

# Chorus Community Health Plans

Authorization Provider portal Advanced filtering of auths in Guiding Care JA

04/08/2024 Updated

Purpose: Steps to advanced filtering of authorizations in the Provider Auth Portal

Responsible: Providers accessing the Auth portal.

## A. Open Guiding care Provider authorization portal

The screenshot shows the 'Authorizations in Progress' section of the Guiding Care Provider portal. It features three main cards: 'Inpatient in Progress' with a count of 4, 'Outpatient in Progress' with a count of 15, and 'Pharmacy in Progress' with a count of 2. Below each card is a link to 'View All' for that category. On the left, there is a sidebar with navigation options: Home, Messages, and Authorization List.

1. Inpatient in Progress
2. Outpatient in Progress
3. Pharmacy in Progress
4. View all Inpatient Authorizations
5. View all Outpatient Authorizations
6. View all Pharmacy Authorizations

## B. While in 1 of the 6 authorizations section up to Filters Filters

1. Choices filter authorizations as staff chooses filter criteria

The screenshot shows the 'Filters' section of the Guiding Care Provider portal. It includes a 'Select a filter' dropdown, a 'Name and Save Your Filter' section with a text input and a 'Save Filter' button, and a list of filter criteria. The criteria are organized into three columns: Status (Approved, Denied, Partially Approved, Pending, N/A), Authorization ID # (Begin typing ID), Facility Provider (Begin typing name), Service Provider (Begin typing name), Referred By Provider (Begin typing name), Member Name (Begin typing name), Authorization Created Date (From Date, To Date), Admission/ Service Date (From Date, To Date, Service End Date), and Type (Inpatient- Acute Hospitalization, Inpatient- Acute Psychiatric Hospitalization, Inpatient- Acute Rehab, Inpatient- Hospice, Inpatient- LTAC, Inpatient- Maternity/NICU, Inpatient- Observation, Inpatient- Procedure, Inpatient- Residential Behavioral Health, Inpatient- SNF/ICF, Inpatient- Standalone, Inpatient- Test Auth, Inpatient- Transplant Review).

- 2.
- ## C. Filter by Status

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1. Approved
  2. Denied
  3. Partially Approved
  4. Pending
  5. N/A
- D. Authorization ID #
1. Individual Authorization
- E. Facility Provider
1. Facilities may have multiple listings for same facility
- F. Service Provider
1. Provider may have multiple listings for same facility
- G. Referred By Provider
1. May have multiple listings for same Provider
- H. Member Name
1. First Name
  2. Last Name
  3. Both
- I. Authorization Created Date
1. Date Range up to 1 Year in the past
  2. May not want to Save this filter but would be able to change date after applying filter
- J. Admission/ Service Date
1. From Date-Earliest date 03/05/2024
  2. To Date-Todays date
  3. Service End Date- May filter down to far
- K. Type Inpatient (Choose Multiple Types)
1. InPatient- Acute Hospitalization
  3. InPatient- Acute Psychiatric Hospitalization
  4. InPatient- Acute Rehab
  5. InPatient- Hospice
  6. InPatient- LTAC
  7. InPatient- Maternity
  8. InPatient- Procedure
  9. InPatient- Residential Behavioral Health
  10. InPatient- SNF/ICF
  11. InPatient- Transplant Review
- L. Type Outpatient (Choose Multiple Types)
1. OutPatient- DME Purchase
  2. OutPatient- DME Rental
  3. OutPatient- Enteral DMS
  4. OutPatient- Home Health
  5. OutPatient- Hospice
  6. OutPatient- IIH- Intensive In Home
  7. OutPatient- IOP- Intensive Outpatient Program
  8. OutPatient- PHP- Partial Hospitalization Program

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9. OutPatient- Procedure/Services
10. OutPatient- Professional BH Services
11. OutPatient- PT/OT/ST/Other Therapies
12. OutPatient- Radiological Services
13. OutPatient- Transplant Evaluation
- M. Type Pharmacy
  1. Pharmacy- Medical Pharmacy
- N. Name and Save Your Filter
  1. Enter a filter name in the box
  2. Save filter button
- O. Select Saved Filter
  1. Select from Dropdown
  2. Populated with Filters set up
  3. Suggested filters by the authorizations
  4. Set as Default will filter this way every time portal opened.

Select Saved Filter

Inpatient Hospital ▼

Apply Filter

☒ Set as Default

[Remove Filter](#)

  - a.
  - b. Remove filter if staff no long wish to use the filter
- P. Close filter
  1. Click [Clear](#) if want to clear filter and start over or close
  2. Up to X to close
- Q. Download results
  1. Produces an Excel file
- R. Choose Columns
  1. Next Review Date
  2. Referred By Provider
  3. Service end date
- S. Sort columns by clicking on the Column header to sort authorizations as desired
  1. This column sort stays when signing out
  2. Authorization ID#
  3. Created Date
  4. Member Name
  5. Plan Type
  6. Admission Date
  7. Type
  8. Status
  9. Facility
  10. Service Provider
- T. Up to Home to Close list
- U. Up to Welcome Name Portal User
  1. Sign Out