information</p> <div data-bbox="626 1016 987 1083"> <input type="checkbox"/> Same as requesting provider information </div> <div data-bbox="636 1104 909 1171"> <p>Treating provider NPI *</p> <input type="text"/> </div> <div data-bbox="636 1213 909 1281"> <p>Treating provider TIN *</p> <input type="text"/> </div> <div data-bbox="636 1323 909 1390"> <p>Treating provider name *</p> <input type="text"/> </div>


Example of fully filled in Requesting and Treating Provider Information

Requesting provider information

Requesting provider NPI *

1234567890 - Smith, Shawn B. 

Requesting provider TIN *

098765432 - Smith, Shawn B. 


Requesting provider name *

Smith, Shawn B.


Treating provider information

☐ Same as requesting provider information

Treating provider NPI *

0987654321 - Jones, Pat C. 

Treating provider TIN *

123456789 - Jones, Pat C. 

Treating provider name *

Jones, Pat C.

- **Facility information** - This is an optional field and not necessary for outpatient requests. Enter facility information for where the procedure will take place. Repeat steps above for entering NPI/TIN.

Entering Contact Information

- Now you will enter your Contact information. Under **Requestor contact information**, enter the following:
 - **Contact name** (Required)
 - **Contact phone Number** (Required)
 - **Contact Fax Number** (Required)

Click **Attach chart notes** to continue.

Requestor contact information

Contact name *

Contact phone number *

Contact fax number *

2. Attach chart notes > [Cancel](#)

Step 2- Attaching Chart Notes (Required)

- Acceptable file formats (txt, docx, doc, pdf, jpg, gif).
- The notes can be attached by either drag and drop function or you can browse your own files and upload directly. Once the upload is complete, you will see the file above the Drag and Drop field.

Step 2: Attach chart notes

Upload chart notes to attach to this request.

Chart Notes

Please ensure your submission includes notes for the associated patient. ⓘ

Drag and drop files here
or
[Browse files](#)

Most file types accepted.
Maximum file size: 28 MB

Please ensure your submission includes notes for the associated patient. ⓘ

TEST CLINICALS.docx X

Drag and drop files here
or
[Browse files](#)

- **Additional Comments (Optional)** - This box is optional but can be used to communicate additional details or additional information as needed.

When finished, click **Save and review**.

Additional comments (Optional)

Type comments

Maximum character limit: 4000

3. Save and review >

[Cancel](#)

Step 3- Review before Submitting

- This is the final stage prior to submission. Please be sure to review everything for accuracy.

Step 3: Review before submitting



Review the information you've provided before submitting your request.

Procedures

Procedure type:	Outpatient	Procedure group:	Not Applicable
Procedure code	Units/Visits requested		
E0470 - Respiratory assist device, bi-level pressure capability, without backup rate feature, used with noninvasive interface, e.g., nasal or facial mask (intermittent assist device w	3		

Procedure Details

Request terms:	Standard	Place of service:	Home
Diagnosis codes:	G47.33 - Obstructive sleep apnea (adult) (pediatric) R06.83 - Snoring	Type of care:	Elective
Date span requested:	2024/03/08 - 2024/06/08	Type of service:	Medical Care

Requesting provider information

Requesting provider NPI:

Requesting provider TIN:

Requesting provider name:

Treating provider information

Treating provider NPI:

Treating provider TIN:

Treating provider name:

Facility information

Facility NPI:

Facility TIN:

Facility name:

Request contact information

Request contact name: JOHN DOE

Request contact phone: (503) 222-1111

Request contact fax:

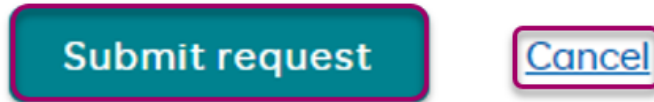
Additional comments

BiPAP Trial requested

Chart Notes

[TEST CLINICALS.docx](#)

- If all information is accurate, **Submit request** - Click **Submit request** to fully submit the prior authorization request.
- If there are errors that need correction, **Cancel**. If **Cancel** is chosen, you will receive a final prompt and warning before the request is fully canceled.



Request Submitted

- After submitting the request, you will be directed back to provider authorization history for the member that is in focus and should see a confirmation message that the PA has been submitted successfully. The PA Request will show Pending Decision until the request has been determined. It will update once a decision has been made.
- The following information will be displayed:
 - Request ID
 - Last Update Date
 - Primary Procedure Code
 - Procedure Description
 - Date span
 - Status

Prior authorization requests					
Request ID	Last update date ↕	Primary procedure code	Procedure description	Date span requested	Status
<div> ✓ Prior authorization request successfully submitted ✕ </div>					
P00001570	03/08/2024	E0470	"Respiratory assist device bi-level pressure capability without backup rate feature used with noninvasive interface e.g. nasal or facial mask (intermittent assist device w"	03/08/2024 - 03/08/2024	Pending Decision

[Return to Table of Contents](#)

How to Use the Auto Auth Application

Reference Guide

To begin a new Behavioral Health Inpatient PA, follow the steps below:

- Review for plan coverage as necessary.
- Click on the **Medicare Prior-Authorization List** to check if requesting CPT/HCPC requires a PA.

Note: If you have coverage and benefit questions, please contact Moda Medical Customer Service at 877-299-9062.

- Review your previous PA request history for the member.
- If no previous PAs exist, you will not see any history.
- To start a new PA, click **Create new request**.

Medical prior authorization

Patient information

Patient name: Insurance Type:
 Date of birth: Group number:
 Subscriber ID: Group name:

Please be sure to review the Prior Authorization list for the services being requested to confirm the requested service require authorization before proceeding.

[Medicare prior authorization list](#)

[Create new request](#)

Prior authorization requests

Request ID	Last update date	Primary procedure code	Procedure description	Date span requested	Status
	02/23/2024	ANC	Inpatient Admission	02/21/2024 - 02/23/2024	Fully Approved

Medical prior authorization

Patient information

Patient name: Insurance Type:
 Date of birth: Group number:
 Subscriber ID: Group name:

Please be sure to review the Prior Authorization list for the services being requested to confirm the requested service require authorization before proceeding.

[Medicare prior authorization list](#)

[Create new request](#)

Prior authorization requests

Request ID	Last update date	Primary procedure code	Procedure description	Date span requested	Status
------------	------------------	------------------------	-----------------------	---------------------	--------

Please be sure to review the Prior Authorization list for the services being requested to confirm the requested service require authorization before proceeding.

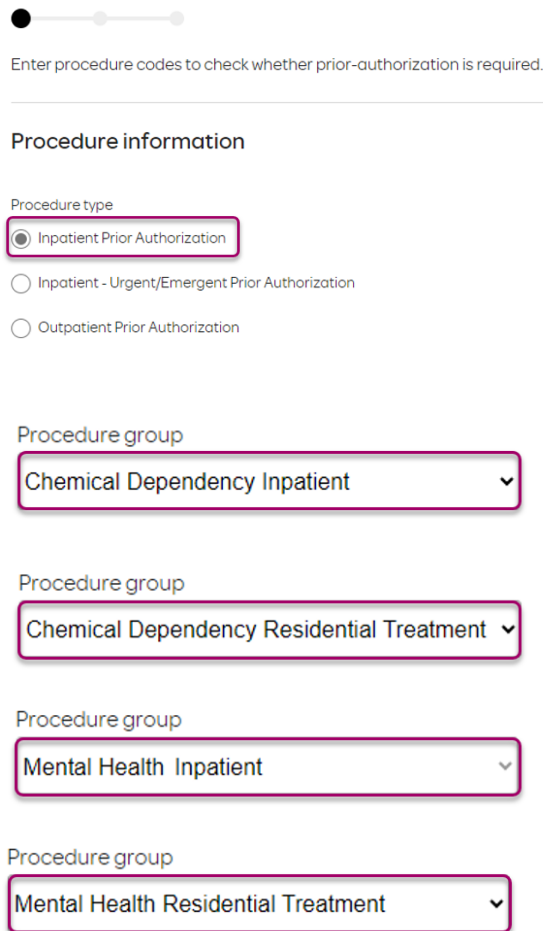
[Medicare prior authorization list](#)

[Create new request](#)

Step 1- Enter Procedure Information

- For **Inpatient Procedure** requests choose the following under **Procedure Information**:
 - **Procedure Type** – Click the Inpatient Prior Authorization radio button.
 - **Procedure Group** - must be chosen by the provider. Select one of the following Procedure groups from the dropdown list:
 - [Chemical Dependency Inpatient](#)
Note: Chemical Dependency Inpatient is Detoxification.
 - [Chemical Dependency Residential Treatment](#)
 - [Mental Health Inpatient](#)
 - [Mental Health Residential Treatment](#)
- Refer to the [BH IP AUTHORIZATIONS ADDENDUM](#) section using any of the links above for further help with these Procedure Groups.

Step 1: Enter procedure information



Enter procedure codes to check whether prior-authorization is required.

Procedure information

Procedure type

☒ Inpatient Prior Authorization

☐ Inpatient - Urgent/Emergent Prior Authorization

☐ Outpatient Prior Authorization

Procedure group

Chemical Dependency Inpatient

Procedure group

Chemical Dependency Residential Treatment

Procedure group

Mental Health Inpatient

Procedure group

Mental Health Residential Treatment

Note: If Mental Health Inpatient admission is an **emergency admission**, do not use the Procedure type Inpatient Prior Authorization. Use Inpatient – Urgent/Emergent Prior Authorization. Please defer to the Behavioral Health Urgent/Emergent section for further instructions.

- **Procedure code** is optional. This can be bypassed, click on **Check procedures** to continue.

The screen will now expand with additional fields to complete. Enter the following:

- **Medical request terms** – Choose **Standard**.
- **Diagnosis code** - is a required field to continue. Enter the primary diagnosis code.
 - The best practice is to enter all Diagnosis codes in DSM-5 format and include the decimal point. When you hit the “tab” key on your keyboard the box will auto populate, and you should see a description populate as well.
- You can enter additional diagnosis codes by clicking Add Diagnosis Code. **Note: there is a maximum of 10 codes allowed.**

Procedure codes

Please enter the primary procedure code first, then add the additional procedures by clicking 'Add procedure code'.

1. Secondary procedure

[+ Add procedure code](#)

Check procedures [Cancel](#)

Medical request terms

☒ Standard

☐ Expedited
Choose ONLY if you are attesting that waiting for a decision under the standard time frame could place the enrollee's life, health or ability to regain maximum function in serious jeopardy.

Diagnosis code

Please enter the primary diagnosis code first, then add the additional diagnosis codes by clicking 'Add diagnosis code'.

1. [X](#)
Primary diagnosis *

[+ Add diagnosis code](#)

Additional Procedure Information

- **Date span requested** – Enter the dates requested.
- **Admit date** - Date of IP admission.
- **Inpatient Nights requested** – Enter the number of nights requested.

Additional procedure information

Date span requested *

03/04/2024 - 03/07/2024

Admit date *

03/04/2024 ⓘ

Inpatient nights requested *

3

Entering Provider Information

- **Requesting/Treating Provider Information** - It is recommended to always submit with NPI (National Provider ID) *and* TIN (Tax ID Number). Enter the following:
 - **Requesting Provider NPI** in full (hit tab key).
 - **Requesting Provider TIN** in full (hit tab key).
 - The system will recognize and populate **Requesting Provider Name** automatically.
 - You can click on the box under Treating provider information to auto populate the **Treating Provider** if it is the same as **Requesting**.
 - If the **Requesting** is different, fill out the **Treating** information using the steps above.

Requesting provider information

Requesting provider NPI *

Requesting provider TIN *

Requesting provider name *

Treating provider information

☐ Same as requesting provider information

Treating provider NPI *

Treating provider TIN *

Treating provider name *

<ul style="list-style-type: none"> • Facility information - Repeat the steps above to enter the facility information. 	<h3>Facility information</h3> <div> <input type="text" value="Facility NPI *"/> </div> <div> <input type="text" value="Facility TIN *"/> </div> <div> <input type="text" value="Facility name *"/> </div>
<h3>Entering Contact Information</h3> <ul style="list-style-type: none"> • Now you will enter your Contact information. Under Requestor contact information, enter the following: <ul style="list-style-type: none"> ○ Contact name (Required) ○ Contact phone Number (Required) ○ Contact Fax Number (Required) • Click Attach chart notes to continue. 	<h3>Requestor contact information</h3> <div> <input type="text" value="Contact name *"/> </div> <div> <input type="text" value="Contact phone number *"/> </div> <div> <input type="text" value="Contact fax number *"/> </div> <div> 2. Attach chart notes > Cancel </div>
<h3>Step 2- Attaching Chart Notes (Required)</h3> <ul style="list-style-type: none"> • Acceptable file formats (txt, docx, doc, pdf, jpg, gif). • The notes can be attached by either drag and drop function or you can browse your own files and upload directly. 	<h3>Step 2: Attach chart notes</h3> <div> <div> <div></div> <div></div> </div> <p>Upload chart notes to attach to this request.</p> <hr/> <h4>Chart Notes</h4> <p>Please ensure your submission includes notes for the associated patient. ⓘ</p> <div> <div> </div> <div> <p>Drag and drop files here</p> <p>or</p> <p>Browse files</p> </div> </div> <p><small>Most file types accepted. Maximum file size: 28 MB</small></p> </div>

- **Additional Comments (Optional)** - This box is optional but can be used to communicate additional details or additional information as needed.
- When finished, click **Save and review**.

Additional comments (Optional)

Type comments

Maximum character limit: 4000

3. Save and review >

[Cancel](#)

Step 3- Review before Submitting

- This is the final stage prior to submission. Please be sure to review everything for accuracy.
- **If all information is accurate, Submit request** - Click **Submit request** to fully submit the prior authorization request.
- **If there are errors that need correction, Cancel**. If **Cancel** is chosen, you will receive a final prompt and warning before the request is fully canceled.

Procedures

Procedure type: Inpatient Procedure group: Mental Health Inpatient

Procedure code	Units/Visits requested
-	

Procedure Details

Request terms:	Standard	Admit date:	2024/03/04
Diagnosis codes:	F33.2 - Major depressive disorder, recurrent severe without psychotic features	Place of service:	Inpatient Psychiatric Facility
Date span requested:	2024/03/04 - 2024/03/07	Type of care:	Emergency
Inpatient nights requested:	3	Type of service:	Mental Health

Requesting provider information

Requesting provider NPI:
Requesting provider TIN:
Requesting provider name:

Treating provider information

Treating provider NPI:
Treating provider TIN:
Treating provider name:

Facility information

Facility NPI:
Facility TIN:
Facility name:

Request contact information

Request contact name: Jill
Request contact phone: (503) 789-9632
Request contact fax: (503) 896-3214

Additional comments

Chart Notes

testing auth request.pdf

Submit request

[Cancel](#)

Request Submitted

- After submitting the request, you will be directed back to provider authorization history for the member that is in focus and should see a confirmation message that the PA has been submitted successfully. The PA Request will show Pending Decision until the request has been determined. It will update once a decision has been made.

Prior authorization requests

Request ID	Last update date ↕	Primary procedure code	Procedure description	Date span requested	Status
<div> ✓ Prior authorization request successfully submitted × </div>					

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BEHAVIORAL HEALTH INPATIENT AUTHORIZATION ADDENDUMS

CHEMICAL DEPENDENCY INPATIENT (DETOXIFICATION)

- Select **Chemical Dependency Inpatient** for Procedure group from the dropdown list.
- For **Procedure group units**, enter the number of nights you are requesting.
- **Place of Service** - From the dropdown list select either:
 - Inpatient Hospital
 - Residential Substance Abuse Treatment Facility
- Other fields will auto-populate.

[Click here to return to the BH IP Guide](#)

Procedure group

Chemical Dependency Inpatient ▼

Procedure group units*

1

Place of service *

Residential Substance Abuse Treatment Facility ▼

Type of care *

Elective ▼

Type of service *

Substance Abuse ▼

CHEMICAL DEPENDENCY RESIDENTIAL TREATMENT

- Select **Chemical Dependency Residential Treatment** for Procedure group from the dropdown list.
- For **Procedure group units**, enter the number of nights you are requesting.
- The other fields will auto-populate.

[Click here to return to the BH IP Guide](#)

Procedure group

Chemical Dependency Residential Treatment ▼

Procedure group units*

7

Place of service *

Residential Substance Abuse Treatment Facility ▼

Type of care *

Elective ▼

Type of service *

Substance Abuse ▼

MENTAL HEALTH INPATIENT (NOT AN EMERGENCY ADMISSION)

- Select **Mental Health Inpatient** for Procedure group from the dropdown list.
- For **Procedure group units**, enter the number of nights you are requesting.
- The **Place of service** will auto-populate.
- **Type of Care** - Select **Elective**.

Note: If admission is an emergency, re-enter authorization request as Inpatient – Urgent/Emergent Prior Authorization.

- **Type of Service** - Select **Mental Health**.

[Click here to return to the BH IP Guide](#)

Procedure group

Mental Health Inpatient

Procedure group units*

3

Place of service *

Inpatient Psychiatric Facility

Type of care *

Elective

Type of service *

Mental Health

MENTAL HEALTH RESIDENTIAL TREATMENT

- Select **Mental Health Residential Treatment** for Procedure group from the dropdown list.
- For **Procedure group units**, enter the number of nights you are requesting.
- The other fields will auto-populate.

[Click here to return to the BH IP Guide](#)

Procedure group

Mental Health Residential Treatment

Procedure group units*

7

Place of service *

Psychiatric Residential Treatment Center

Type of care *

Elective

Type of service *

Mental Health

To begin a new Behavioral Health Urgent/Emergent PA, follow the steps below:

Note: If you have coverage and benefit questions, please contact Moda Medical Customer Service at 877-299-9062.

- Review your previous PA request history for the member. You will only see authorization requests submitted under your Benefit Tracker login.
- If no previous PAs exist, you will not see any history.
- To start a new PA, click **Create new request**.

Please be sure to review the Prior Authorization list for the services being requested to confirm the requested service require authorization before proceeding.

 [Medicare prior authorization list](#)

Create new request

Step 1- Enter Procedure Information

- For Urgent/Emergent request, select **Inpatient-Urgent/Emergent Prior Authorization** under **Procedure Information**.
- You will see information auto populated. To obtain a mental health inpatient authorization, select the 'Mental Health' 'Type of Service'
- The following fields will auto populate based on the Procedure type above and cannot be changed:
 - **Procedure Group**
 - **Procedure Group Units**
 - **Place of Service**
 - **Type of Care**

Procedure information

Procedure type

- ☐ Inpatient Prior Authorization
☒ Inpatient - Urgent/Emergent Prior Authorization
☐ Outpatient Prior Authorization

Procedure group

Mental Health Inpatient ▼

Procedure group units*

9999

Place of service *

Inpatient Hospital ▼

Type of care *

Emergency ▼

Type of service *

Mental Health ▼

- **Procedure code** is optional and not applicable for Urgent/Emergent requests. This should be bypassed, click on **Check procedures** to continue.

The screen will now expand with additional fields to complete. Enter the following:

- **Medical request terms** – Always choose **Standard** for Urgent/Emergent Request.
- **Diagnosis code** - is a required field to continue. Enter the primary diagnosis code.
 - The best practice is to enter all Diagnosis codes in DSM-5 format and include the decimal point. When you hit the “tab” key on your keyboard the box will auto populate, and you should see a description populate as well.
- You can enter additional diagnosis codes by clicking Add Diagnosis Code. **Note: there is a maximum of 10 codes allowed.**

Procedure codes

Please enter the primary procedure code first, then add the additional procedures by clicking 'Add procedure code'.

1. Secondary procedure

[+ Add procedure code](#)

Check procedures [Cancel](#)

Medical request terms

☒ Standard

☐ Expedited
Choose ONLY if you are attesting that waiting for a decision under the standard time frame could place the enrollee's life, health or ability to regain maximum function in serious jeopardy.

Diagnosis code

Please enter the primary diagnosis code first, then add the additional diagnosis codes by clicking 'Add diagnosis code'.

1. [×](#)
Primary diagnosis *

[+ Add diagnosis code](#)

Additional Procedure Information

- **Date span requested** - Should be admit up to the first two nights.
- **Admit date** - Date of IP admission.
- **Inpatient Nights requested** – It is recommended to request no more than a **two-night** length of stay to ensure an auto approval.

Additional procedure information

Date span requested *

03/04/2024 - 03/06/2024

Admit date *

03/04/2024

Inpatient nights requested *

2

Entering Provider Information

- **Requesting/Treating Provider Information** - It is recommended to always submit with NPI (National Provider ID) and TIN (Tax ID Number). Practitioner information is not necessary for emergent inpatient requests. Enter the information for the facility where the member is currently admitted. Enter the following:
 - **Requesting Provider NPI** in full (hit tab key).
 - **Requesting Provider TIN** in full (hit tab key).
 - The system will recognize and populate **Requesting Provider Name** automatically.
 - You can click on the box under Treating provider information to auto

Requesting provider information

Requesting provider NPI *

Requesting provider TIN *

Requesting provider name *

Treating provider information

☐ Same as requesting provider information

Treating provider NPI *

Treating provider TIN *

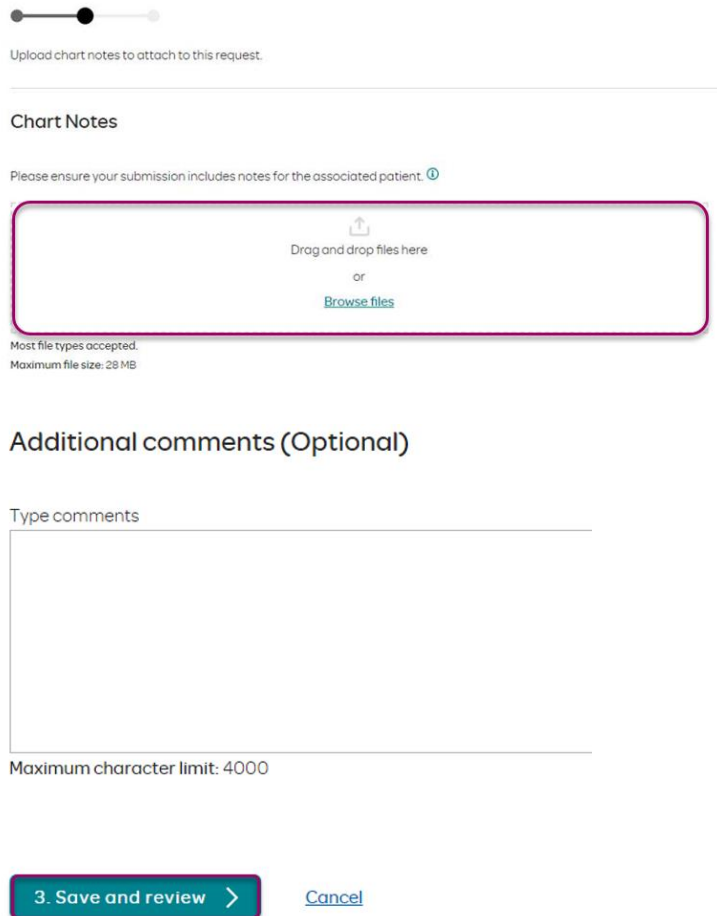
Treating provider name *

<p>populate the Treating Provider if it is the same as Requesting.</p> <ul style="list-style-type: none"> ○ If the Requesting is different, fill out the Treating information using the steps above. <ul style="list-style-type: none"> ● Facility information - Repeat the steps above to enter the facility information. 	<p>Facility information</p> <div> <div>Facility NPI *</div> <input type="text"/> </div> <div> <div>Facility TIN *</div> <input type="text"/> </div> <div> <div>Facility name *</div> <input type="text"/> </div>
---	--

Step 2- Attaching Chart Notes (Required)

- Acceptable file formats (txt, docx, doc, pdf, jpg, gif).
- The notes can be attached by either drag and drop function or you can browse your own files and upload directly.
- It is recommended to **always** include the **Admission Notification** if no other chart notes are available at the time of notification.
- **Additional Comments (Optional)** - This box is optional but can be used to communicate additional details or additional information as needed.
- When finished, click **Save and review**.

Step 2: Attach chart notes



The screenshot shows the 'Step 2: Attach chart notes' interface. At the top, there is a progress bar with two steps, the second of which is active. Below the progress bar, the text 'Upload chart notes to attach to this request.' is displayed. The main section is titled 'Chart Notes' and includes a prompt: 'Please ensure your submission includes notes for the associated patient.' followed by a help icon. A large rectangular box with a dashed border contains the text 'Drag and drop files here' and 'or Browse files'. Below this box, it states 'Most file types accepted. Maximum file size: 28 MB'. The next section is 'Additional comments (Optional)' with a text area labeled 'Type comments' and a character limit of 4000. At the bottom, there are two buttons: '3. Save and review' with a right arrow, and 'Cancel'.

Step 3- Review before Submitting

- This is the final stage prior to submission. Please be sure to review everything for accuracy.
- If all information is accurate, Submit request** - Click **Submit request** to fully submit the prior authorization request.
- If there are errors that need correction, Cancel**. If **Cancel** is chosen, you will receive a final prompt and warning before the request is fully canceled.

Procedures

Procedure type: Urgent Procedure group: Mental Health Inpatient

Procedure code	Units/Visits requested
----------------	------------------------

-

Procedure Details

Request terms:	Standard	Place of service:	Inpatient Hospital
Diagnosis codes:	F33.2 - Major depressive disorder, recurrent severe without psychotic features	Type of care:	Emergency
Date span requested:	2024/03/04 - 2024/03/06	Type of service:	Mental Health
Inpatient nights requested:	2		

Requesting provider information

Requesting provider NPI:

Requesting provider TIN:

Requesting provider name:

Treating provider information

Treating provider NPI:

Treating provider TIN:

Treating provider name:

Facility information

Facility NPI:

Facility TIN:

Facility name:

Request contact information

Request contact name: Brenda

Request contact phone: (503) 963-2587

Request contact fax: (503) 236-5412

Additional comments

Chart Notes

[CCA test notes.pdf](#)

Submit request

Cancel

Request Submitted

- After submitting the request, you will be directed back to provider authorization history for the member that is in focus and should see a confirmation message that the PA has been submitted successfully. If all criteria is met, a fully approved ER Admit will be granted.

Prior authorization requests

Request ID	Last update date ↕	Primary procedure code	Procedure description	Date span requested	Status
------------	--------------------	------------------------	-----------------------	---------------------	--------

✓ Prior authorization request successfully submitted

✕

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How to Use the Auto Auth Application

Reference Guide

To begin a new Behavioral Health Outpatient PA request, follow the steps below:

- Review for plan coverage as necessary.
- Click on the **Medicare Prior-Authorization List** to check if requesting CPT/HCPC requires a PA.

Note: If you have coverage and benefit questions, please contact Moda Medical Customer Service at 877-299-9062.

- Review your previous PA request history for the subscriber.
- If no previous authorization requests exist, you will not see any history.
- To start a new PA, click **Create new request**.

Medical prior authorization

Patient information

Patient name:	Insurance Type:
Date of birth:	Group number:
Subscriber ID:	Group name:

Please be sure to review the Prior Authorization list for the services being requested to confirm the requested service require authorization before proceeding.

[Medicare prior authorization list](#)

Create new request

Prior authorization requests

Request ID	Last update date	Primary procedure code	Procedure description	Date span requested	Status
	02/23/2024	ANC	Inpatient Admission	02/21/2024 - 02/23/2024	Fully Approved

Medical prior authorization

Patient information

Patient name:	Insurance Type:
Date of birth:	Group number:
Subscriber ID:	Group name:

Please be sure to review the Prior Authorization list for the services being requested to confirm the requested service require authorization before proceeding.

[Medicare prior authorization list](#)

Create new request

Prior authorization requests

Request ID	Last update date	Primary procedure code	Procedure description	Date span requested	Status
------------	------------------	------------------------	-----------------------	---------------------	--------

Please be sure to review the Prior Authorization list for the services being requested to confirm the requested service require authorization before proceeding.

[Medicare prior authorization list](#)

Create new request

Step 1- Enter Procedure Information

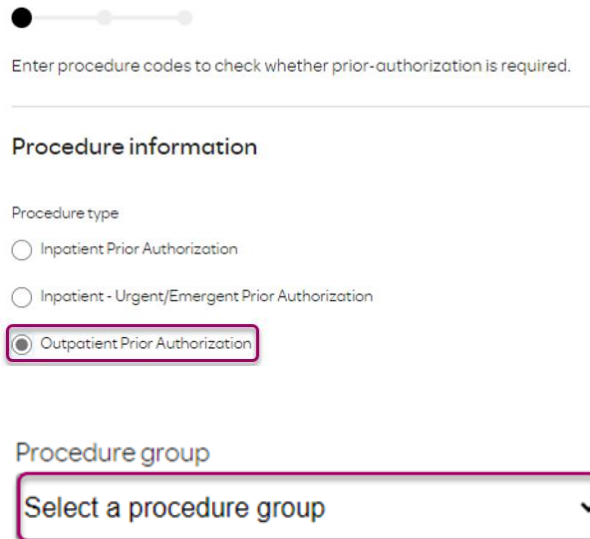
- For **Outpatient Procedure** requests choose the following under **Procedure Information**:
 - **Procedure Type** - Outpatient Prior Authorization radio button.
 - **Procedure Group** - must be chosen by the provider. Select the option that best applies:
 1. Applied Behavior Analysis
 2. Chemical Dependency Outpatient Visits
 3. Mental Health Outpatient Visits

CHEMICAL DEPENDENCY OUTPATIENT VISITS INCLUDE – Chemical Dependency Partial Hospitalization

MENTAL HEALTH OUTPATIENT VISITS INCLUDE - Mental Health Partial Hospitalization, Mental Health Intensive Outpatient, Transcranial Magnetic Stimulation, Nutritional Therapy for eating disorder diagnoses, ACT, EASA, IIBHT, IOSS, Disease Management Program for Pain

Nutritional Therapy for diagnoses other than eating disorders should be submitted as 'Not Applicable'. This will route to Medical for review.

Step 1: Enter procedure information



Enter procedure codes to check whether prior-authorization is required.

Procedure information

Procedure type

☐ Inpatient Prior Authorization

☐ Inpatient - Urgent/Emergent Prior Authorization

☒ Outpatient Prior Authorization

Procedure group

Select a procedure group ▼

- **Procedure group units** - Enter number of days/units/visits being requested.
- **Place of service** - Choose relevant place of service from the dropdown list.
- **Type of care** – Choose **Elective**.
- **Type of service** – Choose either **Mental Health** or **Substance Abuse**.

- **Procedure Codes** - This is a required field in order to continue. Enter the primary procedure code.
 - The best practice is to enter all procedure codes. When you hit the “tab” key on your keyboard the box will auto populate, and you should see a description populate as well.

- You can enter additional procedure codes by clicking Add procedure Code. **Note: there is a maximum of 10 codes allowed.**

Continue until all codes are entered. When ready to advance, click on **Check procedures**.

Procedure group units*

Place of service *

Type of care *

Type of service *

Procedure codes

Please enter the primary procedure code first, then add the additional procedures by clicking 'Add procedure code'

1.

Primary procedure *

[+ Add procedure code](#)

Check procedures

[Cancel](#)

How to Use the Auto Auth Application

Reference Guide

The screen will now expand with additional fields to complete. Enter the following:

- **Procedure Units** – This is a required field in order to continue. Enter the number of days/units/visits needed.
- **Medical request terms** – Choose **Standard**.
- **Diagnosis code** - is a required field to continue. Enter the primary diagnosis code.
 - The best practice is to enter all Diagnosis codes in DSM-5 format and include the decimal point. When you hit the “tab” key on your keyboard the box will auto populate, and you should see a description populate as well.

You can enter additional diagnosis codes by clicking Add Diagnosis Code. **Note:** there is a maximum of 10 codes allowed.

Procedure units

Please enter the number of units requested for each listed procedure.

Procedure	Units/Visits requested
S9480 - Intensive outpatient psychiatric services, per diem	<input type="text"/>

Medical request terms

☒ Standard

☐ Expedited
Choose ONLY if you are attesting that waiting for a decision under the standard time frame could place the enrollee's life, health or ability to regain maximum function in serious jeopardy.

Diagnosis code

Please enter the primary diagnosis code first, then add the additional diagnosis codes by clicking 'Add diagnosis code'.

1.

Primary diagnosis *

Additional Procedure Information

- **Date span requested** – Enter the dates requested.

Additional procedure information

Date span requested *

-

Entering Provider Information

- Requesting/Treating Provider Information** - It is recommended to always submit with NPI (National Provider ID) *and* TIN (Tax ID Number). Enter the following:
 - Requesting Provider NPI** in full (hit tab key).
 - Requesting Provider TIN** in full (hit tab key).
 - The system will recognize and populate **Requesting Provider Name** automatically.
 - You can click on the box under Treating provider information to auto populate the **Treating Provider** if it is the same as **Requesting**.
 - If the **Requesting** is different, fill out the **Treating** information using the steps above.
- Facility information** – Not required on Outpatient. If Facility information is applicable, repeat the steps above to enter the facility information.

Requesting provider information

Requesting provider NPI *

Requesting provider TIN *

Requesting provider name *

Treating provider information

☐ Same as requesting provider information

Treating provider NPI *

Treating provider TIN *

Treating provider name *

Facility information

Facility NPI *

Facility TIN *

Facility name *

Entering Contact Information

- Now you will enter your Contact information. Under **Requestor contact information**, enter the following:
 - Contact name** (Required)
 - Contact phone Number** (Required)
 - Contact Fax Number** (Required)
- Click **Attach chart notes** to continue.

Requestor contact information

Contact name *

Contact phone number *

Contact fax number *

2. Attach chart notes > [Cancel](#)

Step 2- Attaching Chart Notes (Required)

- Acceptable file formats (txt, docx, doc, pdf, jpg, gif).
- The notes can be attached by either drag and drop function or you can browse your own files and upload directly.
- Additional Comments (Optional)** - This box is optional but can be used to communicate additional details or additional information as needed.
- When finished, click **Save and review**.

Step 2: Attach chart notes

Upload chart notes to attach to this request.

Chart Notes

Please ensure your submission includes notes for the associated patient. ⓘ

Drag and drop files here
or
[Browse files](#)

Most file types accepted.
Maximum file size: 28 MB

Additional comments (Optional)

Type comments

Maximum character limit: 4000

3. Save and review > [Cancel](#)

Step 3- Review before Submitting

- This is the final stage prior to submission. Please be sure to review everything for accuracy.

Procedures

Procedure type: Outpatient Procedure group: Mental Health Outpatient Visits

Procedure code	Units/Visits requested
S9480 - Intensive outpatient psychiatric services, per diem	10

Procedure Details

Request terms:	Standard	Place of service:	Psychiatric Facility Partial Hospitalization
Diagnosis codes:	F33.2 - Major depressive disorder, recurrent severe without psychotic features	Type of care:	Elective
Date span requested:	2024/03/04 - 2024/03/15	Type of service:	Mental Health

Requesting provider information

Requesting provider NPI:

Requesting provider TIN:

Requesting provider name:

Treating provider information

Treating provider NPI:

Treating provider TIN:

Treating provider name:

Facility information

Facility NPI: --

Facility TIN: --

Facility name: --

Request contact information

Request contact name: Ben

Request contact phone: (541) 523-9632

Request contact fax: (541) 236-9854

Additional comments

Chart Notes

[CCA test notes.pdf](#)

- If all information is accurate, **Submit request** - Click **Submit request** to fully submit the prior authorization request.
- If there are errors that need correction, **Cancel**. If **Cancel** is chosen, you will receive a final prompt and warning before the request is fully canceled.

Submit request

Cancel

Request Submitted

- After submitting the request, you will be directed back to provider authorization history for the member that is in focus and should see a confirmation message that the PA has been submitted successfully. The PA Request will show Pending Decision until the request has been determined. It will update once a decision has been made.
- The following information will be displayed:
 - **Request ID**
 - **Last Update Date**
 - **Primary Procedure Code**
 - **Procedure Description**
 - **Date span**
 - **Status**

Prior authorization requests					
Request ID	Last update date ↕	Primary procedure code	Procedure description	Date span requested	Status
<div> ✓ Prior authorization request successfully submitted ✕ </div>					
P00001570	03/04/2024	S9480	Intensive outpatient psychiatric services, per diem	03/04/2024 - 03/15/2024	<div>Pending Decision</div>

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How to Use the Auto Auth Application Auto Auth Application Frequently Asked Questions

Reference Guide

- ❖ [What changes can be made to a case after the request has been submitted?](#)
- ❖ [Why does that application hard code various fields?](#)
- ❖ [What should I do if I receive a message deferring me to a vendor?](#)
- ❖ [How do I initiate requests for benefit exceptions?](#)
- ❖ [How do I initiate requests for in-network benefit exceptions and single case agreements?](#)
- ❖ [What do I do if I experience an error that prevents me from submitting an authorization request?](#)
- ❖ [When do I need to call Healthcare Services vs Customer Service?](#)
- ❖ [How do I fax an authorization request?](#)



What changes can be made to a case after the request has been submitted?

- Changes cannot be made to cases after they are submitted. If you'd like to request a change, please contact Healthcare Services at the number listed at the bottom of this FAQ.

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Why does that application hard code various fields?

- You may see various fields that are hard-coded when submitting your auth request. This is based on best practices to ensure there are no issues with claims processing.
 - If you have concerns, please contact our Healthcare Services or Behavioral Health department at the number listed at the bottom of this page.

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What should I do if I receive a message deferring me to a vendor?

- Follow the instructions and submit your authorization request to the vendor, as detailed in the message.
- If you are unable to submit your request through the vendor portal or if you feel you have been deferred to the vendor in error, please contact Healthcare services at the phone number listed at the bottom of this page.

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How do I initiate requests for benefit exceptions?

- The following benefit exception requests should be faxed to the number listed at the bottom of this page.
 - Requests for excluded services
 - Services over the max benefit limitation
 - Such as requests for PT/OT/SPT over the maximum benefit limitation, for head or spinal cord injuries
 - Pediatric therapies (PT/OT/SPT)

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How do I initiate requests for in-network benefit exceptions and single case agreements?

- If the request requires prior authorization, submit the requested code and indicate in the comments that an in-network benefit exception or single case agreement is also being requested.
- If the request does not require prior authorization, submit with an office visit code, and indicate in the comments that an in-network benefit exception or single case agreement is also being requested.

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What do I do if I experience an error that prevents me from submitting an authorization request?

- Contact the appropriate Customer Service at the number listed below or fax your request to the number listed below.

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When do I need to call Healthcare Services vs Customer Service?

- Healthcare Services for questions regarding physical health authorizations:
 - Moda Health Medicare Advantage: 800-592-8283
- Behavioral Health for questions regarding behavioral health authorizations:
 - Moda Health Medicare Advantage: 855-294-1665
- Customer Service for claim and benefit-related inquiries, or questions on how to submit an authorization request through the auto-auth application:
 - Medicare Advantage Customer Service Toll-Free: 877-299-9062

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How do I fax an authorization request?

- Moda Health Medicare Advantage physical health requests: 855-637-2666
- Behavioral Health requests: 503-488-3674

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