



Connecticut Department of Social Services
Medical Assistance Program

www.ctdssmap.com

Provider Bulletin 2012-34

June 2012

To: Physicians, Nurse Practitioners, Nurse-Midwives, Physician Assistants, Podiatrists and Optometrists
Outpatient Hospitals
Subject: Changes to Prior Authorization Process for Outpatient Surgery

Effective July 31, 2012, the Department of Social Services (DSS), through the medical administrative services organization (ASO), Community Health Network of CT (CHNCT), will begin offering physicians, nurse practitioners, nurse midwives, physician assistants, podiatrists and optometrists the ability to submit prior authorization requests online for HUSKY Health and Charter Oak Health Plan members via a secure authorization portal, Clear Coverage. Through this secure portal, the provider will have the ability to request outpatient surgical procedures that require an authorization, submit the clinical information, and track the status of the request.

Use of the online authorization portal is encouraged as of July 31, 2012 for authorization requests for outpatient surgery. 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.

Online training sessions are available for the new online authorization portal. Providers are being 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

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.

You can access the Clear Coverage Online Authorizations portal beginning July 31, 2012 by visiting www.huskyhealth.com; Click *For Providers*; Click the *Clear Coverage* button.

In order to set up a user account the following information will be needed:

- 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
- Provider name that access is being requested for
- Provider AVRS ID that the employee is requesting access to

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

Your login information will be sent 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.

As a reminder, as of July 31, 2012, requests for prior authorization of outpatient surgery will no longer be accepted by HP.

Providers must submit requests to the 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 *Provider Bulletins and Updates*; Click *Outpatient Authorization Request Form*.

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