

Inpatient Admissions – Observation Requests Process Change

Currently, HAP enters observation authorizations on behalf of the hospital for all medically denied inpatient admission requests.

Effective March 1, 2017, hospital staff must enter all observation admission requests through our online authorization application, CareAffiliate. Simply:

1. Log in at **hap.org**
2. Select *Authorizations*
3. Select *New Authorization*
4. Choose a *Request Type* of:
 - Observation 23 Medical for a medical observation authorization OR
5. Complete request and include related clinical information