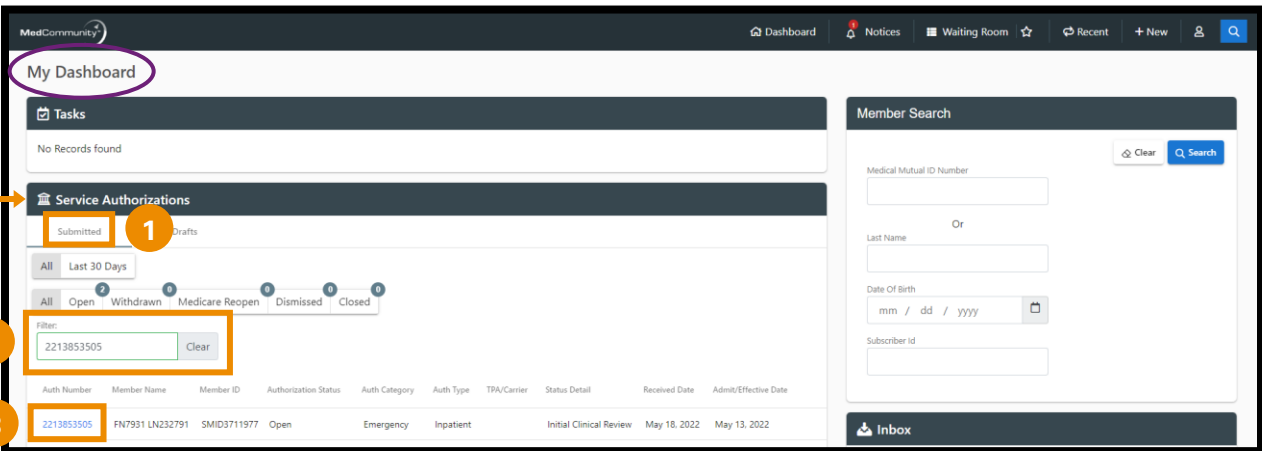


MedCommunity Reference Guide:

Submitting a Change of Condition

Step 1 – Begin on My Dashboard to Search for Service Authorization:



Auth Number	Member Name	Member ID	Authorization Status	Auth Category	Auth Type	TRN/Carrier	Status Detail	Received Date	Admit/Effective Date
2213853505	FN7931 LN232791	SMID3711977	Open	Emergency	Inpatient		Initial Clinical Review	May 18, 2022	May 13, 2022

- Under the Service Authorization tab on My Dashboard, click Submitted. (1)
- Use the filter field (2) to search by name or Service Authorization number.
- Click Auth Number [blue](#) hyperlink (3) to open Service Authorization screen.

Step 2 – Locate Service Auth Line to Add Change of Condition:

The screenshot displays the MedCommunity interface for a patient's Service Authorization. The patient's demographics are shown at the top left. The main content area is divided into sections: Service Authorization details, Providers (3), Diagnoses (1), and Service Lines (1). The Service Lines table contains one entry with a status of "Denied". A red circle labeled "1" highlights the "Denied" status, and a blue circle labeled "2" highlights the "Copy" button in the Action column. A star icon points to the Service Lines section.

Request Start Date	Line Number	Requested	Approved	Approved End Date	Procedure Code / Modifier / Description	Status	Provider	Place of Service	Service Type	Inserted On	Action
5/13/22, 8:00 PM	001				0120 / Two bed semi-private room & board general classifi...	Denied	NETROHEALTH MEDICAL CENTER, Generic Professional, /BHAN AHMAD, MD	Inpatient Hospital	Emergency	5/18/22	Copy

- Locate the Room & Board Service Line that displays “Denied” under the Status column. (1)
- Click **blue** Copy under Action column (2) to arrive on Service Auth Line Details screen.

Step 3 – Complete Fields for Change of Condition Request:

The screenshot shows the MedCommunity interface for editing a Service Authorization. The 'Service Auth Line Details' section is highlighted with a purple oval. The 'Request Received On' and 'Request Received Time' fields are highlighted with an orange box. The 'Requestor-Contact Name' and 'Contact Phone' fields are also highlighted with an orange box. The 'Save' button is highlighted with a yellow box. The 'Providers (3)' tab is highlighted with a yellow box. A star icon is visible near the bottom left.

- This screen will display a copy of your original Service Authorization request.
 - **Note:** Page Resources are not available to access until this screen is saved. (1)
- Change Request Received On and Request Received Time fields (2) to reflect today's date/time.
 - **Note:** Typing Shift+T on your keyboard will auto complete the Request Received On and Request Received Time fields.
- Change Requestor-Contact Name fields (3) *only* if contact person is different from the original contact person.
- Scroll down to Providers tab, click caret to open tab. (4)

Service Auth Line Details

Line Number: N/A

Request Received On: 05 / 18 / 2022

Request Received Time: 08 : 45 AM

Request Type: Concurrent

Priority: Expedited/Urgent

Place of Service: Inpatient Hospital

Requestor-Contact Name: Sally

Contact Phone: +1 (216) 555-1234

Requestor Faxback: +1

Providers (3)

	Provider Name	Source Provider ID	Provider Type	Provider Id	Specialty	Provider Contract: Par Status	Benefit Level	IOQ	Requesting?
<input checked="" type="checkbox"/>	METROHEALTH MEDICAL CENTER	346004382530	Servicing/Requesting	346004382530	ACUTE CARE FACILITY		- Select -		Y
<input checked="" type="checkbox"/>	Generic Professional	999999999002	Servicing				- Select -		N
<input checked="" type="checkbox"/>	SUBHAN AHMAD, MD	189111512001	Servicing	189111512001	INTERNAL MEDICINE		- Select -		N

Save

- Under the Providers tab, assure that all boxes are checked for Providers associated with this Service Authorization. (5)
- Click “Save” (6) to create a new service line.

Service Auth Line Details

Line Number: 002

Request Received Time: 08 : 45 AM

Request Type: Concurrent

Priority: Expedited/Urgent

Place of Service: Inpatient Hospital

Requestor-Contact Name: Sally

Contact Phone: +1 (216) 555-1234

Requestor Faxback: +1

Providers (3)

Procedure/Service Details

Service Type: Emergency

Procedure Code Type: Revenue Code

Procedure Code: 0120

Procedure Description: Two bed semi-private room & board g

Save

7 Saved!

8

9

Note: Line Number populates after Service Auth Line has been

- A pop-up notification (7) will appear indicating that the Change of Condition service line has been added.
 - **Note:** After saving Change of Condition screen, Page Resources will populate with Documents, Call Log and Tasks icons. (8)
- Scroll down to Procedure/Service Details section. (9)

Authorization Number 2213853505	External Identifier N/A	Date Received 5/18/22, 8:49 AM	Auth Type Inpatient	Authorization Status Open	Status Date 5/18/22, 7:49 AM	Priority Emergency	Next Review Date N/A	Case Due Date N/A	Case Owner Lori Sorady
Admit/Effective Date May 13, 2022	Discharge Date N/A	LOB Fully insured - Commerci al	Plan Mars Electric	Effective Date Jan 1, 2020	Term Date N/A	Funding Indicator Fully insured			

Service Auth Line Details

Line Number: 002

Request Received On: 05 / 18 / 2022

Request Received Time: 08 : 45 AM

Request Type: Concurrent

Priority: Expedited/Urgent

Place of Service: Inpatient Hospital

Requestor-Contact Name: Sally

Contact Phone: +1 (216) 555-1234

Requestor Faxback: +1

Providers (3)

Procedure/Service Details

Service Type: Emergency

Procedure Code Type: Revenue Code

Procedure Code: 0120

Procedure Description: Two bed semi-private room & board g

Request Start Date: 05 / 13 / 2022

Comments: CHANGE OF CONDITION REQUEST followed by relevant Change of Condition clinical documentation.

14 Save

- Service Type (10): Auto-populates -> **DO NOT EDIT**
- Procedure Code Type/Code (11): Auto-populates -> **DO NOT EDIT REVENUE CODE**
 - Note: To add a new medical/surgical procedure, see “Adding New CPT Code to a Change of Condition Request” beginning on page 6.
- Request Start Date (12): Auto-populates -> Change date to:
 - If DRG: Field auto-populates with Admit Date -> **DO NOT EDIT**
 - If non-DRG: Field auto-populates with Admit Date -> enter the first NON-COVERED date
- Comments (13): Auto-populates with comments from the previous Service Authorization submitted.
 - Delete original comments and type “Change of Condition Request” followed with relevant clinical documentation.
 - Type or copy/paste relevant Change of Condition clinical update information.
 - **Note:** Updated clinical information may be added to the Comments section and/or attached on the Documents tab.
 - If the clinical information will be attached only, please type “Change of Condition - See Attachments” in the Comments section.
 - See Step #4 to attach documents to the Continued Stay request.
- Scroll to top of screen to click “Save”. (14)

Adding New CPT Code to a Change of Condition Request:

Service Auth Line Details (1 of 2)

Service Auth Line Number: 001

Request Received On: 05 / 18 / 2022

Request Received Time: 07 : 49 AM

Request Type: Concurrent

Priority: Expedited/Urgent

Place of Service: Inpatient Hospital

Patient Control Number: [Empty]

Change in Handling: - Select -

Requestor-Contact Name/Other Line Info: Sally

Contact Phone: +1 (216) 555-1234

Requestor Faxback: +1 [Empty]

Providers (3)

Procedure/Service Details

Service Type: Emergency

Procedure Code Type: Revenue Code

Procedure Code: 0120

Procedure Description: Two bed semi-private room & board g

GLOS/LN#: [Empty]

Request Start Date: 05 / 13 / 2022

Comments: Relevant clinical documentation is added here.

Save and Copy

- Click Save and Copy (1) to add a Procedure Code.

Procedure/Service Details

Service Type: Emergency

Procedure Code Type: CPT Procedure Codes

Procedure Code: [Empty]

Procedure Description: [Empty]

Request Start Date: 05 / 02 / 2022

- Use dropdown menu to populate CPT Procedure Code in the Procedure Code Type field
- In the Procedure Code field:
 - Free type procedure code if known. (2)
 - If procedure code is unknown, click on the magnifying glass to search for a procedure code. (3)

To Search for Procedures:

CPT QUERY

If you enter a Procedure Code or Procedure Description you cannot search for a Service Group. If you enter a Service Group, you cannot search by Procedure Code or Procedure Description. Use the Clear button if you need to remove a value from any field.

* Procedure Type: CPT Procedure Codes

Procedure Code: []

Description: *intubation

Service Group Code: []

Service Group Name: []

Buttons: Close, Clear, Search

- In the Description field, type an asterisk (*) followed by the procedure description. (4)
- Click Search (5) to view CPT code list.

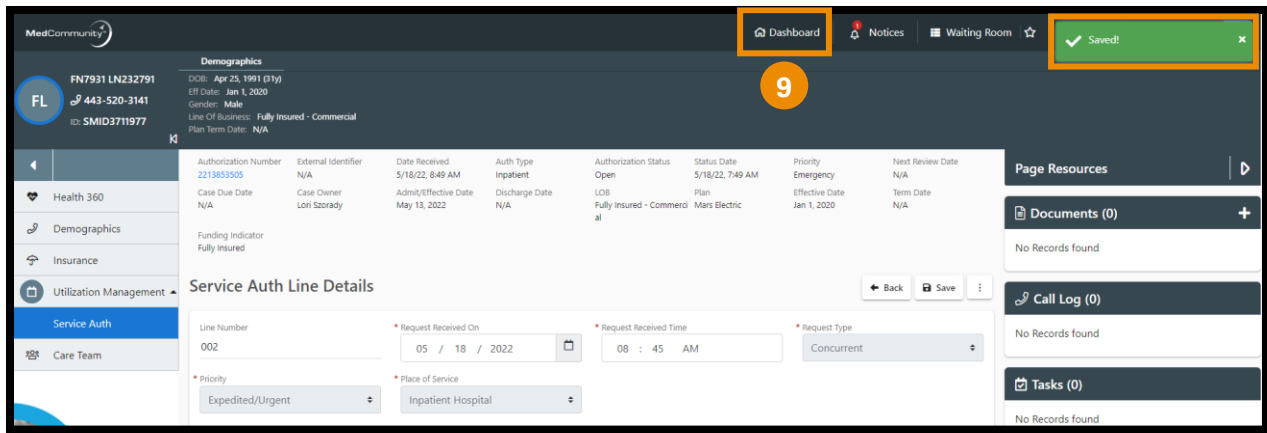
CPT QUERY

Procedure Code	Procedure Code ↑ 7	DrgGlos	DrgGALos	DrgRelWts	DrgMdc
31615	TRACHEOBRNCHSC THRU EST TRACHS INC				
31614	TRACHEOSTOMA REVI CPLX W/FLAP ROTATION				
31613	TRACHEOSTOMA REVI SMPL W/O FLAP ROTATION				
31612	TRACHEAL PNXR PRQ W/TRANSTRACHEAL ASPIR&/NIX				
31611	CONSTJ TRACHEOESOPHGL FSTL&INSJ SP PROSTH				
31610	TRACHEOSTOMY FENESTRATION W/SKIN FLAPS				

Items per page: 50 1 - 6 of 6 < >

Buttons: Close, Back to Search

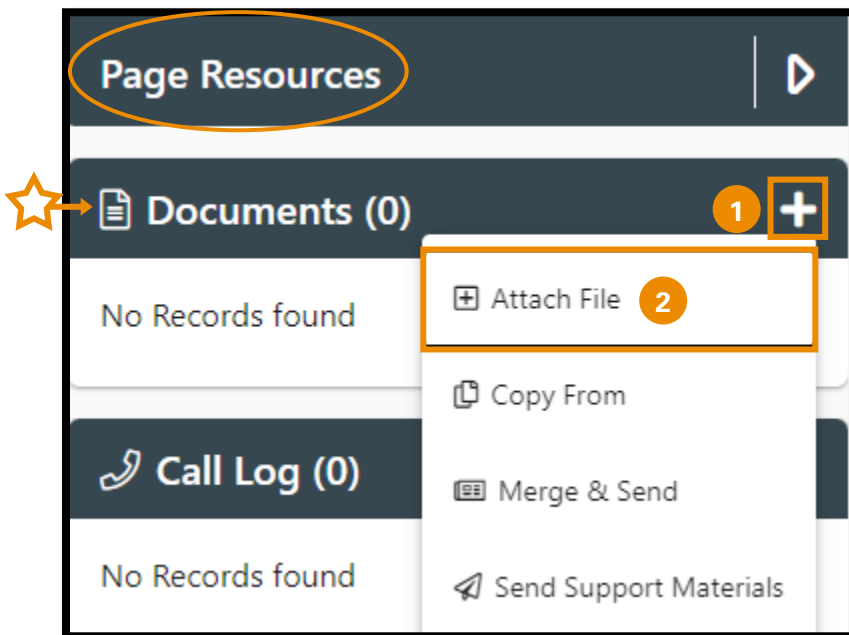
- **Note:** If the list displays multiple results, click the [blue hyperlink](#) (6) on the correct procedure.
- **Note:** You can use the sort arrows (7) next to the column headers to sort list by preference.
- After entering procedure(s), scroll to top of the Service Auth Line Details screen to click “Save”.



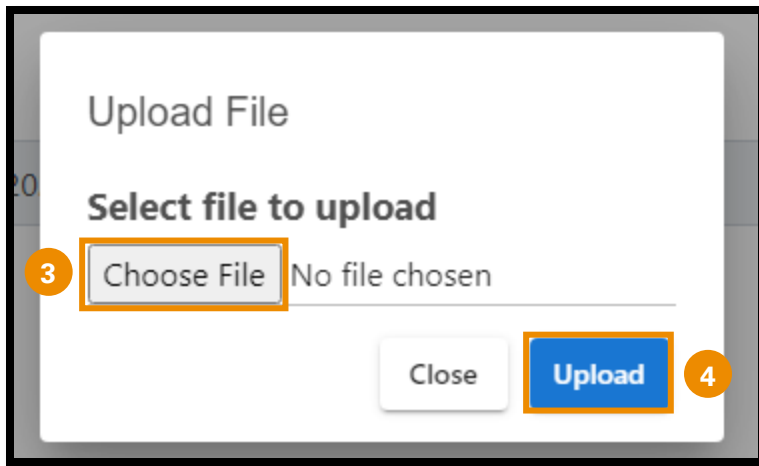
- A pop-up notification (8) will appear indicating that the information added to the Change of Condition service line has been saved.

- To upload/attach clinical documentation (optional) -> see step #4
- If Change of Condition request is completed -> click icon to return to My Dashboard (9)

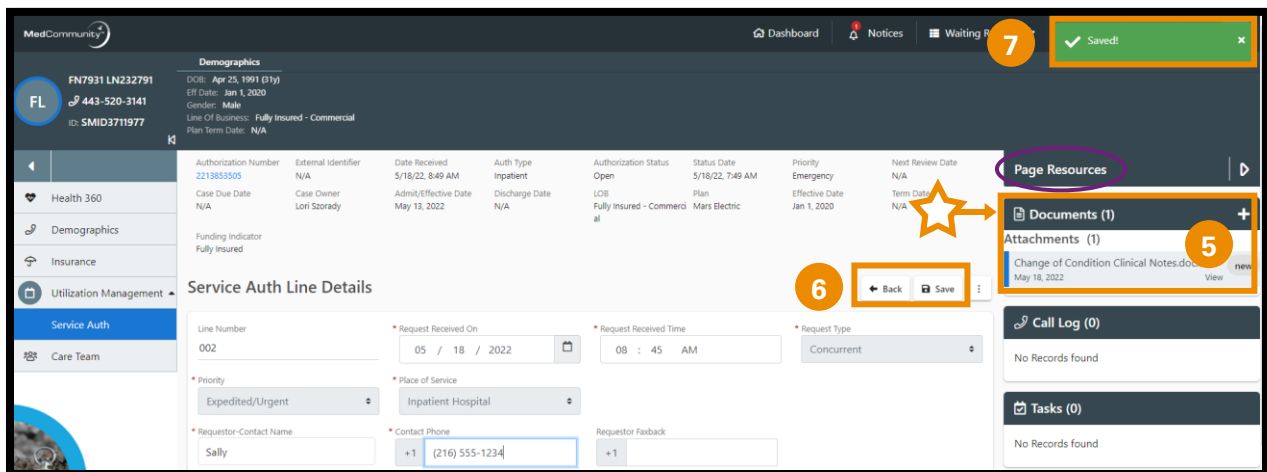
Step 4 – **Optional** - Upload Documents:



- To upload a document to support the Change of Condition request, click Documents + icon (1) to add relevant clinical information.
 - **Note:** *Relevant* clinical documentation is required to support the Change of Condition request. Please only send information that is relevant to your submission. Sending extra information may cause a delay in processing your request.
- Click “Attach File” (2) to open Upload File screen.



- When the pop-up window appears, click “Choose File”. (3)
- Locate the file and click “Upload” (4) to add file/document.



- **Note:** Newly attached clinical file/document displays under Documents in Page Resources section. (5)
- Click “Save” to submit the Change of Condition request, then click “Back” to return to the Service Authorization screen. (6)
 - A pop-up notification (7) will appear indicating that the Change of Condition service line has been updated and submitted.

Demographics

FN7931 LN232791
DOB: Apr 25, 1991 (31y)
Eff Date: Jan 1, 2020
Gender: Male
Line Of Business: Fully Insured - Commercial
Plan Term Date: N/A

Service Authorization

Authorization Number	External Identifier	Date Received	Auth Type	Authorization Status	Status Date	Priority	Next Review Date	Case Due Date	Case Owner
2213853505	N/A	5/18/22, 8:49 AM	Inpatient	Open	5/18/22, 7:49 AM	Emergency	N/A	N/A	Loi Scordy
Admit/Effective Date	Discharge Date	LOS	Plan	Effective Date	Term Date	Funding Indicator			
May 13, 2022	N/A	Fully Insured - Commercial	Mars Electric	Jan 1, 2020	N/A	Fully Insured			

Providers (3)

Diagnoses (1)

Service Lines (2)

Request Start Date	Line Number	Requested	Approved	Approved End Date	Procedure Code / Modifier / Description	Status	Provider	Place of Service	Service Type	Inserted Date	Action
5/13/22, 8:00 AM	001				0120 / Two bed semi-private room & board general classif...	Denied	METROHEALTH MEDICAL CENTER, Generic Professional, SUBHAN AHMAD, MD	Inpatient Hospital	Emergency	5/18/22	Copy
5/13/22, 8:00 PM	002				0120 / Two bed semi-private room & board general classif...	Denied	METROHEALTH MEDICAL CENTER, Generic Professional, SUBHAN AHMAD, MD	Inpatient Hospital	Emergency	5/18/22	Copy

- On the Service Authorization screen, the Change of Condition service line that was added displays. (8)
 - **Note:** The Inserted Date (9) reflects the date the Change of Condition request was submitted.
- Click Dashboard icon (10) in the global navigation bar to return to My Dashboard.