



To: Home Health Agencies
Subject: Authorization Portal for Requesting Medical Home Care Services

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 Home Health Agencies the ability to submit prior authorization requests online for HUSKY Health and Charter Oak Health Plan clients via a secure authorization portal, Clear Coverage. Through this secure portal, the agency will have the ability to request home care services that require a medical prior authorization, submit the clinical information and track the status of the request. Prior authorization requests that are behavioral health related will continue to be submitted to Value Options.

Training sessions for the new online authorization portal are scheduled as follows:

Session 1

Thursday, April 19, 2012 from 2 p.m. to 4 p.m. – Webinar

Session 2

Monday, April 23, 2012 from 10 a.m. to 12 p.m. – Webinar

Session 3

Thursday, April 26, 2012 from 8:30 a.m. to 10:30 a.m. – Webinar

Providers will be trained on the following topics:

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

Providers are encouraged to attend a training session to facilitate use of the system. However, training materials will also be posted on

www.huskyhealth.com; Click *For Providers*; Click *Provider Trainings & Events*.

To register for one of the online authorization trainings, please visit www.huskyhealth.com; Click *For Providers*; Click *Provider Trainings & Events*; Click *Online Authorization Webinars*. You can then choose a webinar to sign up for.

As of May 1, 2012, home care prior authorization requests will no longer be accepted by HP. Providers will submit requests to CHNCT via either:

- Clear Coverage online portal,
- Phone 1-800-440-5071 (Monday through Friday from 8 a.m. to 7 p.m.), or
- Fax at (203) 265-3994 utilizing the Authorization Request Form, which can be found online at www.huskyhealth.com Click *For Providers*; Click *Benefits and Authorizations*.

Use of the online authorization portal is encouraged as of May 1, 2012 for Home Care Authorization Requests. 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.

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

In order to set up a user account for your agency, 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
- Agency name that access is being requested for
- Agency 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.