To: General Hospitals and Chronic Disease Hospitals
Subject: Authorization Portal for Medical Admissions

Effective May 1, 2012, the Department of Social Services (DSS), through the medical administrative services organization (ASO), Community Health Network of CT (CHNCT), will begin offering acute care hospitals and chronic disease hospitals the ability to submit medical inpatient authorization requests for HUSKY Health and Charter Oak Health Plan clients online via a secure authorization portal, Clear Coverage. Through this secure portal, the facility will have the ability to request the inpatient authorization for medical admissions, submit the clinical information and track the status of their request. Behavioral Health inpatient authorizations should continue to be directed to Value Options.

An email notification regarding training sessions for the new online authorization portal was sent to inpatient facilities on March 1, 2012. Training was held on:

- **Tuesday, March 13, 2012** from 9 a.m. to 11 a.m. – Connecticut Hospital Association, 110 Barnes Road, Wallingford, CT 06492

- **Friday, March 23, 2012,** from 8 a.m. to 10 a.m. – Webinar

The following webinar was added based on provider feedback at the March 13, 2012 forum at the Connecticut Hospital Association.

- **Tuesday, March 27, 2012,** from 1 p.m. to 3 p.m. – Webinar

Providers were trained on the following topics:

- Demonstrating use of the online portal
- Securing user access information
- Verifying client eligibility
- Submitting authorization request
- Viewing status of request

Training materials are posted on www.huskyhealth.com; Click *For Providers; click Provider Trainings & Events*.

Use of the online authorization portal is encouraged as of May 1, 2012 for inpatient medical admission authorizations. Clear Coverage has been added as an authorization request system to provide ease of use, faster turnaround times and more efficiency by offering providers access to verify eligibility and enter an authorization request in one web-based portal. However, facilities may continue to submit authorization requests to the CHNCT via:

Phone at 1-800-440-5071 Monday through Friday from 8 a.m. to 7 p.m., or

Fax (203) 265-3994.

Phone or Fax requests must include:

Client Name
Client ID
Client Date of Birth
Medical Record #
Admission Date
Diagnosis Code
Facility Name
Admitting Provider
Client specific clinical information

You can access the Clear Coverage Online Authorizations portal beginning on May 1, 2012 by visiting www.huskyhealth.com; Click *For Providers*; Click the *Clear Coverage* button.

For Prior Authorization questions, please contact CHNCT at 1-800-440-5071

In order to set up a user account for your hospital, we will need the following information:

- Name of your employees (first and last name) who will be viewing or entering authorizations within Clear Coverage
- Title of each employee
- Department
- Phone number for each employee, in case of any questions
- Email address of each employee
- Hospital name that access is being requested for
- Hospital AVRS ID that the employee is requesting access to

Please email the above-listed information to ClearCoverageHelpDesk@chnct.org.

We will send your login information to the email address identified by your organization in a secure email. If you have any questions regarding login information, please call CHNCT's Technical Support at 1-877-606-5172.

If you have additional questions regarding the prior authorization process, please call CHNCT at 1-800-440-5071.