



home state health™

# Home State Health Authorization Training Guide

March 2021

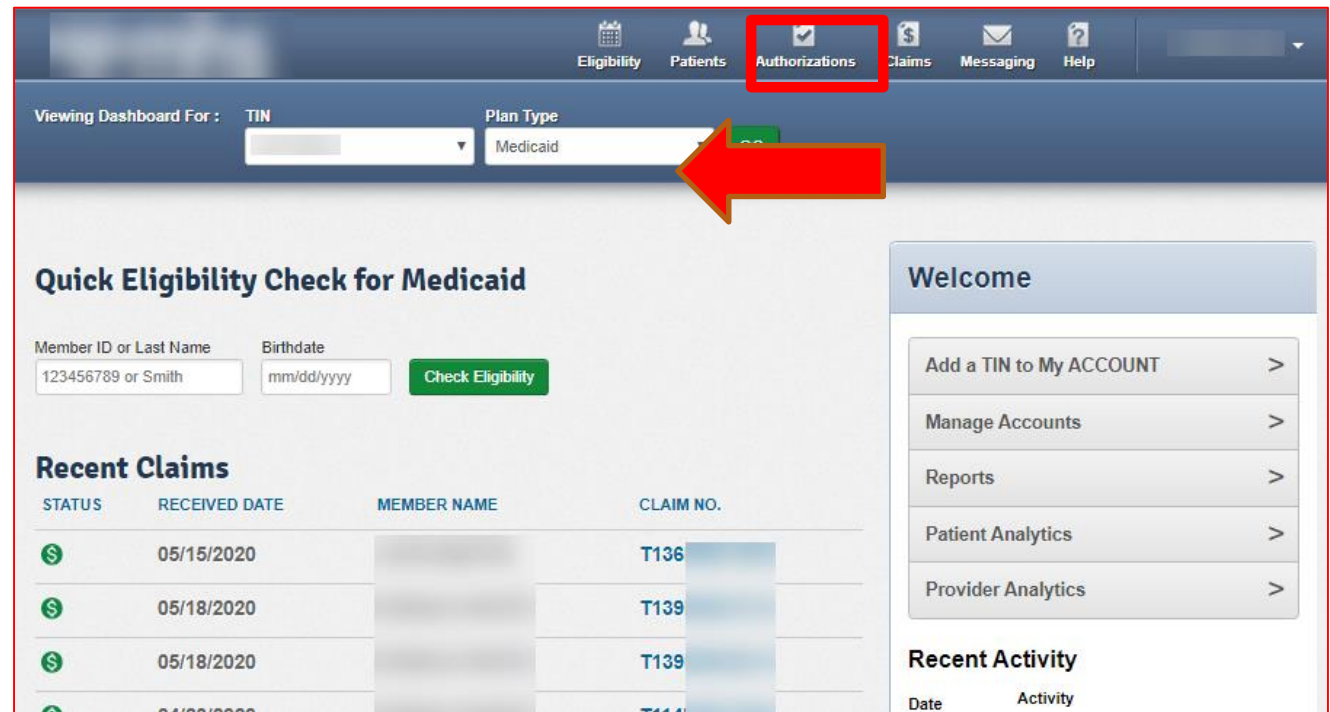
*Quality Healthcare is at the Heart of  
What We Do*

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3/23/2021

# Accessing Authorizations

To access authorization information or create and submit a web authorization request, click **Authorizations**. The Authorizations Summary displays.



The screenshot shows the Home State Health dashboard. The navigation bar includes 'Eligibility', 'Patients', 'Authorizations' (highlighted with a red box), 'Claims', 'Messaging', and 'Help'. Below the navigation bar, there are dropdown menus for 'TIN' and 'Plan Type' (set to 'Medicaid'). A red arrow points to the 'Plan Type' dropdown. The main content area features a 'Quick Eligibility Check for Medicaid' section with input fields for 'Member ID or Last Name' (123456789 or Smith) and 'Birthdate' (mm/dd/yyyy), and a 'Check Eligibility' button. Below this is a 'Recent Claims' table with columns for STATUS, RECEIVED DATE, MEMBER NAME, and CLAIM NO. The table shows three rows of claims with dates 05/15/2020, 05/18/2020, and 05/18/2020, and claim numbers T136, T139, and T139. On the right side, there is a 'Welcome' sidebar with links for 'Add a TIN to My ACCOUNT', 'Manage Accounts', 'Reports', 'Patient Analytics', and 'Provider Analytics', and a 'Recent Activity' section.

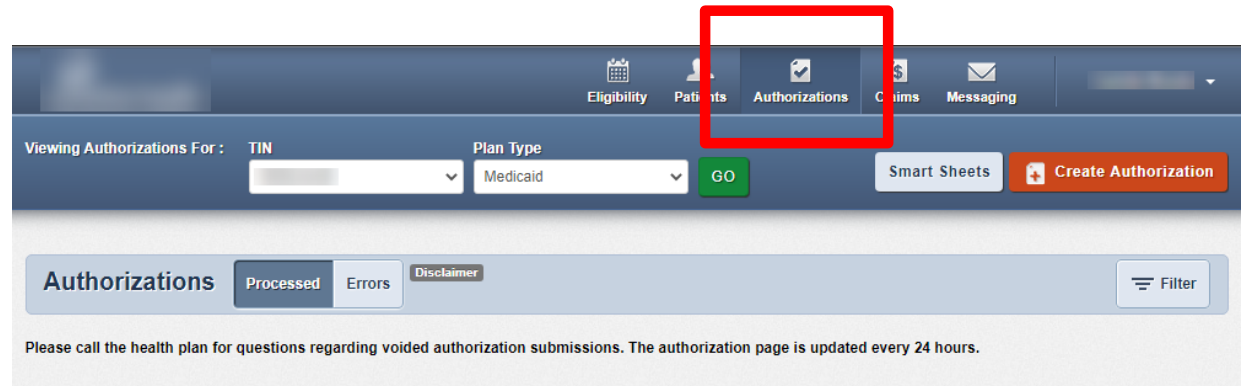


**Tip:** The member drives your Plan Type selection. For example, an Ambetter member will not pull up under Medicaid. To find an Ambetter member, the Plan Type must be 'Ambetter'. The Plan Type for Medicaid Behavioral Health will be used for Medicaid BH only.

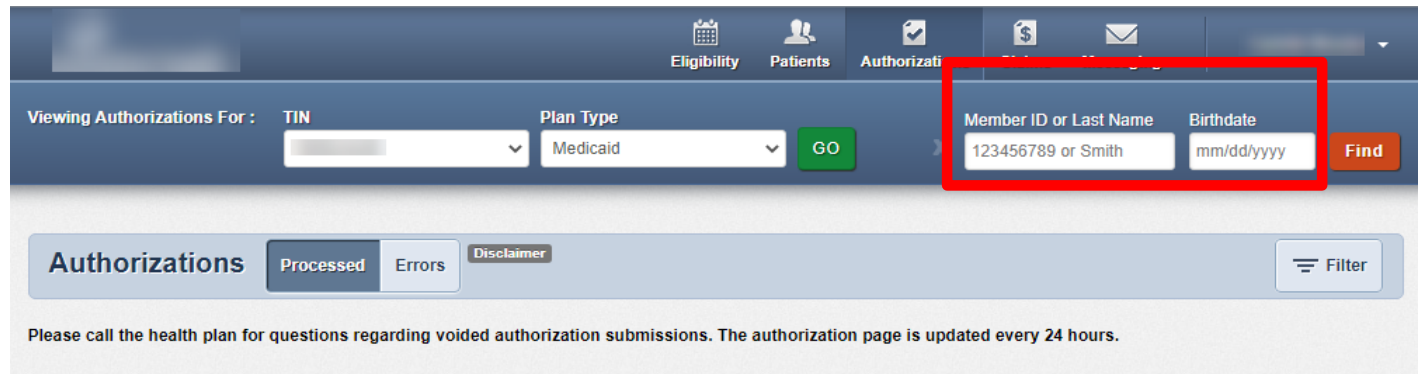
# Create Authorization

To begin a web authorization request:

1. Click **Create Authorization**
2. Enter **Member ID or Last Name**
3. Enter Member's **Birthdate**
4. Click **Find**



The screenshot shows the top navigation bar with 'Eligibility', 'Patients', 'Authorizations', 'Claims', and 'Messaging'. The 'Authorizations' tab is selected and highlighted with a red box. Below the navigation bar, there are dropdown menus for 'Viewing Authorizations For : TIN' and 'Plan Type' (set to 'Medicaid'), a 'GO' button, a 'Smart Sheets' button, and a red 'Create Authorization' button.



The screenshot shows the search section of the application. It includes dropdown menus for 'Viewing Authorizations For : TIN' and 'Plan Type' (set to 'Medicaid'), a 'GO' button, and two input fields: 'Member ID or Last Name' (containing '123456789 or Smith') and 'Birthdate' (containing 'mm/dd/yyyy'). A red box highlights these two input fields. Below the search fields is a 'Find' button. At the bottom, there are tabs for 'Authorizations', 'Processed', 'Errors', and 'Disclaimer', along with a 'Filter' button.

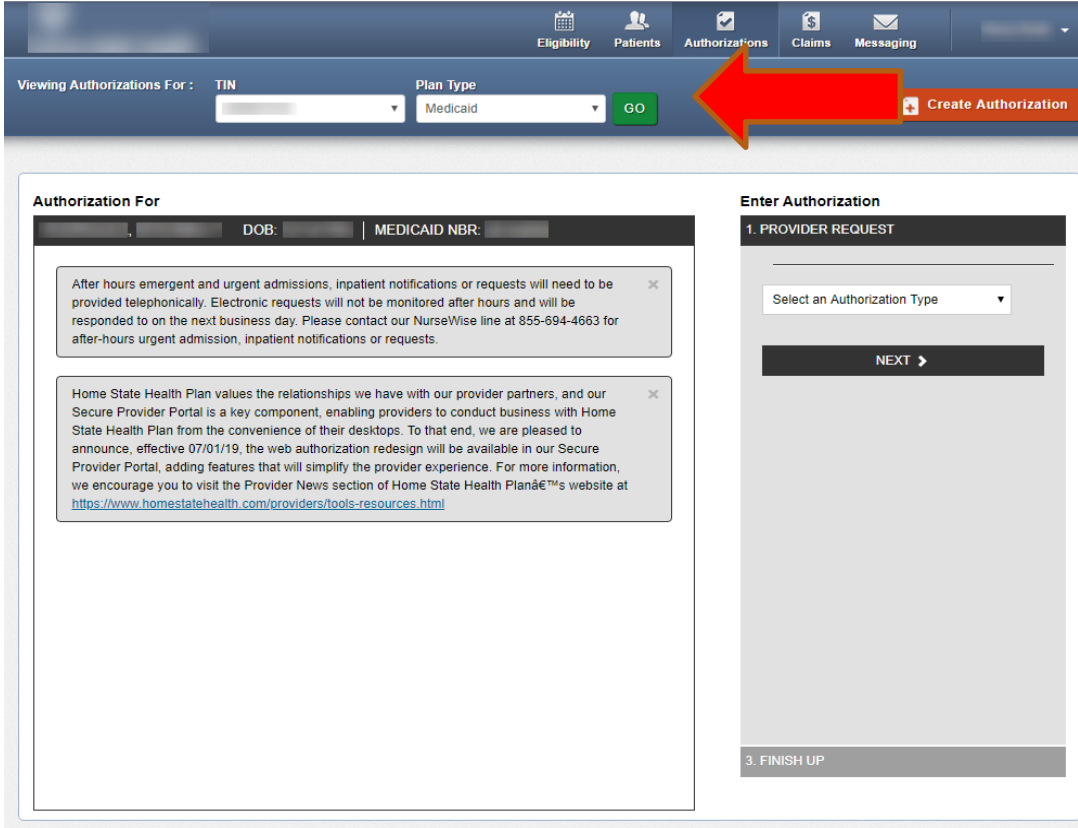


**Tip:** You cannot create a web authorization on an ineligible member.

# Web Authorization Request Medicaid Medical Only

Web Authorization request has three sections:

1. Provider Request
2. Service Line
3. Finish Up



**Tip:** Use the **Tab** key (on your keyboard) to move to fields in a web authorization request

# Authorization Type – Medicaid (Medical)



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## 1. PROVIDER REQUEST

To begin a web authorization request, select an Authorization Type.

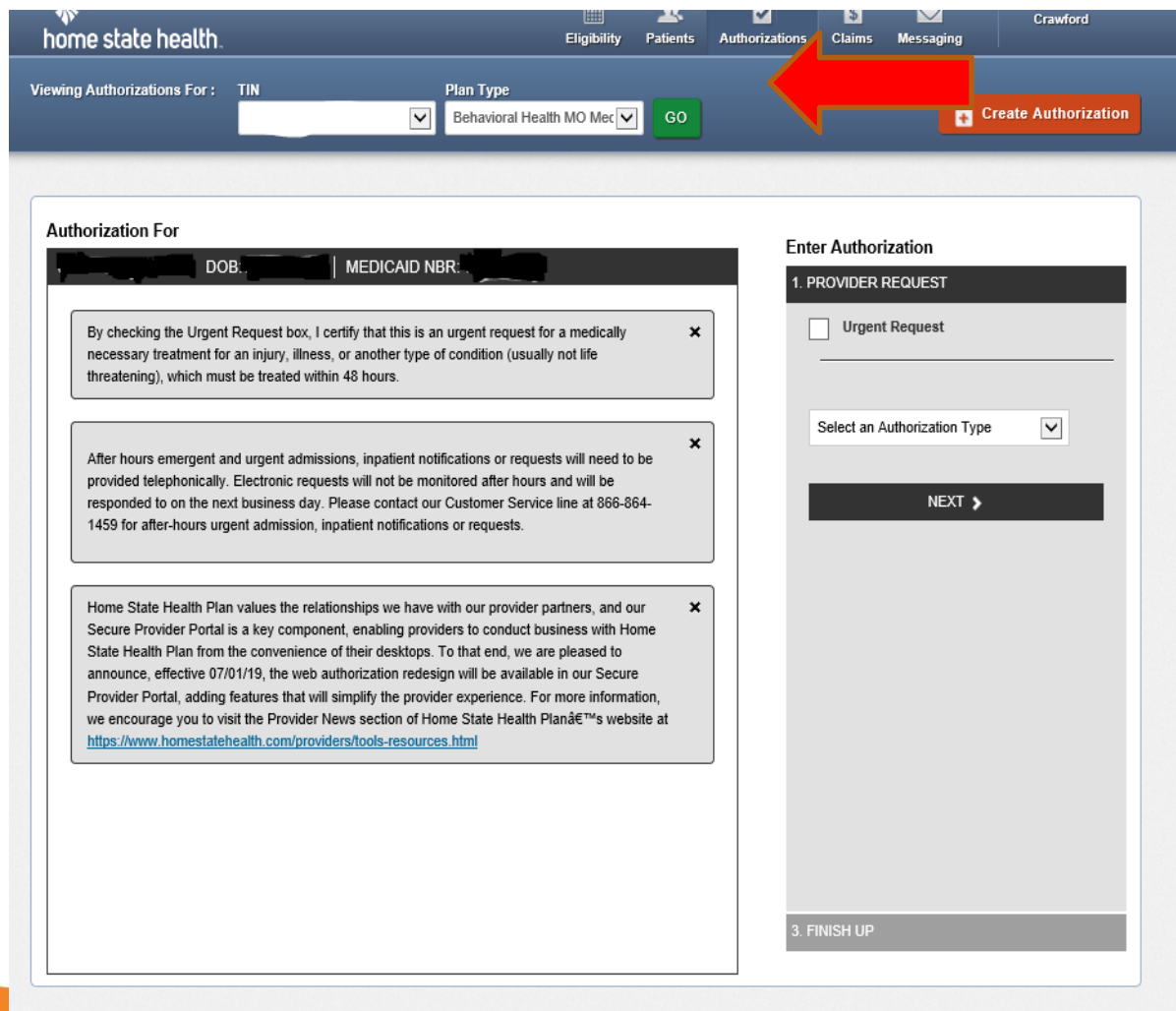
A screenshot of a web form titled "1. PROVIDER REQUEST". The form contains a dropdown menu labeled "Select an Authorization Type" with a downward arrow. A red arrow points to the dropdown menu. The dropdown menu is open, showing a list of authorization types: "Select an Authorization Type", "Complex Imaging, MRA, MRI, PET and CT Scans", "Dental Services", "ENT/ Sleep Therapy", "Inpatient Medical", "Musculoskeletal (Excludes Pain Management)", "Outpatient Medical", "Physical, Occupational and Speech Therapy Services", and "Vision Services".

Authorization Type
Select an Authorization Type
Complex Imaging, MRA, MRI, PET and CT Scans
Dental Services
ENT/ Sleep Therapy
Inpatient Medical
Musculoskeletal (Excludes Pain Management)
Outpatient Medical
Physical, Occupational and Speech Therapy Services
Vision Services

# Web Authorization Request Medicaid MO Behavioral Health

Web Authorization request has three sections:

1. Provider Request
2. Service Line
3. Finish Up



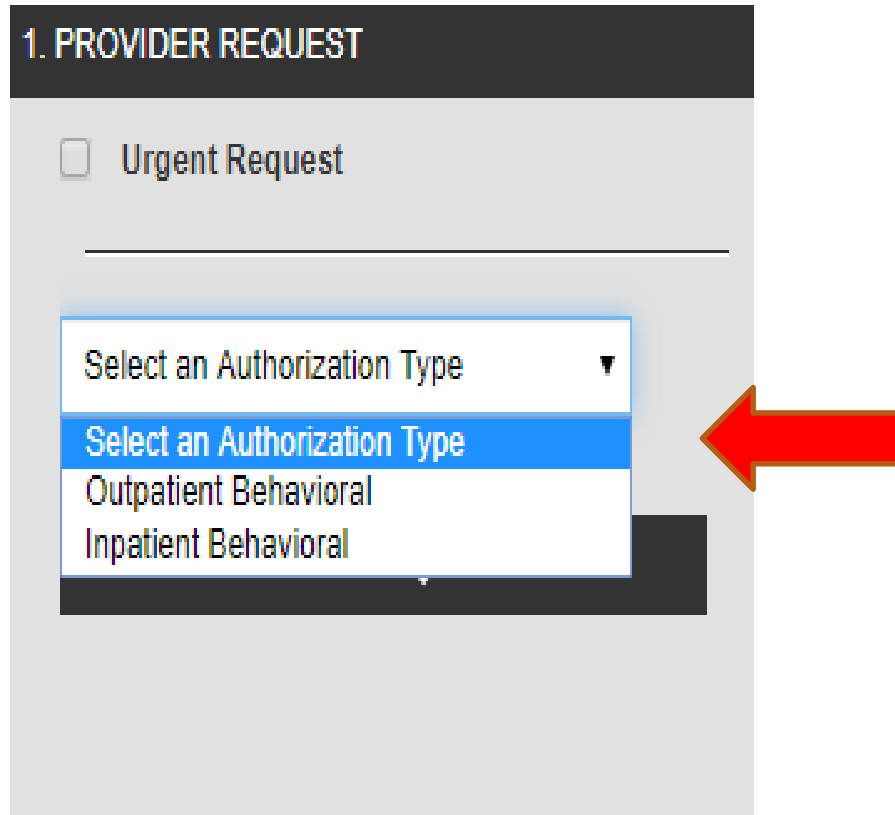
**Tip:** Medicaid Behavioral Health prior authorizations must select Behavioral Health MO Medicaid as Plan Type displayed with the Red Arrow for Medicaid BH Only.

Use the **Tab** key (on your keyboard) to move to fields in a web authorization request.

# Authorization Type – Medicaid (Behavioral Health)

To begin a BH web authorization request, select:

- **Outpatient Behavioral, or**
- **Inpatient Behavioral**



1. PROVIDER REQUEST

Urgent Request

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Select an Authorization Type ▼

Select an Authorization Type

Outpatient Behavioral

Inpatient Behavioral

# Web Authorization Request Ambetter Medical and Behavioral Health



Web Authorization request has three sections:

1. Provider Request
2. Service Line
3. Finish Up



**Tip:** Use the **Tab** key (on your keyboard) to move to fields in a web authorization request



# Authorization Type – Ambetter (Medical and BH)

To begin an Ambetter web authorization request, select an Authorization Type.

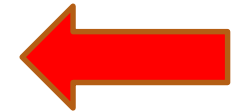
Note: Select Authorization Type has all services combine to select. Medical, Behavioral Health, NIA – High Tech Services, NCH-Oncology, Turning Point-Musculoskeletal, Vision and Dental.

1. PROVIDER REQUEST

Select an Authorization Type ▼

Select an Authorization Type

- Biopharma Oncology
- Biopharmacy and Vaccines
- Dental Services
- High Tech Imaging Services
- Inpatient Behavioral
- Inpatient Medical
- Musculoskeletal (Excludes Pain Management)
- Outpatient Behavioral
- Outpatient Medical
- Physical, Occupational and Speech Therapy Services
- Vision Services



# Web Authorization Request Allwell Medical and Behavioral Health



Web Authorization request has three sections:

1. Provider Request
2. Service Line
3. Finish Up

Allwell has Medical and BH combined in the Authorization Type selection effective 2/25/2021. Will need to fax BH Auths prior to 2/25/2021.



**Tip:** Use the **Tab** key (on your keyboard) to move to fields in a web authorization request.

# Authorization Type – Allwell (Medical)



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To begin an Allwell web authorization request, select an Authorization Type.

Note:  
Select Authorization Type has all services combine to select. Medical, Behavioral Health, NIA – High Tech Services, NCH-Oncology, Turning Point-Musculoskeletal, Vision and Dental.

Current through  
2/24/2021

1. PROVIDER REQUEST

Select an Authorization Type ▼

- Select an Authorization Type
- Complex Imaging, MRA, MRI, PET and CT Scans
- Dental Services
- Inpatient Medical
- Musculoskeletal (Excludes Pain Management)
- Outpatient Medical
- Physical, Occupational and Speech Therapy Services
- Vision Services

Effective 2/25/2021

1. PROVIDER REQUEST

Select an Authorization Type ▼

- Select an Authorization Type
- Biopharma Oncology
- Biopharmacy and Vaccines
- Dental Services
- High Tech Imaging Services
- Inpatient Behavioral
- Inpatient Medical
- Musculoskeletal (Excludes Pain Management)
- Outpatient Behavioral
- Outpatient Medical
- Physical, Occupational and Speech Therapy Services
- Vision Services