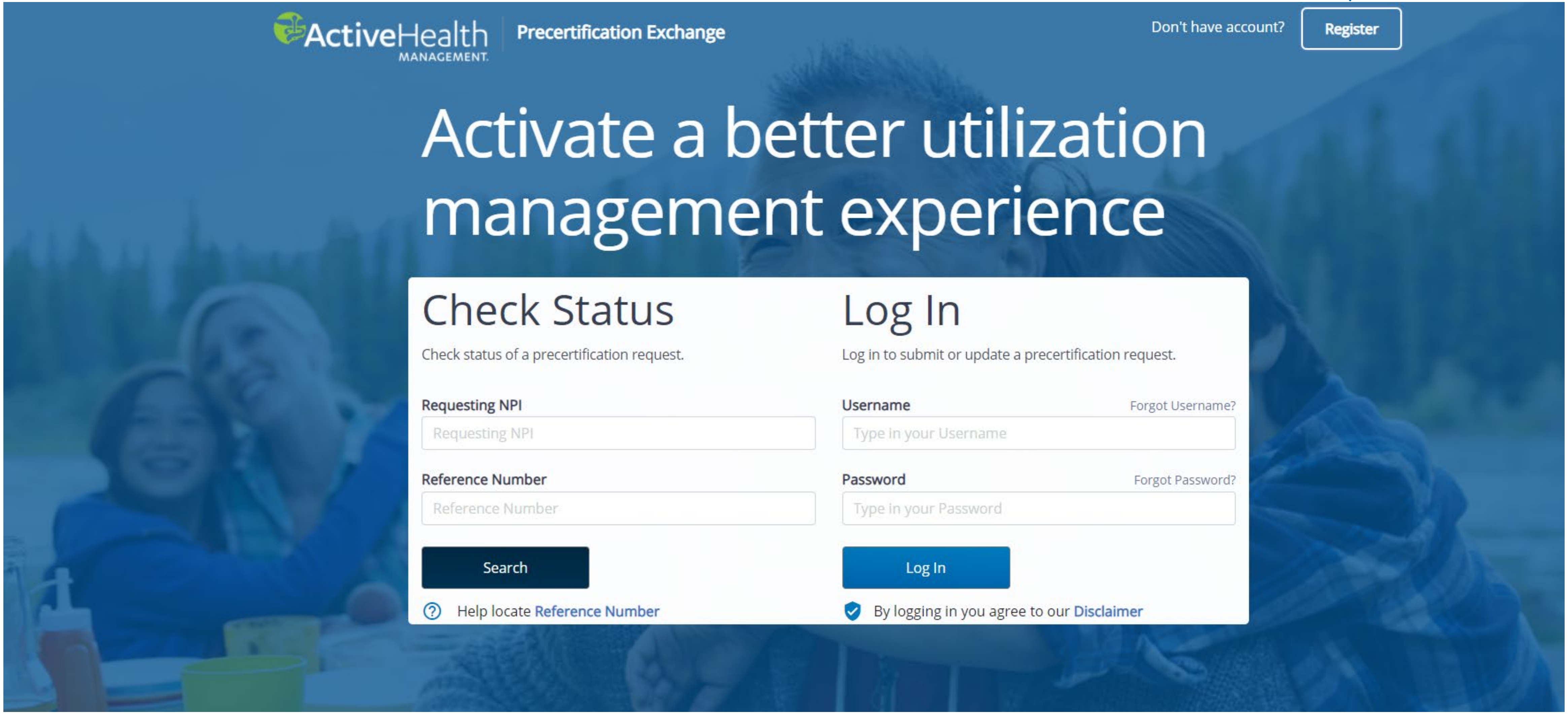
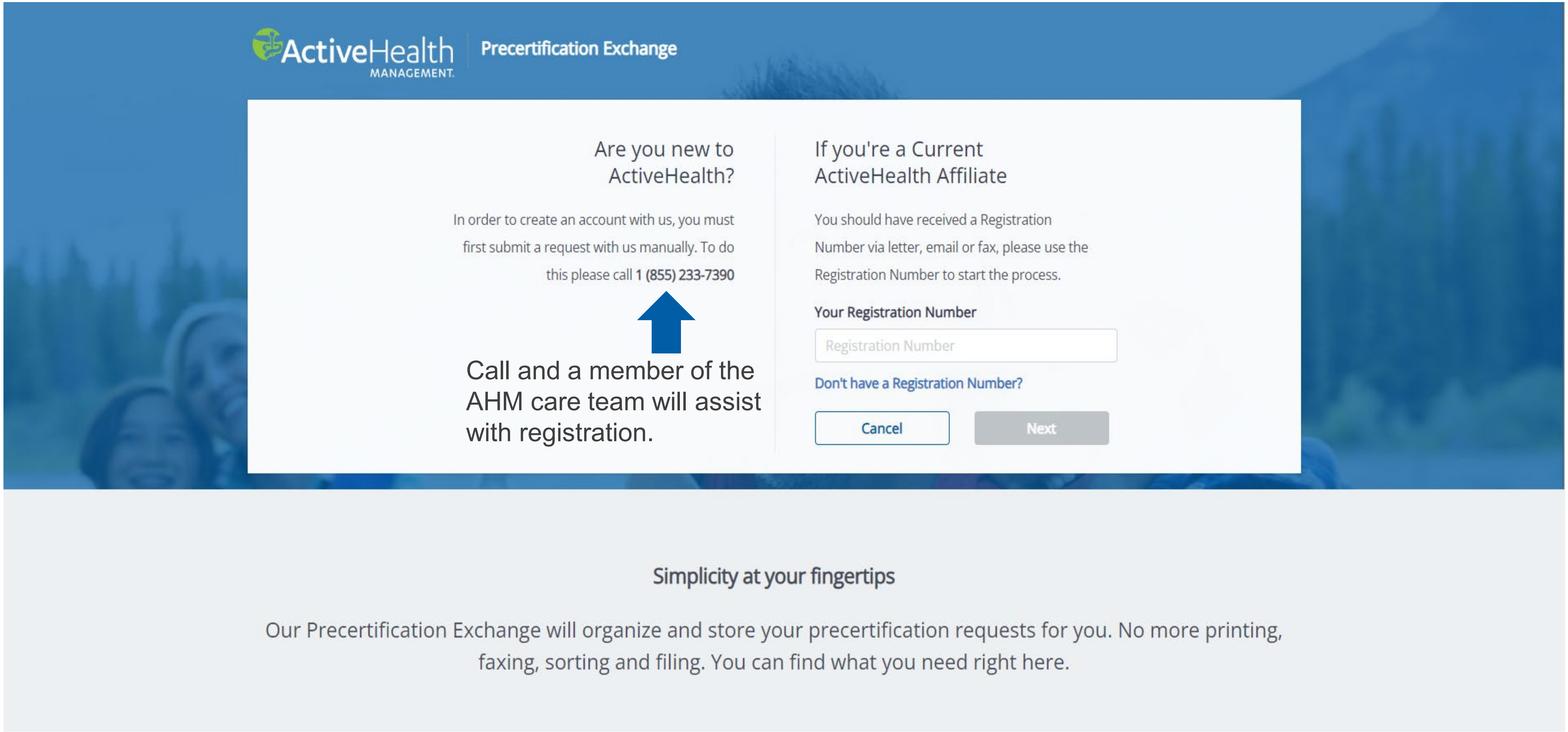
UM Precertification Exchange Portal

ActiveHealth MANAGEMENT.

Registering for the Precertification Exchange Portal

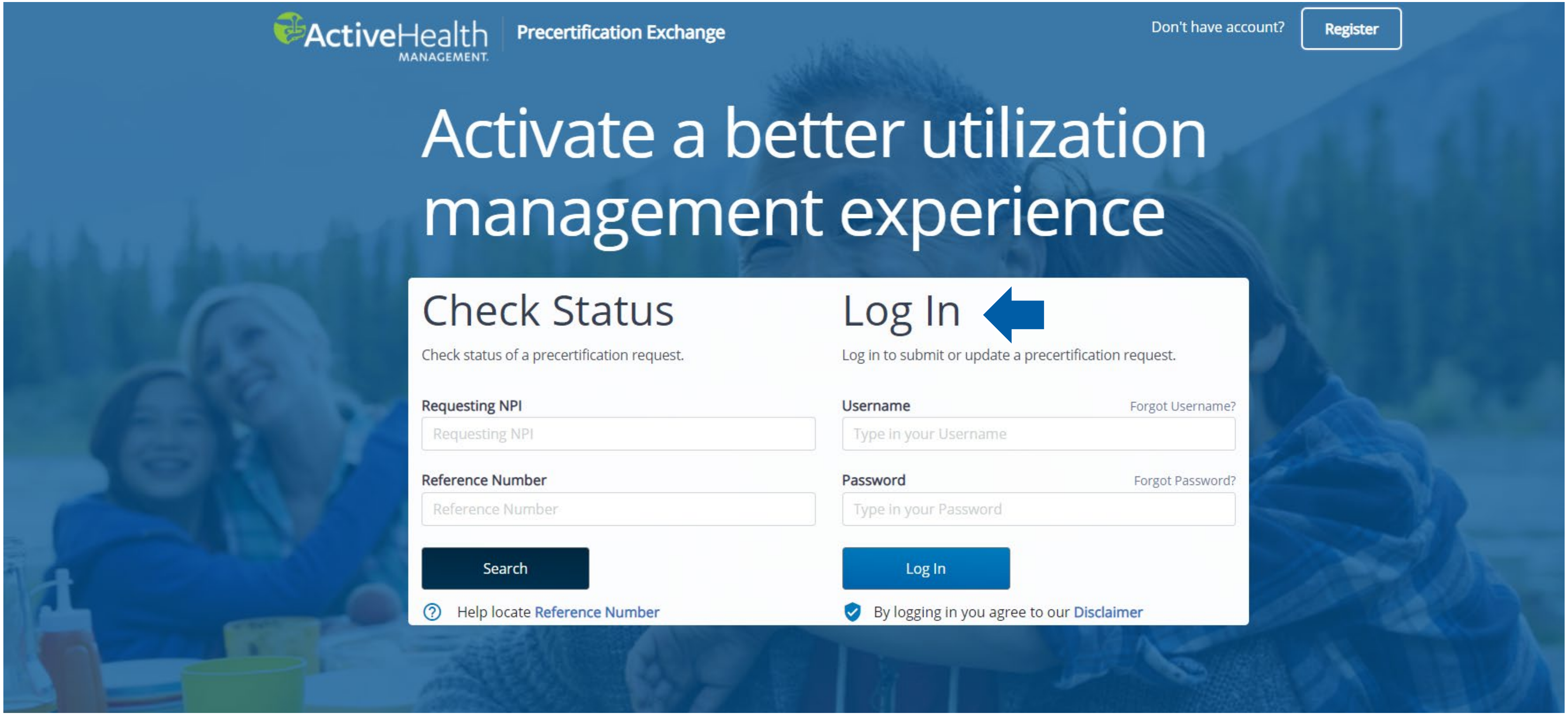
Click Here to
Register





Call and a member of the AHM care team will assist with registration.

Submitting a New Precertification Request

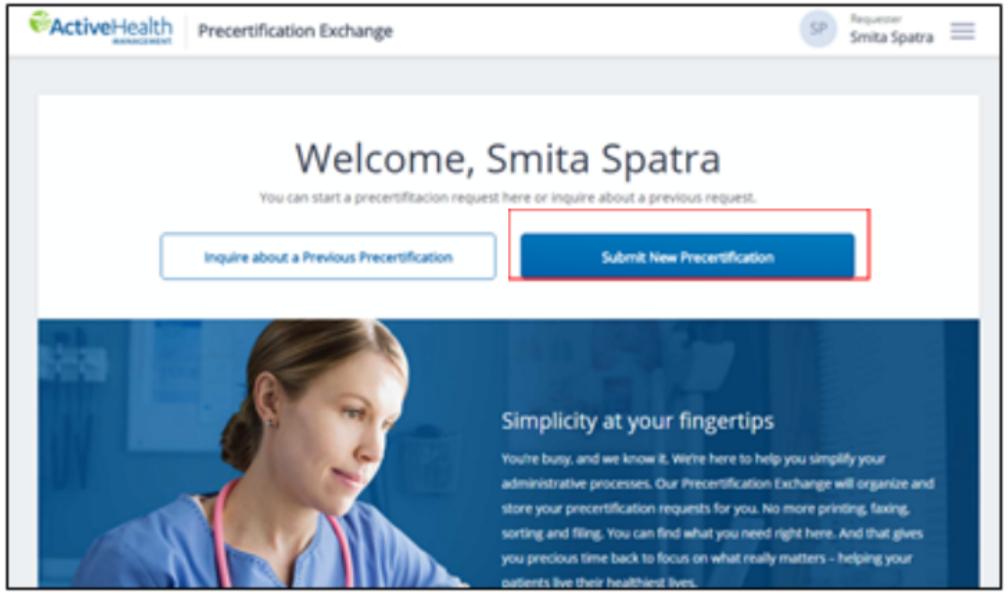

ActiveHealth MANAGEMENT
Precertification Exchange
Don't have account?
Register
Activate a better utilization management experience
Check Status
Check status of a precertification request.
Requesting NPI
Requesting NPI
Reference Number
Reference Number
Search
Help locate Reference Number
Log In
Log in to submit or update a precertification request.
Username
Forgot Username?
Type in your Username
Password
Forgot Password?
Type in your Password
Log In
By logging in you agree to our Disclaimer

New Request

Users click **Submit New Precertification** to begin.

Users must complete three sections for a new request:

- Patient
- Event
- Services



Patient

Patient

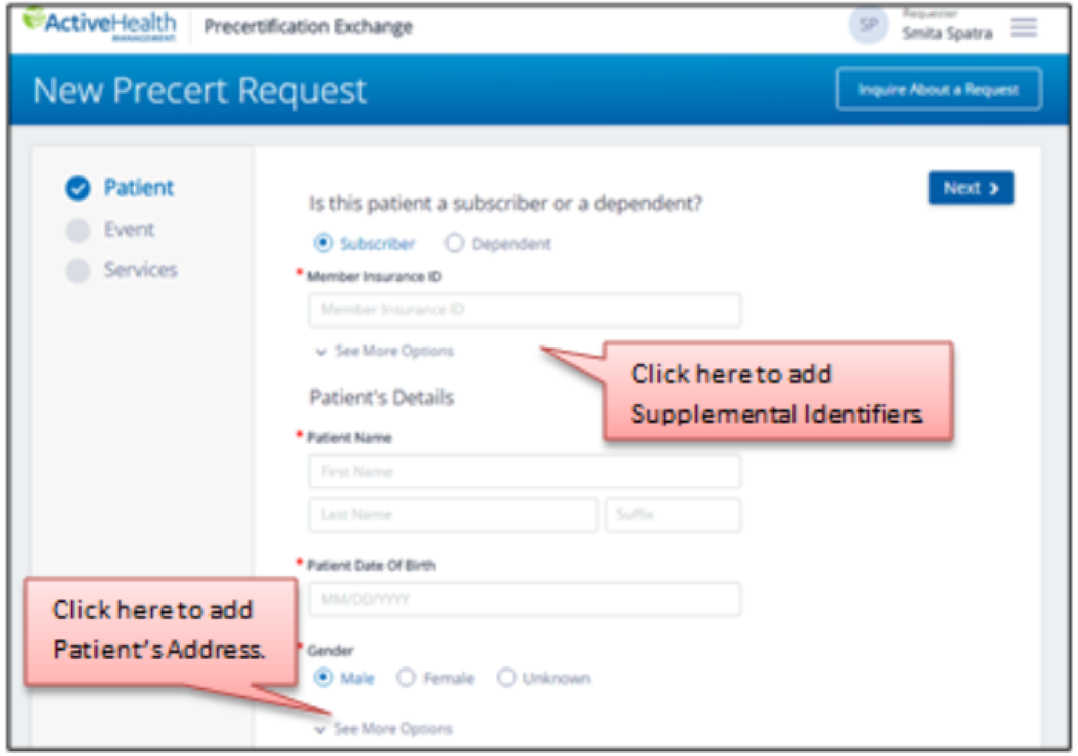
Users will answer: *Is this patient a subscriber or a dependent?*

The user will choose ***Subscriber*** if the patient is the subscriber/insured.

The user will choose ***Dependent*** if the patient is a dependent.

If the answer is "Subscriber" the user will enter the patient's personal details. The required fields are:

- *Member Insurance ID
- *Patient's First Name
- *Patient's Last Name
- *Patient's Date of Birth



Event

Event – Request Type

The user must choose one of the options for Request Type.

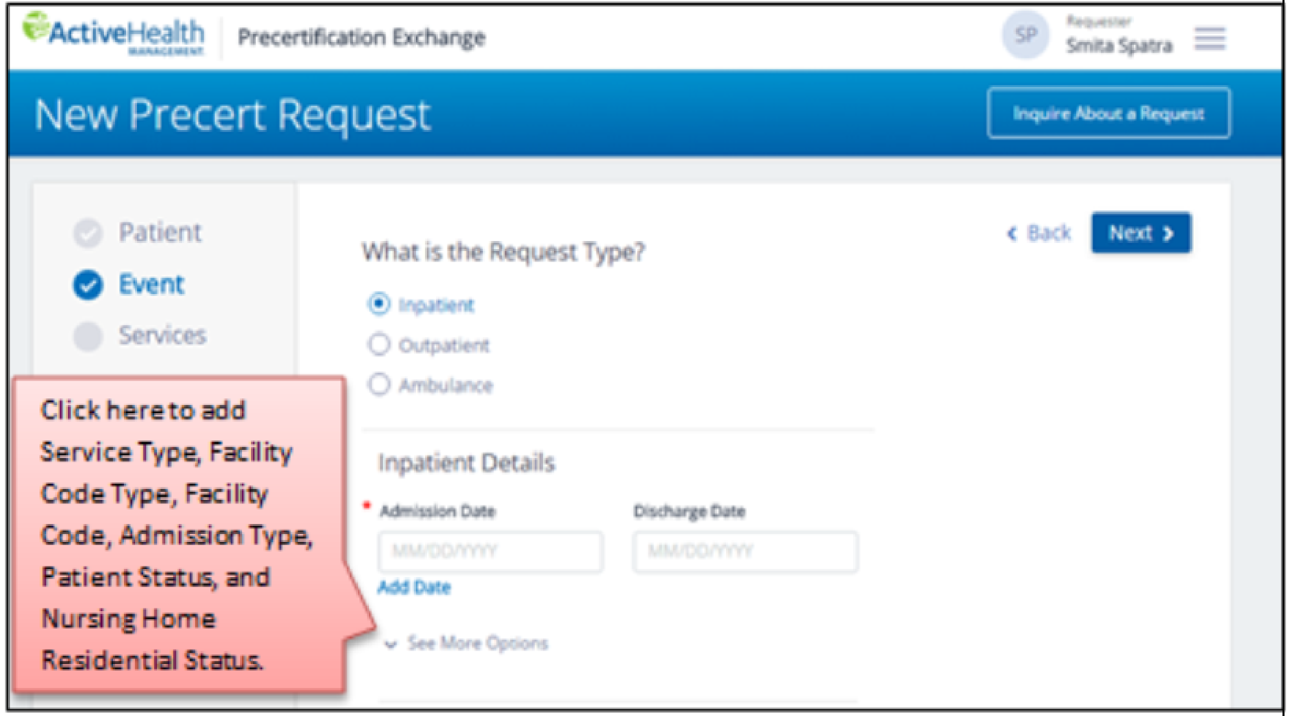
- Inpatient
- Outpatient
- Ambulance

The fields shown will vary by the chosen Request Type. Fields with asterisks are required. The other fields are optional.

<u>Inpatient Details</u>

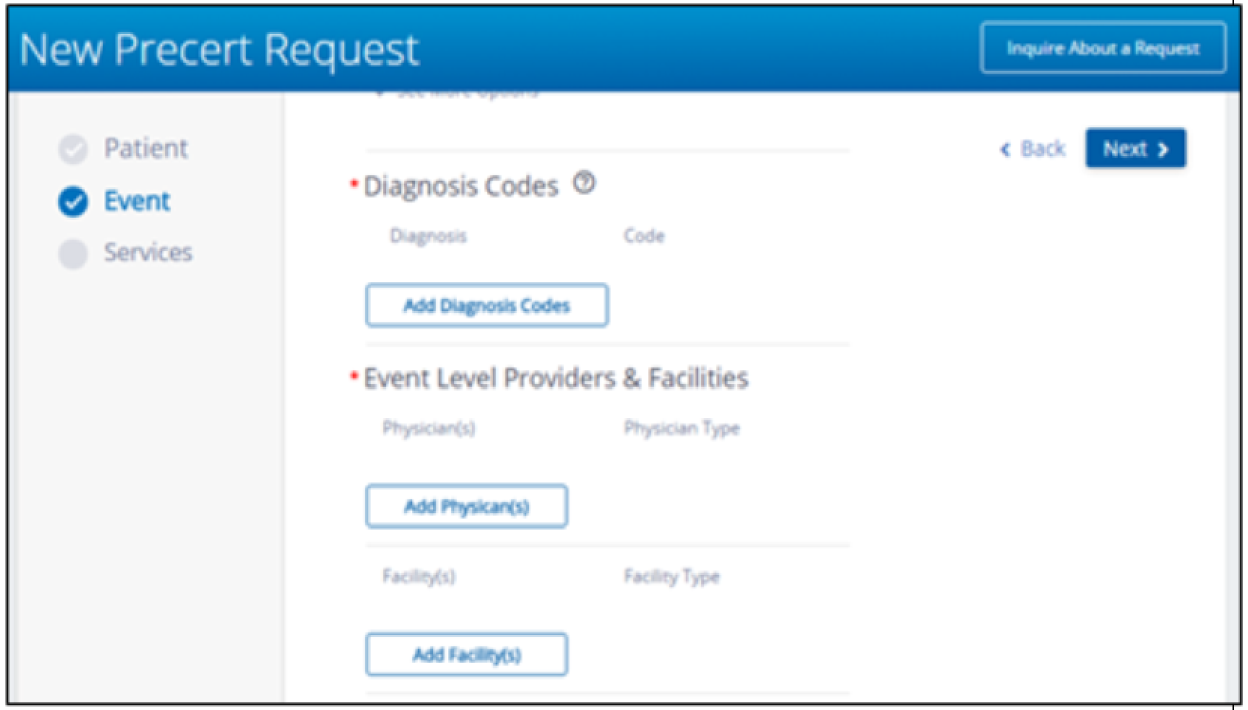
The required fields are:

- *Admission Date
- *Service Type (select *Surgical or Medical*)



Event - Diagnosis Codes

Users are required to enter Diagnosis Codes and Event Level Providers & Facilities. These fields are required.



<u>Add Diagnosis Codes</u>

A pop-up window with a list of diagnosis codes appears.

Users may search by entering either a description or code in the Search ICD10 Diagnosis Codes field.

Once the correct code is found, click the check box to select it and then click Add.

Add Physician(s)

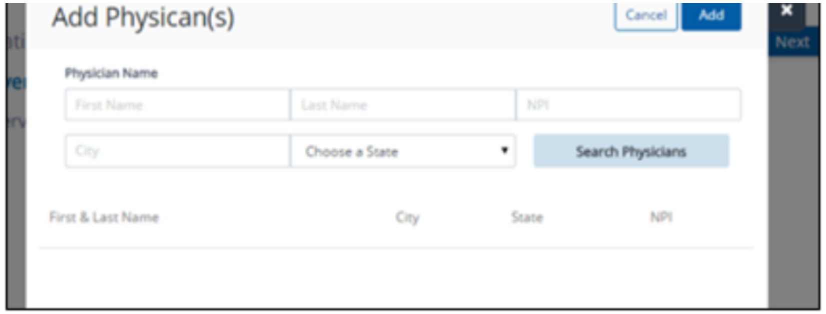
A pop-up window will allow the user to search for physicians.

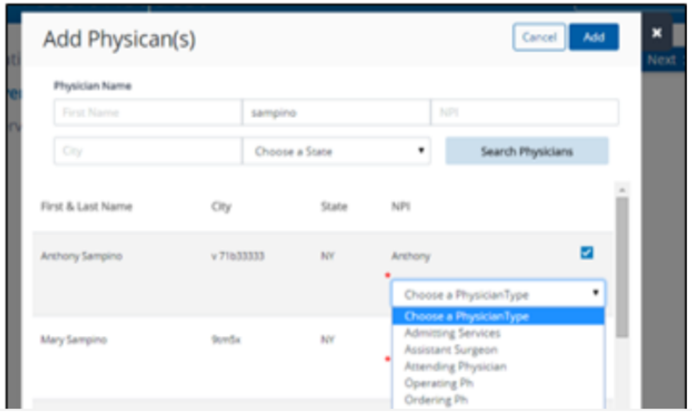
Users may search by:

- First Name
- Last Name
- NPI
- City
- State

To select a physician, click the check box near the name. Users must select an option from the required *Choose a Physician Type* drop down menu. 'Attending Physician' is required for all requests. Click Add and the physician's name will display in the Event section.

For admissions, both an 'Attending Physician' and 'Admitting Physician' must be added to the request. Another physician can be added by





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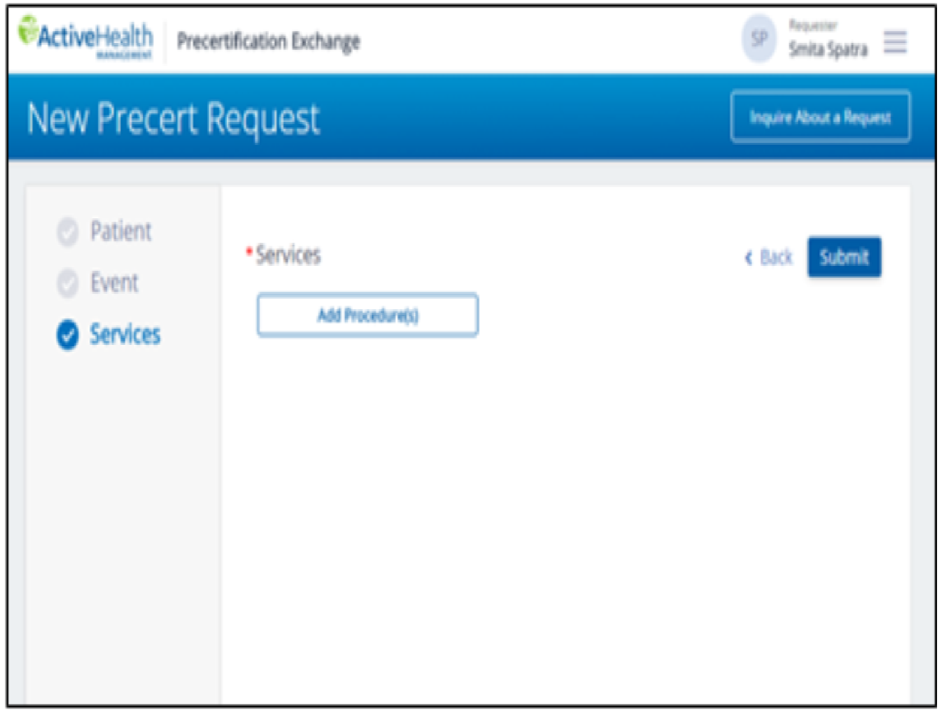
Services

Services	
In the Services section, users will add services, procedure codes and dates. Users will click Add Procedure(s). A pop-up window will appear with several sections. Required sections are marked with red asterisks. The other sections are optional. The user can click Next or click the header title to navigate through the sections.	

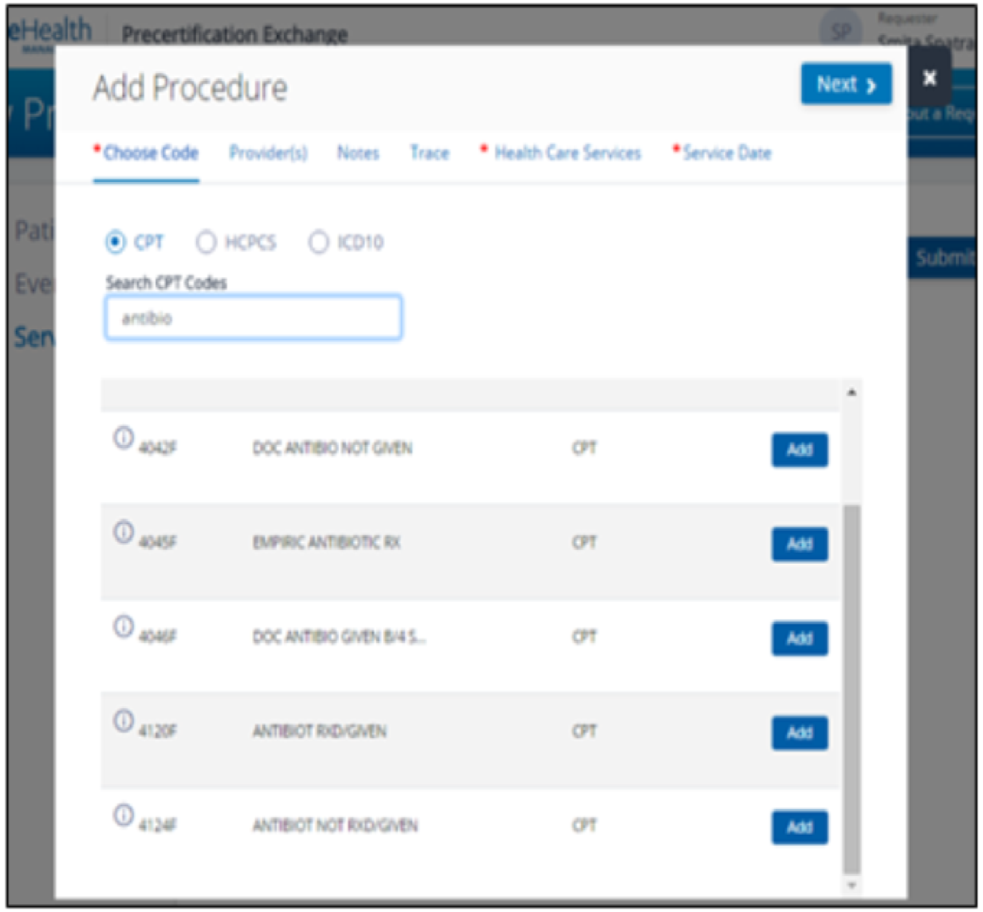
*Choose Code

Users can search for CPT, HCPCS, or ICD10 procedure codes by selecting the appropriate radio button.

Users may search by entering either a description or code in the Search field.

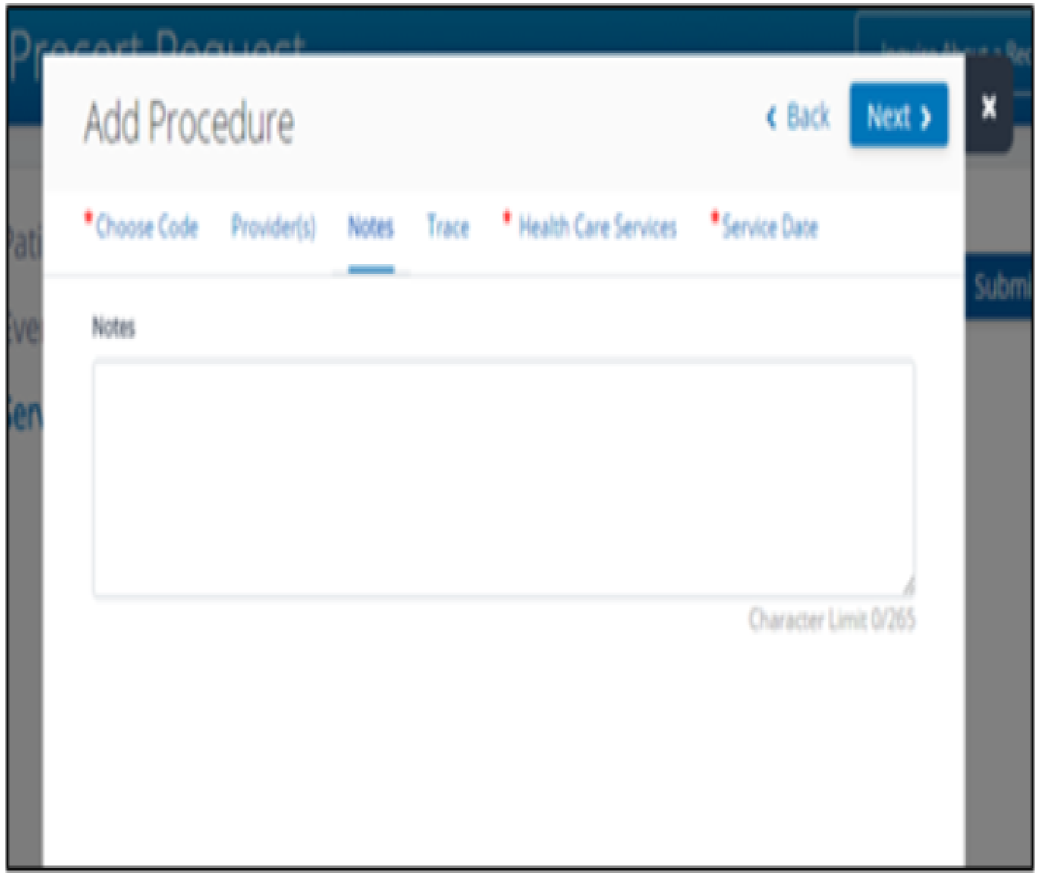
Only one procedure code can be selected. To select a procedure code, click Add. The code will display. Users can remove the selected code by clicking Remove.

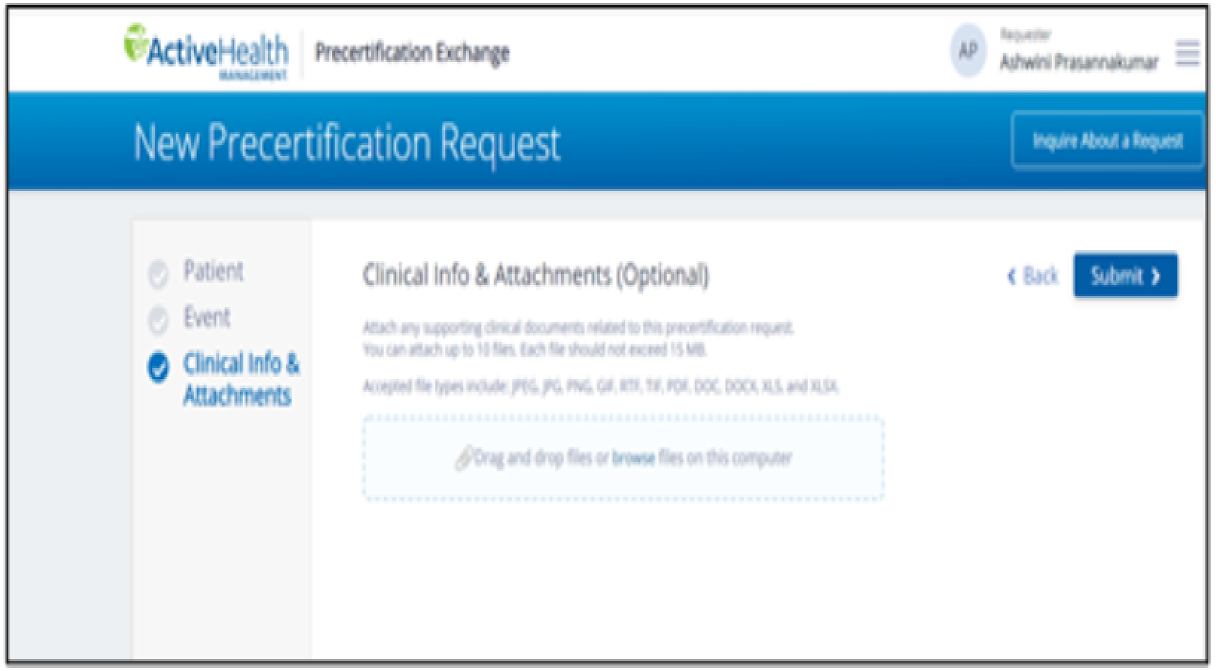
For inpatient medical admissions where there is no CPT code use 99221.



Notes

Users can add notes about the procedure. Space is limited to 265 characters. This section is not required.



Add Document/Attachment - 1	
Users can add documentation to the request either by dragging the document and placing in the defined area or browsing from the system. Up to 10 documents can be added, each with a maximum size of 15 Mb	

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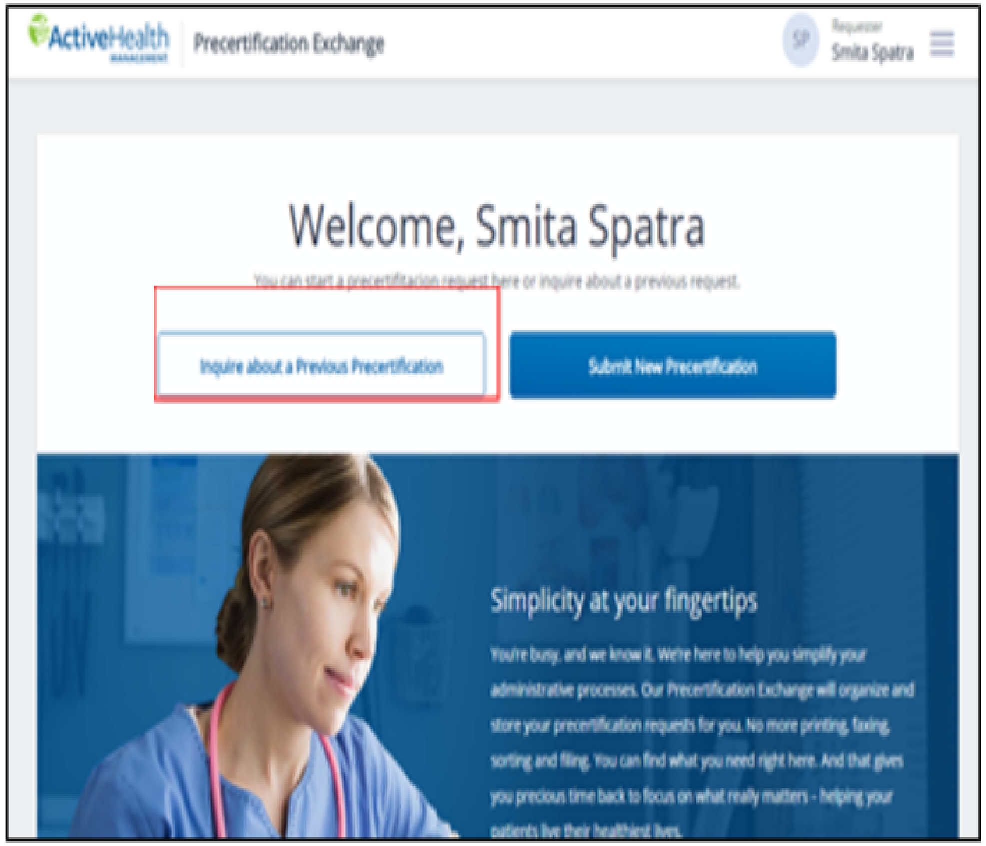
Inquire About a Previous Request

Inquire About a Previous Request

Users can review previously entered precertification requests. This includes requests that were entered in ActiveAdvice as long as:

- The user provides the correct patient information for the request.
- The user is associated with the previously submitted request.

Users click **Inquire about a Previous Precertification** to begin.



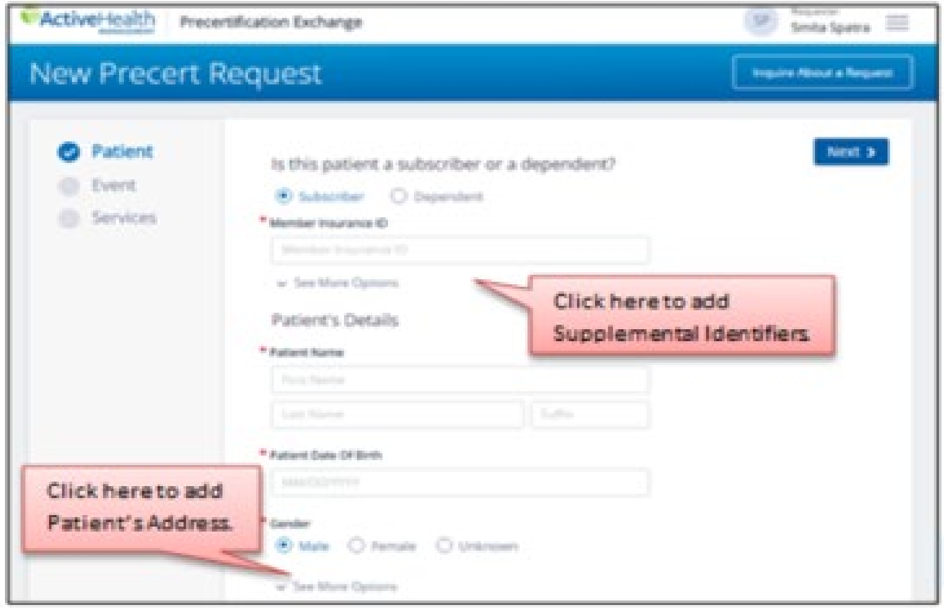
<table>
<tr><th>Patient</th><th></th></tr>
<tr><td>
Users will answer: Is this patient a subscriber or a dependent?

The user will choose Subscriber if the patient is the subscriber/insured.

The user will choose Dependent if the patient is a dependent.

If the answer is “Subscriber” the user will enter the patient’s personal details. The required fields are:

*Member Insurance ID
*Patient’s First Name
*Patient’s Last Name
*Patient’s Date of Birth

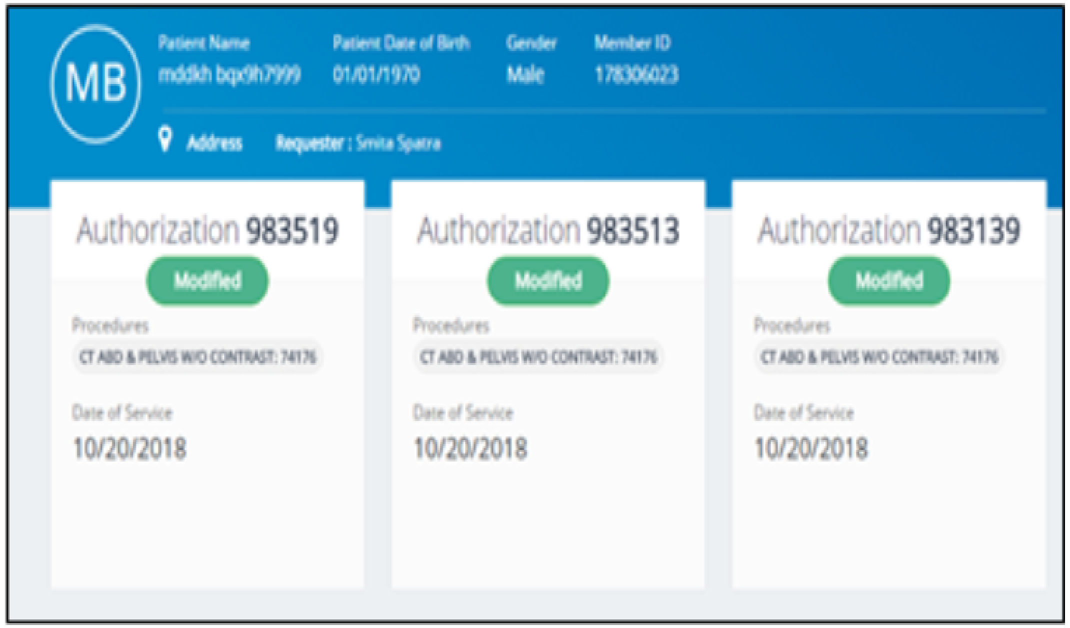
</td><td>


</td></tr>
</table>

Request Number

Users can search for a specific request using the Request Number field. The patient information fields marked by an asterisk must be completed.

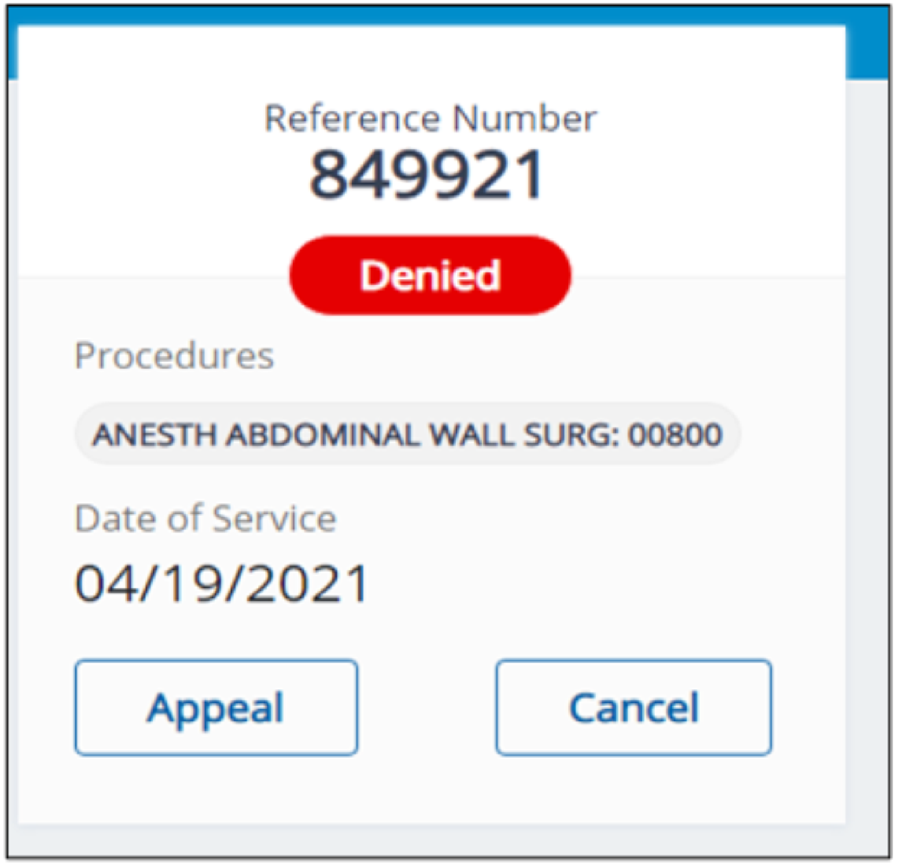
(This feature will not be available when the application launches.)

Request Details	
All requests associated with the patient will display. If the user entered a Request Number, then only the details for that request will display. Users can click on the request to view details.	

Appeal a Previous Request

Users can Appeal a request that has been denied clicking on “Appeal” button.

Note: Appeal button will only be seen for a request that has been denied

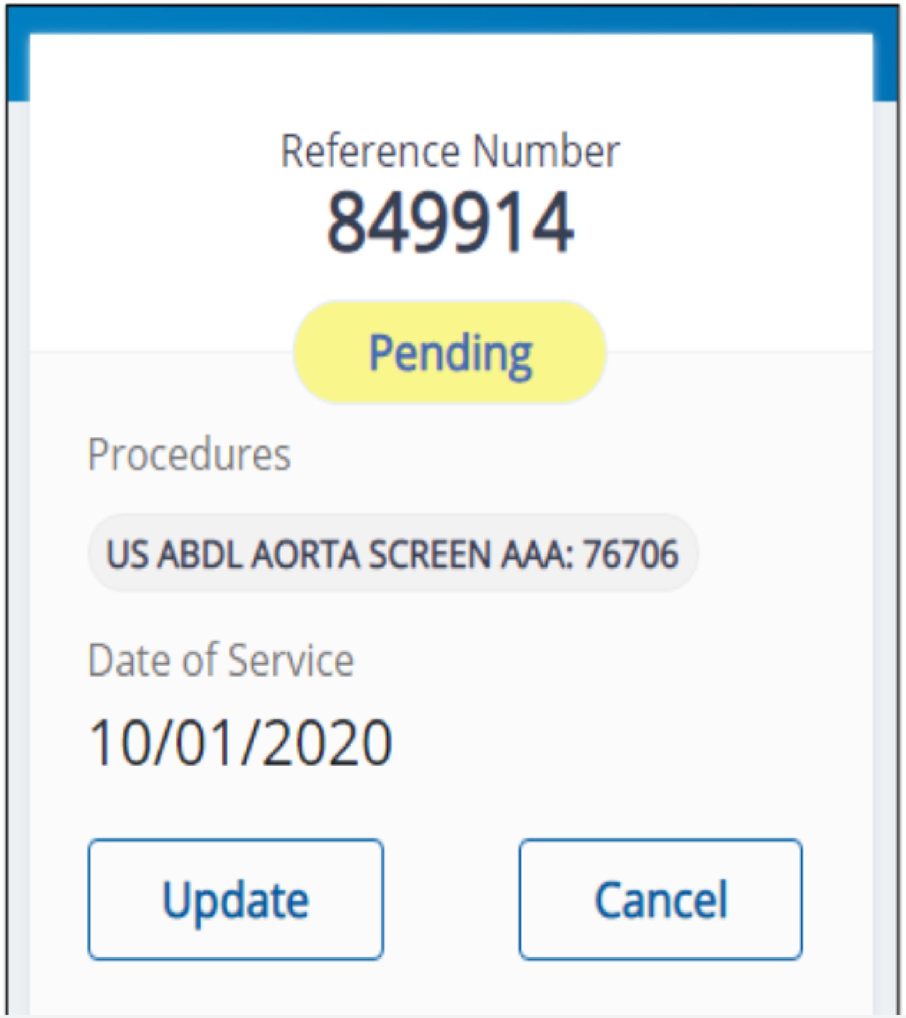


On click of Appeal button, user will be navigated to the Attachment section. User can upload up to 10 documents supporting the need to Appeal and click on Submit.

Cancel a Previous Request

Users can Cancel a request by clicking on the Cancel button. This can be done if the request is no longer needed/erroneously created.

Note: Cancel button will be seen for a request in all status, except when a request is already Cancelled



Thank You