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

     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

     2.
   C.   Filter by Status

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

    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.

      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