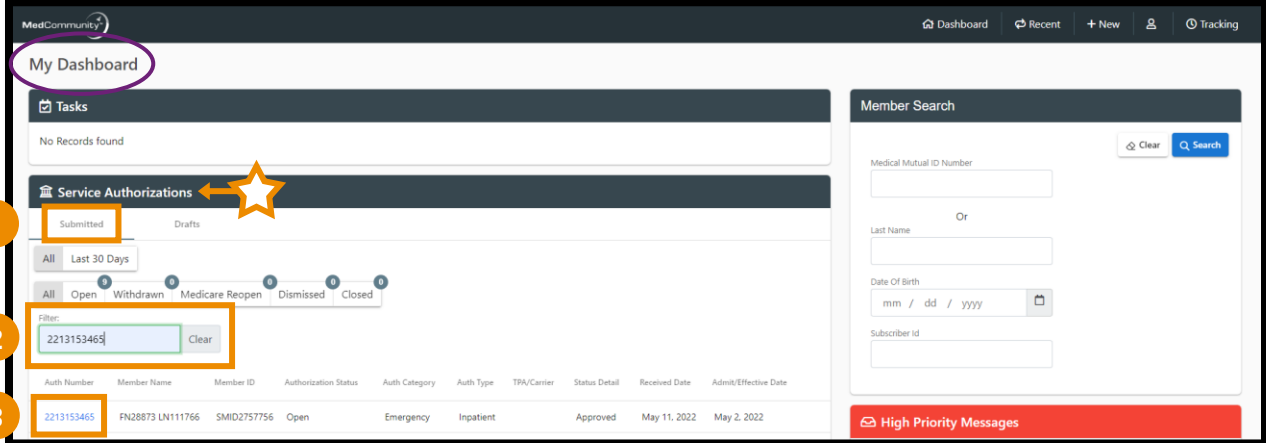


MedCommunity Reference Guide:

Submitting a Continued Stay Request

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



The screenshot shows the MedCommunity interface. The 'My Dashboard' tab is selected. Under the 'Service Authorizations' section, the 'Submitted' sub-tab is highlighted with a star and a circled '1'. A search filter is applied to the 'Auth Number' column, with the value '2213153465' entered and a circled '2'. The table below shows a single record with the 'Auth Number' '2213153465' highlighted with a circled '3'.

Auth Number	Member Name	Member ID	Authorization Status	Auth Category	Auth Type	TPA/Carrier	Status Detail	Received Date	Admit/Effective Date
2213153465	FN28873 LN111766	SMID2757756	Open	Emergency	Inpatient		Approved	May 11, 2022	May 2, 2022

- Under the Service Authorization tab, 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 Continued Stay Request:

Service Authorization

Authorization Number: 2213153465 | External Identifier: N/A | Date Received: 5/11/22, 1:53 PM | Auth Type: Inpatient | Authorization Status: Open | Status Date: 5/12/22, 9:38 AM | Priority: Emergency | Next Review Date: 5/19/22, 12:00 AM | Case Due Date: N/A | Case Owner: Lori Szorady

Admit/Effective Date: May 2, 2022 | Discharge Date: N/A | LOB: MEDICARE ADVANTAGE | Plan: MA Classic HMO w/ Mandatory Supplemental Benefits | Effective Date: Jan 1, 2016 | Term Date: N/A | Funding Indicator: Fully Insured

[Show More](#)

Providers (3)

Provider Name	Source Provider ID	Provider Type	Provider Id	Specialty	Provider Contract: Par Status	Benefit Level	NPI	IOQ	Requesting?
HILLCREST HOSPITAL	340714593018	Servicing/Requesting	340714593018	ACUTE CARE FACILITY		In Network	1902858152	N	Y
Generic Professional	999999999002	Servicing					9999999990	N	N
JEFFREY LAUTMAN, MD	285700693006	Servicing	285700693006	NEPHROLOGY		In Network	1730294927	N	N

Diagnoses (1)

Diagnosis	Primary Diagnosis?	Code	Order	Admitting/Discharge Diagnosis	Action
CEREBRAL INFARCTION, UNSPECIFIED	No	I63.9			Copy

Service Lines (1) | Total Bed Day Quantity: 0.00 | Total Requested Quantity: 0.00 | Total Approved Quantity: 0.00 | Total Denied Quantity: 0.00

Request Start Date	Line Number	Requested	Approved	Approved End Date	Procedure Code / Modifier / Description	Status	Provider	Place of Service	Service Type	Inserted On	Action
5/2/22, 12:00 AM	001		7/7/22		0120 / Two bed semi-private room & board general classif...	Approved	HILLCREST HOSPITAL, Generic Professional, JEFFREY LAUTMAN, MD	Inpatient Hospital	Emergency	5/11/22	Copy

- Locate the Room & Board service line with the most recent Inserted On date. (1)
 - **Note:** This Room and Board service line must have an “Approved” status. (2)
- Click [blue Copy](#) (3) under Action column to arrive on Service Auth Line Details screen.

Step 3 – Complete Fields for Continued Stay Request:

MedCommunity

Dashboard Recent + New Tracking

Demographics

FL FN28873 LN111766
440-505-7943
SMID2757756

DOB: Feb 19, 1947 (75y)
Eff Date: Jan 1, 2016
Gender: Female
Line Of Business: MEDICARE ADVANTAGE
Plan Term Date: N/A

Authorization Number	External Identifier	Date Received	Auth Type	Authorization Status	Status Date	Priority	Next Review Date	Case Due Date	Case Owner
2213133465	N/A	5/11/22, 1:53 PM	Inpatient	Open	5/12/22, 9:38 AM	Emergency	5/19/22, 12:00 AM	N/A	Lon Szorady
Admit/Effective Date	Discharge Date	LOB	Plan	Effective Date	Term Date	Funding Indicator			
May 2, 2022	N/A	MEDICARE ADVANTAGE	MA Classic HMO w/ Mandatory Supplemental Benefits	Jan 1, 2016	N/A	Fully Insured			

Service Auth Line Details

Back Save

Line Number: N/A

Request Received On: 05/15/2022

Request Received Time: 09:17 AM

Request Type: Concurrent

Priority: Standard/Non-Urgent

Place of Service: Inpatient Hospital

Requestor-Contact Name: Sally

Contact Phone: +1 (216) 555-1234

Requestor Faxback: +1

- 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 to reflect today's date/time. (2)
 - **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.

Service Auth Line Details

Line Number: _____

* Request Received On: 05 / 15 / 2022

* Request Received Time: 09 : 17 AM

* Request Type: Concurrent

* Priority: Standard/Non-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"/> HILLCREST HOSPITAL	340714593018	Servicing/Requesting	340714593018	ACUTE CARE FACILITY		- Select -		Y
<input checked="" type="checkbox"/> Generic Professional	999999999002	Servicing				- Select -		N
<input checked="" type="checkbox"/> JEFFREY LAUTMAN, MD	285700693006	Servicing	285700693006	NEPHROLOGY		- Select -		N

Save

- Click carat (4) to open Providers tab.
- Under the Providers tab, assure that all boxes are checked for Providers associated with this service authorization. (5)
- Click “Save” (6) to create new Service Line.

Service Auth Line Details

Line Number: 002

* Requestor-Contact Name: Sally

* Priority: Standard/Non-Urgent

* Place of Service: Inpatient Hospital

Providers (3)

Procedure/Service Details

* Service Type: Emergency

* Procedure Code Type: Revenue Code: 0120

* Procedure Code: 0120

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

* Request Start Date: 05 / 02 / 2022

* Comments: New Authorization request clinical information added here.

Save

7 Saved

Note: Line Number populates after Service Auth Line has been saved.

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

The screenshot shows a web form titled "Procedure/Service Details". It contains several input fields and sections:

- 10** Service Type: A dropdown menu with "Emergency" selected.
- 11** Procedure Code Type: A dropdown menu with "Revenue Code" selected.
- Procedure Code: A text input field containing "0120", with "Clear" and "Q" buttons to its right.
- Procedure Description: A text area containing "Two bed semi-private room & board g".
- 12** Request Start Date: A date picker showing "05 / 02 / 2022".
- 13** Comments: A text area containing the text "New Authorization request clinical information added here."

- 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 Continued Stay Request” beginning on page 5.
- 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 Auth submitted.
 - Delete previously added comments.
 - Type or copy/paste relevant Continued Stay 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 “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”.

Adding New CPT Code to a Continued Stay Request:

Service Auth Line Details

Line Number: N/A

Request Received On: 05 / 15 / 2022

Request Received Time: 09 : 17 AM

Request Type: Concurrent

Priority: Standard/Non-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

Modifier:

Modifier Description:

Surface: - Select -

Request Start Date: 05 / 02 / 2022

End Date: mm / dd / yyyy

End Time: hh : mm --

Requested Quantity:

Comments: CS Info

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:

Procedure Description:

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

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

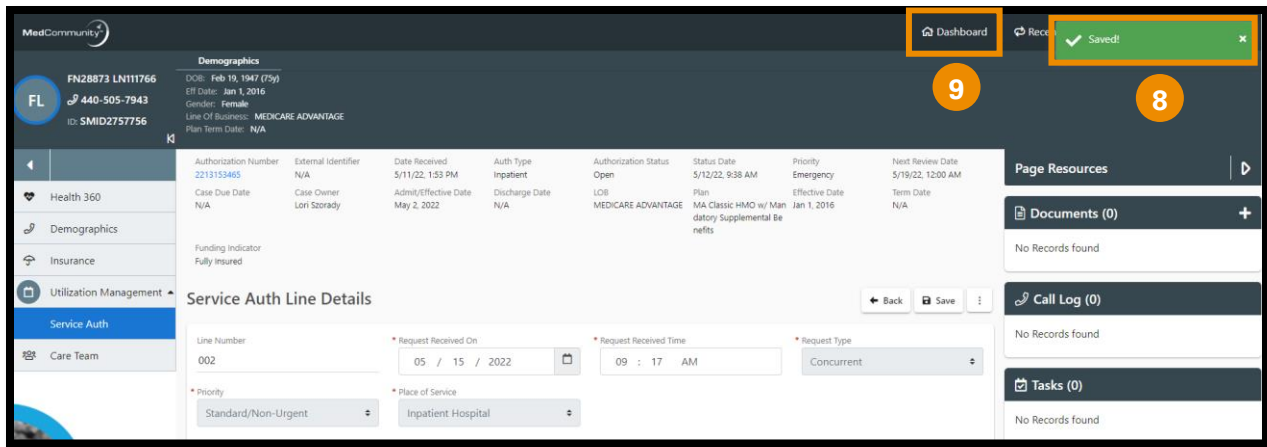
7

Procedure Code	Procedure Co	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&/NJX				
31611	CONSTJ TRACHEOESOPHGL FSTL&INSJ SP PROSTH				
31610	TRACHEOSTOMY FENESTRATION W/SKIN FLAPS				

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

Close Back to Search

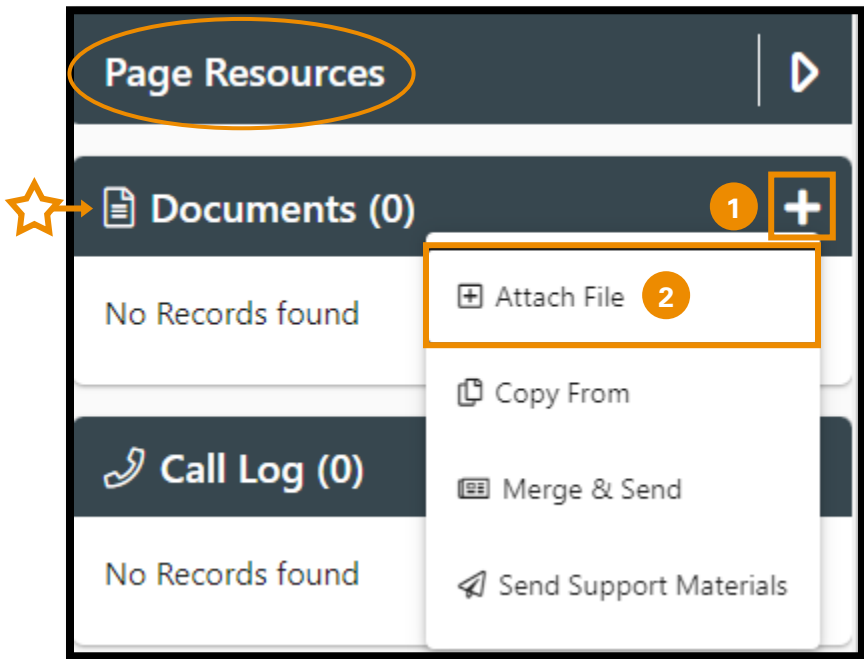
- If the list displays multiple results, click the **blue** hyperlink (6) on the correct procedure.
 - **Note:** You can use the sort arrows (7) next to the column headers to sort list by preference.
- After entering procedure(s), scroll to top of the Service Auth Line Details screen to click "Save".



- A pop-up notification (8) will appear indicating that the Continued Stay Service Line has been saved.

- To upload/attach clinical documentation (optional) -> see step #4
- After completing the Continued Stay request -> click icon to return to My Dashboard (9)

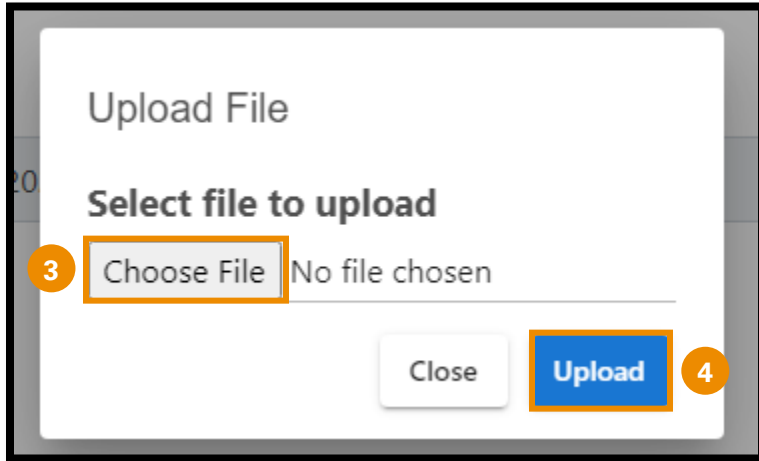
Step 4 – Optional - Upload Documents Under Page Resources:



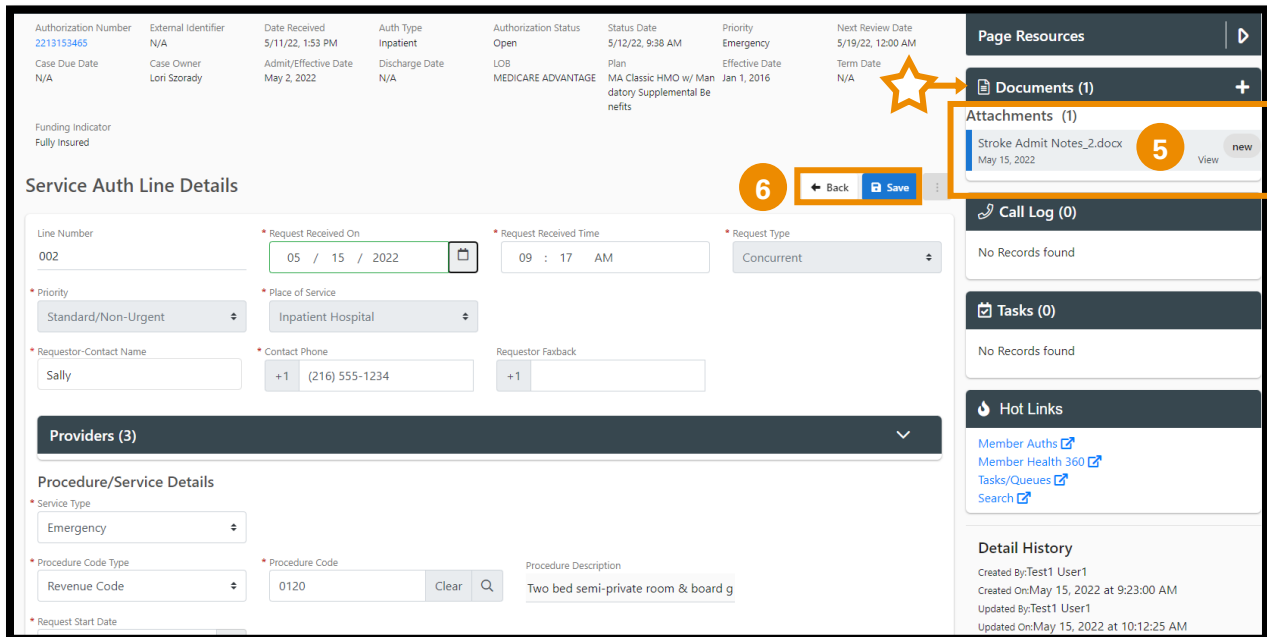
- To upload a document to support the Continued Stay request, under Page Resources click Documents + icon (1) to add relevant clinical information.

- **Note:** Relevant clinical documentation is required to support the Continued Stay 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.



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

Service Authorization

Authorization Number	External Identifier	Date Received	Auth Type	Authorization Status	Status Date	Priority	Next Review Date	Case Due Date	Case Owner
221313445	N/A	5/11/22, 1:53 PM	Inpatient	Open	5/12/22, 9:38 AM	Emergency	5/19/22, 12:00 AM	N/A	Lori Szorady
Admin Effective Date	Discharge Date	LOS	Plan	Effective Date	Term Date	Funding Indicator			
May 2, 2022	N/A	MEDICARE ADVANTAGE	MA Classic HMO w/ Mandatory Supplemental Benefits	Jan 1, 2016	N/A	Fully Insured			

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
5/2/22, 12:00 AM	002			7/7/77	0120 / Two bed semi-private room & board general classif...	Approved	HILLCREST HOSPITAL, Generic Professional, JEFFREY LAUTMAN, MD	Inpatient Hospital	Emergency	5/15/22	Copy
5/2/22, 12:00 AM	001			7/7/77	0120 / Two bed semi-private room & board general classif...	Approved	HILLCREST HOSPITAL, Generic Professional, JEFFREY LAUTMAN, MD	Inpatient Hospital	Emergency	5/11/22	Copy

- On the Service Authorization screen, the Continued Stay service line that was added displays. (7)
 - **Note:** The Inserted Date (8) reflects the date the Continued Stay request was submitted.
- Click Dashboard icon (9) in the global navigation bar to return to My Dashboard.