



## Authorizations - Care Affiliate Training Manual

### Entering a Discharge Date on an Approved Authorization





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## Entering a Discharge Date on an Approved Authorization

### Table of Contents

Training .....	3
Logout - do not "X" out.....	3
Important Phone Numbers.....	3
Steps for Entering a Discharge Date on an Approved Authorization .....	4

**Note: The member data found in this Training Manual is fictitious data.**



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## Entering a Discharge Date on an Approved Authorization

Welcome to HAP's online authorization platform—CareAffiliate!

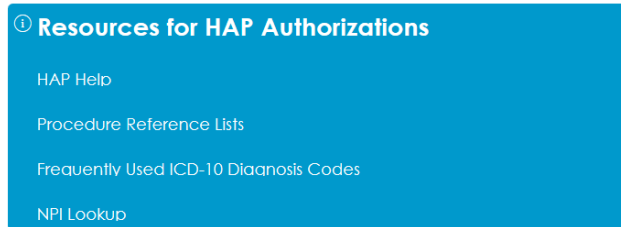
The initial launch of CareAffiliate was July 2015. In November 2016, a new release was implemented which is reflected in this training manual. **While functionality is the same, existing users will notice the following changes:**

<b>New colors</b>	Blue and orange throughout the application
<b>Authorizations Home Page</b>	After you log in at <b>hap.org</b> and select <i>Authorizations</i> you will have two choices: 1. <i>Search Existing Records</i> (formerly Status module). You can search for existing authorization requests. 2. <i>New Authorization</i> – select to enter a new authorization request.
<b>Required Fields</b>	White and outlined in orange
<b>Procedure</b>	You will select <i>Edit</i> (if available) or <i>Add Procedure</i> (if <i>Edit</i> is not available). Note: if <i>Edit</i> or <i>Add Procedure</i> are not available, then procedure code is not required

### Important

### Training

- There are several helpful tools to assist you with CareAffiliate.
- Log in at **hap.org** and select the *CareAffiliate Help* link under *Quick Links*. You will find help guides, training manuals and other helpful resources.
- You can also find this information on the CareAffiliate home page.



### Logout - do not “X” out

- When logging out of the application, always select **Log Out** and not the X.

### Important Phone Numbers

Issue	Contact	Hours
Help with Authorizations application-CareAffiliate including: <ul style="list-style-type: none"> <li>• Authorizations missing from home page</li> <li>• Password resets</li> <li>• System lockout</li> </ul>	Provider Services (866) 766-4708 or prelweb1@hap.org	Monday-Friday 8:00 a.m. to 4:30 p.m.
Help with Authorizations application-CareAffiliate for: <ul style="list-style-type: none"> <li>• Emergent Admissions/Transfers after 4:30 p.m.</li> </ul>	(313) 664-8833, option 3	7 days a week; 24/7



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### Steps for Entering a Discharge Date on an Approved Authorization

- Log in at **hap.org**
- Select *Authorizations*

The screenshot shows the HAP portal dashboard with the heading "Working toward a healthier Michigan." The dashboard is divided into several sections:

- My Tools:** A grid of tools including:
  - Authorizations:** Create and manage outpatient, inpatient, and medical drug authorizations. (This tool is highlighted with a red box.)
  - Admissions and Discharges - View Only:** View admissions created before 7/13/2015.
  - Benefit Admin Manual:** Search our 800 page benefit manual.
  - Claims:** View claims and remittance advice or submit appeals.
  - Code Editing Explanation:** Review claim editing rules.
  - Contracts, Benefit Guides & Riders:** View members' plan documents.
  - Coordination of Benefits:** Notify HAP of other coverage.
  - Health Engagement:** Submit a Member Qualification Form.
  - Lab Data Entry:** Enter lab results.
  - Member Eligibility:** View member benefit and coverage information.
  - Member Health Manager:** View health services and screenings that are overdue.
- Announcements:**
  - Register for the May 2016 HAP Provider Town Hall meetings [more](#)
  - Cigna Claims Change [more](#)
  - Eff. 4/1 - Change in member eligibility verification [more](#)
  - CareAffiliate Users - NEW Enhancements! [more](#)
- Quick Links:**
  - Billing Manual
  - CareAffiliate Help
  - Clinical Information Forms
  - Fee Schedules
  - HCM On-Call Schedule
  - ICD-10 Compliance
  - Medication Request Forms
  - Payment Integrity Department
  - Procedure Reference Lists
  - Provider Newsroom

### CareAffiliate Home Page

- Select *Authorizations*

The screenshot shows the HAP navigation bar with the following elements:

- hap logo** on the left.
- Navigation buttons: **Home**, **Authorizations** (highlighted with a red box), **Messages (1752)**, and **Help**.
- Text: "Welcome" and "Log Out" on the right.

**Member Search**

Member ID

Name  Format: Last, First M.I.

**Resources for HAP Authorizations**

- HAP Help
- Procedure Reference Lists
- Frequently Used ICD-10 Diagnosis Codes
- NPI Lookup



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- You are at the search screen. See search tips below.

You can search for an authorization(s) by one of the options below:

- Enter *Reference #*
- Member ID* or *Name*

For any of the searches below, you must enter dates in either the *Service Dates From* and *To* or the *Submission Dates From* and *To* (note: you can only enter a 30 day span of time)

- Requesting Provider ID* or *Name*
- Servicing Provider ID* or *Name*
- Servicing Facility ID* or *Name*

**After you enter information, select *Search Existing Records***



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For illustration purposes, search using Member Name

- Enter Member Name tab
- Select *Search Existing Records*
- Select the *Reference #* to open the authorization request

CareAffiliate®

Home Authorizations Messages (1752) Help

Welcome FACILITY BEAUMONT HOSPITAL - ROYAL OAK | [Log Out](#)

Authorizations **Search Existing Records** New Authorization Clear

Member ID: 10000000002  
Name: DOE, WILLIAM J

Requesting Provider ID, Name, Requesting Group ID, Name, Location, Include location as criteria

Servicing Provider ID, Name, Servicing Group ID, Name, Location, Include location as criteria

Servicing Facility ID, Name, Location, Include location as criteria

Reference #, Auth #1, Member ID, Member Name, Member DOB, Status, Diagnosis

Reference #	Auth #1	Member ID	Member Name	Member DOB	Status	Diagnosis
<a href="#">600095799</a>		10000000002	DOE, WILLIAM J	01/01/1960	Pended	R17 : Unspecified jaundice

- Select *Service 1* and then *Edit*

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Home Authorizations Messages (1753) Help

Welcome FACILITY BEAUMONT HOSPITAL - ROYAL OAK | [Log Out](#)

DOE, WILLIAM J · MALE · 56 years · Reference # 600095799 · (Certified in Total) **Edit** Print

[Return To Search](#)

Authorization Request

- Service 1 - (Approved) Inpatient Hospital/ Medical Care
- Notes (0)
- Assessment (1)
- Attachments (0)

**General Information**

Member ID 10000000002  
Name DOE, WILLIAM J  
Request Type Emergency Inpatient\_Medical  
Event Classification Emergency

**Requester**

Contact Name Person entering request  
Contact Phone 313-123-4567  
Requesting Provider/Facility 1689653305 - BEAUMONT HOSPITAL - ROYAL OAK

**Diagnoses**

Diagnosis ICD10 - R17 - Unspecified jaundice



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- The *Actual Discharge Date* field is visible

CareAffiliate® Home Authorizations Messages (1753) Help

DOE, WILLIAM J - MALE - 56 years - Reference # 600095799 - (Certified in Total) Submit Cancel

Return To Search

Authorization Request

Service #1 - (Approved)  
Inpatient Hospital/  
Medical Care  
Copy Service

Notes (0)  
Assessment (1)  
Attachments (0)

Service #1 - Medical Care (Approved)

Status Reason: Criteria Met Requested Authorized

Place of Service: Inpatient Hospital

Service: Medical Care

Service From: 09/07/2016  
To: 09/08/2016

Provider: 1184613879 - CANNON, MICHAEL E ⓘ

Default Provider  
Select the blue ⓘ for help entering Default/Non-Contracted Providers

Facility: 1689653305 - BEAUMONT HOSPITAL - ROYAL OAK

Provider Role: Attending

Inpatient Details

Days History

Date	Action	Level Of Care	From	Through	Days	Reason
09/07/2016	REQUEST	Medical	Not Available	Not Available	Not Available	
09/09/2016	Not Available		Not Available	Not Available	Not Available	

Level of Care: (None) ▾

Actual Date Admitted: 09/07/2016

Admitting Diagnosis: ICD10 R17 Unspecified

Actual Discharge Date:

Discharge Diagnosis: Code Description 🔍

Length of Stay: 2 Day(s)

- Enter the discharge date in the *Actual Discharge Date* field
- Select appropriate *Disposition* from drop down, then select *Submit*

CareAffiliate® Home Authorizations Messages (1753) Help

DOE, WILLIAM J - MALE - 56 years - Reference # 600095799 - (Certified in Total) Submit Cancel

Return To Search

Authorization Request

Service #1 - (Approved)  
Inpatient Hospital/  
Medical Care  
Copy Service

Notes (0)  
Assessment (1)  
Attachments (0)

Service #1 - Medical Care (Approved)

Status Reason: Criteria Met Requested Authorized

Place of Service: Inpatient Hospital

Service: Medical Care

Service From: 09/07/2016  
To: 09/08/2016

Provider: 1184613879 - CANNON, MICHAEL E ⓘ

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Provider Role: Attending

Inpatient Details

Days History

Date	Action	Level Of Care	From	Through	Days	Reason
09/07/2016	REQUEST	Medical	Not Available	Not Available	Not Available	
09/09/2016	Not Available		Not Available	Not Available	Not Available	

Level of Care: (None) ▾

Actual Date Admitted: 09/07/2016

Admitting Diagnosis: ICD10 R17 Unspecified

Actual Discharge Date: 09/09/2016

Discharge Diagnosis: Code Description 🔍

Length of Stay: 2 Day(s)

Disposition: Home or Self Care ▾



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## Entering a Discharge Date on an Approved Authorization

- Discharge date successfully submitted

The screenshot displays the CareAffiliate web interface. At the top, the navigation bar includes 'Home', 'Authorizations', 'Messages (1753)', and 'Help'. A notification banner at the top left states 'Your request has been successfully submitted.' Below this, a header bar identifies the patient as 'DOE, WILLIAM J - MALE - 56 years - Reference # 600095799 - (Certified in Total)' and provides 'Edit' and 'Print' options. The main content area is divided into sections: 'General Information' (Member ID: 10000000002, Name: DOE, WILLIAM J, Request Type: Emergency Inpatient\_Medical, Event Classification: Emergency), 'Requester' (Contact Name: Person entering request, Contact Phone: 313-123-4567, Requesting Provider/Facility: 1689653305 - BEAUMONT HOSPITAL - ROYAL OAK), and 'Diagnoses' (Diagnosis: ICD10 - R17 - Unspecified jaundice). A left-hand sidebar contains a menu with 'Authorization Request', 'Service 1 - (Approved) Inpatient Hospital/ Medical Care', 'Notes (0)', 'Assessment (1)', and 'Attachments (0)'. A 'Return To Search' link is also visible.