Partnership HealthPlan of California



Online Services Authorization Modules User Guide

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1.0	Initial release. Final phase of Online Services redesign.	April 2019

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TABLE OF CONTENTS

INTRODUCTION	1
About This User Guide	1
Audience	3
Further Reading	3
System Requirements	3
Getting Help	3
LOGGING IN AND OUT OF PHC ONLINE SERVICES	4
Logging In	4
First Login	4
Subsequent Logins	4
Logging Out	4
Managing Usernames	5
Retrieving a Forgotten Username	5
Managing Passwords	5
Forgotten Passwords	5
Changing Passwords	6
THE HOME PAGE, EXPLAINED	7
The Main Display Area	8
The User Profile Pull-Down Menu	

The eAdmin Details Area
GENERAL NAVIGATION
Required Fields
Searching within PHC Online Services 12
Using Non-Contracted Providers
Working with Lists
Sorting and Filtering Lists
Printing Lists
Working with Attachments
Retroactive Authorizations
Managing RAFs
No RAFs Needed for Certain Specialty Groups18
Creating a RAF
Creating a RAF – Quick Reference
Procedure – Creating a RAF
Handling Duplicate RAFs
Canceling a RAF
Checking a RAF's Status
Managing TARs
PHC Generates TAR Numbers
Creating a TAR – Quick Reference

Creating an Outpatient TAR	33
Creating an Inpatient TAR	37
Checking a TAR's Status	41
MANAGING TAR CORRECTIONS	43
Special Numbering for TAR Corrections	43
Separate Statuses for TAR Corrections	43
Making the First Correction to a TAR	45
Making Subsequent Corrections	46
Viewing All Corrections for a TAR	47
PAGE AND FIELD REFERENCE	48
RAF Entry Page	48
eRAF Status Checking Page	51
TAR Entry – Outpatient	54
TAR Entry – Inpatient	58
eTAR Status Checking	63
TAR Corrections	65
GLOSSARY	66

LIST OF FIGURES

The Home Page	7
Areas on the Home Page	7
Site Map	8
User Profile Pull-Down	8
Module and Its Sub-Modules	10
Sub-Module to Sub-Module Page with Navigation Pane	10
Expand or Collapse the Navigation Pane	11
Example of View Link – <i>Italicized</i>	11
Specialist Search	12
Specialist Search Functionality	12
Specialists Search – Populated Fields	13
Specialist Advanced Search	13
Specialist Advanced Search Functionality	13
Provider Search Functionality	14
Non-Contracted Provider Message	15
Controlling List Pages	15
Navigating List Pages	16
Auto-Approved RAF Flow	17
Flow for Non-Auto-Approved RAFs	17
Submitted RAF Page	24
Inpatient and Outpatient TAR Flow	30
Submitted TAR Page	36
Outpatient TAR Correction Flow	44
The RAF Entry Form	49
The eRAF Status Checking Search Form	52

52
54
57
59
62
63
65

Introduction

This *PHC Online Services Authorization Modules User Guide* supports the April 2019 version of Partnership HealthPlan of California's Online Services for these modules:

- RAF Entry
- eRAF Status Checking
- TAR Entry
- eTAR Status Checking
- TAR Corrections

In response to provider requests, the new modules feature a new, easy to use, intuitive platform for entering RAFs and TARs. You can easily submit a new RAF or TAR for the same member from the Eligibility page. You can view any letter or fax that was sent, as well as all the attachments that you submitted. You can enter retro RAFs and TARs by backdating the dates on the eligibility screen.

The RAF features include:

- RAF auto-approvals appear almost instantly when you submit your RAF. If desired, the RAF can be printed out and handed to the member. Most RAFs are auto-approved. Those that aren't auto-approved show a status of *In Process*, which are pending PHC review.
- You can add attachments to support your referral.
- Search functions include specialist search, where you can search by the name of the specialist, NPI, state, zip code, and specialty type.
- The diagnosis search function includes searching by diagnosis code or description.
- Check on eRAF status by RAF number, member ID number, or RAF date span.

The TAR features include:

- The ability to add attachments (admission face sheet, history and physical, progress notes, discharge summary, etc.)
- The diagnosis search function includes searching by diagnosis code or description.
- Check on inpatient eTAR status by TAR number, member ID number, admit and discharge date, and TAR type.
- Check on outpatient eTAR status by TAR number, Member ID number, start and end date, and TAR type.
- The outpatient correction function allows you to make corrections to the TAR once it is approved.

This newest version of PHC Online Services is available at <u>https://provider.partnershiphp.org</u>.

About This User Guide

This user guide is separated into two different sections. One section has procedures, where step-bystep instructions guide you through using the PHC Online Services' Authorizations modules. Within this section, we have also provided you with <u>Creating a RAF – Quick Reference</u> and <u>PHC Generates TAR</u> <u>Numbers</u> <u>PHC gives</u> each TAR a unique alpha numeric filename. All the TAR numbers begin with P, for PHC Online Services. The second letter comes from the type of TAR you select as you are creating the TAR.

After the TAR type, the next six numbers in the filename come from the day the TAR was created, in the format YYMMDD. So in the example PD1903290024, the 190329 represent March 29, 2019.

The last four numbers represent the count of TARs created that day. So 0024 is the 24th TAR created that day.

The following table lists the TAR types.

TAR Types and TAR Filenames

TAR Type	Character in Filename	Sample TAR Filename
Outpatient		
DME	D	PD1903290003
MED	Μ	PM1903290003
Ancillary	A	PA1904150001
CBAS	С	PC1903190001
Incontinence	I	PI1903290003
BHT	В	PB1903260001
Inpatient		
LTC (Long Term Care Facility)	L	PL1903120003
SNF (Skilled Nursing Facility)	S	PS1903290003
Acute (Acute Inpatient Hospital Admissions)	н	PH1903080001

Creating a TAR – Quick Reference.

Perhaps you will use this section the first few times you perform the various procedures, and then as you get familiar with the modules, you can just refer to them on occasion.

There is also a <u>Page and Field Reference</u> section, where every page and field in the Authorizations module is described. You can refer to this reference section as you need.

Audience

This document provides instructions for users of the Authorization Modules of PHC Online Services. It is assumed that users are familiar with the concepts, terminologies, and numbers of their provider environments:

- Provider numbers
- Diagnosis codes (ICD10)
- Service codes
- Bed codes

Further Reading

User guides for other PHC Online Services modules are available as separate documents, including:

- User Management Module User Guide
- Eligibility Modules User Guide
- Claims Modules User Guide
- Clinical Modules User Guide

System Requirements

PHC Online Services functions in these browsers:

- Google Chrome
- Mozilla Firefox
- Internet Explorer
- Apple Safari

Getting Help

Partnership HealthPlan of California (PHC) is available to help you with PHC Online Services from 8 a.m. to 5 p.m. Pacific time, Monday through Friday. Contact us:

- (707) 863-4100
- <u>eSystemsSupport@Partnershiphp.org</u>

Logging In and Out of PHC Online Services

You can log in to PHC Online Services if you have a valid user or eAdmin account.

Logging In

First Login

When your eAdmin created your user account, you received an email with your username, a temporary password, and a link to the login page.

- 1. Click the link in the email. The page <u>https://provider.partnershiphp.org</u> appears in your default browser.
- 2. On the Login page, enter your username and temporary password.
- **3.** The Reset Password page opens. Enter a new password. You are redirected back to the Login page.
- 4. Log in using your new password.
- 5. Read and accept the Terms and Conditions for using PHC Online Services.

Subsequent Logins

- 1. Access PHC Online Services at <u>https://provider.partnershiphp.org</u>.
- 2. Enter your username and password, and then click the Login button.

If you have logged in but perform no action for 20 minutes, PHC Online Services times out and closes. You need to log in again to continue your work in PHC Online Services.

Your company may have programmed a shorter time-out period.

Logging Out

When you have completed your work in PHC Online Services, you must log out.

1. Click on your name in the User Profile menu, located in the upper right corner of the page.



2. In the drop-down menu, click **Log Out**. You are logged out of the system, and returned to the Login page.

Managing Usernames

If you forget your username, the system assists you.

Retrieving a Forgotten Username

1. On the Login page, click on *Forgot Username*.

Username:	Username]
Password:	Password]
C	Login Forgot Username Thange Password	

The Forgot Username page appears.

Online Services - Forgot Username					
User Email	: [User Ema	il		
Request User Name	Cl	ear	Return to login		

2. Enter your email address. Click the **Request User Name** button. An email with your registered username will be sent to you. Use it to log in.

Managing Passwords

Please note your password expires if you have not logged in to PHC Online Services for 180 days.

Forgotten Passwords

If you forget your password, the system just prompts you to make a new password.

1. On the Login page, click on *Change Password*.

Username:	Username	
Password:	Password	
	Login Forgot Usernam Change Password	

The Forgot Password page appears.

Online Services - Forgot Password						
User Name:	Username	2				
User Email:	User Emai	il				
Send Email	Clear	Forgot Username	Return to login			

- 2. Enter your username and email address. Click **Send Email**. An email will be sent to you containing a link to the Password Reset page.
- 3. Click the link in the email to go to the Password Reset page.
- 4. Enter a new password, and then re-enter it for confirmation.
- 5. Click Submit.

You can now login to PHC Online Services using your new password.

Changing Passwords

You can also change your password at any time by clicking your name in the top right corner of PHC Online Services and selecting **Update Profile**.

The Home Page, Explained

When you log in, the Home page opens. The main portion of the Home page shows the icons representing the user modules. The icons that appear depend on the permissions assigned to the current user. At the top right corner of the page is your user name. To the left is your organization's name. You can access any PHC member data related to your organization's IRS number.



The Home Page

The Home page can be grouped into main areas for the purpose of discussion.

	Main Display	Organization Name	User Profile Pull-Down ↓
PHCONLINE SERVICES		COMMUNITY HEAL	TH CENTERS Sally Sampleuser
Productioned Sectorization Production where are engineering of funding can access information through the op- production of the op- pr	claims module. Corr Claim Modules	Cinical Modules (TARs)	

Areas on the Home Page

The Main Display Area

The main display shows the PHC Online Services modules. Nested below each module are submodules. The following site map shows all PHC Online Service's modules and sub-modules.

Eligibility Modules	Claim Modules	
Monthly Eligibility Downlo	ad Claim Search	 1
Capitation Reports	Check Searc	h
eEligibility	EOP – Remit	tance Advice
Batch Eligibility	PCP-AI – Rer	nittance Advice
	ACA – Remit	tance Advice
	Prop 56 – Re	mittance Advice
	Claims CIF or	r Re-CIF Status Inquiry
	Code Lookup)
Clinical Modules	User Management	Authorization Modules
Setup ER Notification Alert	eAdmin	RAF Entry
ER Notifications	User Impersonation	eRAF Status Checking
Patients in Acute Hospital	Group eAdmin	TAR Entry
Advice Nurse Reports	Self Service	eTAR Status Checking
		TAR Corrections
		Holp

Site Map

The User Profile Pull-Down Menu

Click your username in the upper right corner to display a menu.

Sally Sampleuser 💄
Dashboard
Update Profile
Change to Regular User
Help
Demo System
Log Out

User Profile Pull-Down

User Profile Pull-Down Menu

Menu Item	Description		
Dashboard	Takes you back to the Home page.		
Update Profile	Use this to review or update your username, email address and password.		
Change to eAdmin Change to Regular User	You can add eAdmin rights to your account. Contact an existing eAdmin in your organization to supply the required information. Update eAdmin User - Normal User		
	Online Services - Update User Type		
	For Self		
	Username		
	First Name: First Name		
	Last Name		
	User Email: User Email		
	Change eAdmin to User Clear Profile		
Help	Click to open the Help page. You can also click the Help icon in the bottom left of the PHC Online Services window.		
Demo System	Click to access the Provider Online Services training webinar.		
Log Out	End your session and exit PHC Online Services.		

The eAdmin Details Area

Below your user name, you will see the details for the eAdmins within your organization. Contact them when you have a question about your login account.

Under the contact information for each eAdmin, there is a *Click here to view your Provider Profiles* link. Click the link to view a page with information about the providers associated with your login account. You can also print the list.

iew Provider Pr	ofiles					(
Provider Name	Provider Address	User NPI	IRS#/ TAX ID	PHC Provider #	Provider Type	payee #
Provider 789	555 Maple Avenue Anytown, CA 55555	1111111111	11111111111	11111111111		MDMD
Provider 897	555 Maple Avenue Anytown, CA 55555	11111111111	11111111111	11111111112		MDMD
Provider 789	555 Maple Avenue Anytown, CA 55555	11111111111	111111111111	11111111113	PCP	MDMD
Provider 895	555 Maple Avenue Anytown, CA 55555	11111111111	11111111111	1111111114	PCP	MDMD
Provider 897	786 Poplar Avenue Anytown, CA 55555	222222222222	22222222222	22222222223	PCP	MDMD

General Navigation

This section explains how to move around in the user interface in general terms. It helps to know how to use the interface before you perform any of the procedures.

Use the tab key to move from field to field as you input information into any page.

From the Home page, click on any module's icon to go to that module's landing page. The module's landing page contains icons representing all its sub-modules. You can always click in the upper left corner to go back to the Home page.



Module and Its Sub-Modules

From this module landing page, you can click on a sub-module's icon, which takes you to that sub-module's page.

			RAF Entry
	(19	100	
-		4	
23		-	
RAF Entry	eRVF Status Checking	-	
×		6	
e 13/R Status Checking			
	Ŷ	<u> </u>	

Sub-Module to Sub-Module Page with Navigation Pane

At this sub-module level, a navigation pane appears on the left side. The navigation pane has an icon for each top level module. You can click any of the icons to go to that module's landing page.

In the procedures, the navigation is noted as: *Home> Authorizations > RAF Entry*. That means from the Home page, click on the **Authorizations** icon, then click on the **RAF Entry** icon.

You can expand or collapse the navigation pane, as shown in the following illustration.

PH		PHCONLINE SERVICES
	PHC - eEligibility	Home
-	Member Search	Bligibility Modules
٩	Date	Clinical Modules
	Social Secur	User Management
٩		Authorizations(RAFs and TARs)
»		«
	collapsed menu	expanded menu
	(«	use the arrows to alter view

Expand or Collapse the Navigation Pane

There are several locations in PHC Online Services where the system offers you the opportunity to view a record onscreen. If the word "View" is *italicized*, you can click on it to view the record.

Additionally, you can use your web browser's functionality to view the record in a new browser tab. Just right-click on the word *View* and select **Open in new tab**. That way you stay where you left off in PHC Online Services, and can see the record in a new tab.

TAR Searcl	h Results					
TAR #	Start & End Dates	TAR Status	Member Name	Service Provider Details Attachments	: Letters	View
PM1903290003	03/29/2019 - 03/29/2020	Approved	TEST PATIENT1 CIN: 11111111G0	Blue Mountain Family Prac 2541 Redwood Road Anytown, CA 55555 (555) 555-5555		View TAR
PI1903290003	03/29/2019 - 03/29/2020	Approved	TEST PATIENT2 CIN: 11111112G0	Ramble Family Practice 78 Ash Street Anytown, CA 55555 (555) 555-5555		View TAR
L0195709	03/27/2019 - 09/27/2019	In Progress	TEST PATIENT3 CIN: 11111113G0	Green Center 888 Birch Court Anytown, CA 55555 (555) 555-5555		View TAR

Example of View Link – Italicized

Required Fields

Fields that require an entry are marked with an * (asterisk) in the PHC Online Services interface. For example, the **End Date** field is required in the following illustration:

END DATE: *	
4/12/2020	

Searching within PHC Online Services

Throughout PHC Online Services, you are presented with search fields for providers, diagnoses, and bed codes. Searching through an entire list of these codes would be cumbersome. Instead, we provide you with an easy way to filter your search. You just type in at least three letters or numbers of the name you are searching for, and you are presented with a filtered list. From the filtered list, it is much easier to find the selection for which you are searching.

For example, when creating a RAF, the pull-down arrow for specialists shows an empty list. In actuality, the list contains all possible specialists in Partnership HealthPlan, so it is too long to search through manually.

Specialist Search: * (Enter Specialist/Group/F	acility Name/NPI)
Enter Specialist/Group/Facility Name/NPI	•

Specialist Search

To search for a specialist, enter at least three numbers or letters in the specialist's name, group, facility, or NPI number to get a list of matching results.

Service Provider	r Details			
ring three letters specialist Search: * (Enter	er Specialist/Group/Facility Name/NPI)			Advanced
numbers here see	-			
Specialist Name	Specialty	PHC#	Address	NPI
Specialist 1 Specialist 2 Specialist 2 Specialist 3 Specialist 4 Specialist 6 Specialist 6 Specialist 6 Specialist 8 Specialist 8 Specialist 8 Specialist 16 Specialist 123 Specialist 1544 Specialist 1544 Specialist 1544 Specialist 1543 Specialist 1343 Please enter search criteria to	PODIATRY - DPM PODIATRY - DPM GENERAL SURGERY ORTHOPEDIC SURGERY UROLOGY NEUROLOGY THORACIC SURGERY INFECTIOUS DISEASES PULMONARY DISEASE PODIATRY - DPM OBSTETRICS' GYNECOLOGY OTOLARVINGOLOGY OBSTETRICS' GYNECOLOGY MULTI-SPECIALTY CLINIC OR GROUP PRACTICE DEDIATBICS 0 find specialist.	[123456789] [129516789] [133246789] [135745689] [223456789] [963456789] [783456789] [7437584 [123456789] [1 [1] USE [1] USE [1] USE [2] keys [3] [963456789]	4589 Fortuna Road, Anytown, CA 55555 8547 Jacaranda Way, Anytown, CA 5555 8547 Jacaranda Way, Anytown, CA 5555 8547 Jacaranda Way, Anytown, CA 55555 8547 Jacaranda Way, Anytown, CA 5555 8547 Jacaranda Way, Anytown	123456789 1295167 13324679 15674569 22346579 96345679 96345679 96345679 96345679 96345679 96345679 96345679 96345679 96345679 96345679 96345679 96345679

Specialist Search Functionality

You can enter more than three characters to get a smaller search results list. When you have selected your choice, the NPI number, name, address and phone fields populate.

00000 0000	•	
pecialist Name [PHC#]:	Address:	Phone#:
est Provider [11111 1111]	Specialty Practice	(555) 555-5555
	2222 Dogwood Drive	
	Anytown, CA 55555	

Specialists Search – Populated Fields

PHC Online Services provides you with an additional, advanced search feature for your convenience.

Ivanced Search Button for Specialist Search		
Service Provider Details		\frown
Specialist Search: * (Enter Specialist/Grou	up/Facility Name/NPI)	Advanced Search Clear
Enter Specialist/Group/Facility Name/NPI	•	
Specialist Name [PHC#]:	Address:	Phone#:

Specialist Advanced Search

When you click on **Advanced Search**, the Specialist Search pop-up window displays. The search functionality is described in the following illustration.

pecialist Search	Criteria		\mathbf{O}
Specialist Search:	Enter Specialist/Grou	up/Facility Name/NPI	Enter three letters or numbers, or a city
Specialty Type:	All		state or zin code Ontionally use the
City:		State: Zip:	pull-down arrow to select a specialty.
pecialist Search	Results	Results dis	play in list.
Enter search criteria	Results	Results dis To further f in the Enter	oplay in list. Filter the results, enter in letters or number r search criteria field. Provider Type Important Messages Attachments
Enter search criteria	Results	Results dis To further f in the Enter Address & Phone	eplay in list. filter the results, enter in letters or number r search criteria field. Provider Type Important Messages Attachments al Street Contracted Provider

Specialist Advanced Search Functionality

When searching for providers when creating a TAR, your list of providers shows only those providers belonging to the group of the logged in user. The list is much shorter, so clicking the pull-down arrow displays the list of available providers. You can also enter in three letters or numbers to filter the results even further.



Provider Search Functionality

The providers are listed in alphabetical order.

The searches for diagnosis codes and bed codes function in the same manner: enter at least three letters or numbers from the selection. Note that it is assumed that the user already knows the code names or numbers that he or she is searching for (or at least the minimum three characters of it). The following table lists the types of searches within the Authorizations modules, and shows where PHC Online Services gets the values that display.

Type of Search	Data Source
Specialists	All Partnership HealthPlan providers
Providers	All providers within the group of the logged in user
Diagnosis Codes	ICD10 (omit decimals when entering code numbers)
Bed or Service Codes	Revenue Codes

Using Non-Contracted Providers

During the search for providers in the RAF workflow, PHC Online Services lists non-contracted providers at the end of the list, in bold red text. If you select a non-contracted provider, this message appears.

You have selected a non-contracted provider. Please be advised that referrals to non-contracted providers require additional review before a determination can be made. Referrals to non-contracted providers require the following documentation to be submitted to PHC for review: 1. Evidence of exhaustion of PHC's in-network providers (i.e. denial letters from contracted specialists). 2. Clinical documentation supporting the medical necessity for a referral to a non-contracted provider (i.e. History

and Physical, recent progress notes).

Non-Contracted Provider Message

Make sure to add the required information using the **Attachments** button, described within the procedures. The RAFs to non-contracted providers are not auto-approved. They are in the *in process* status until PHC Health Services manually review them.

Working with Lists

This section explains how to look through the lists you generate within each module. Lists are made up of records. On the bottom right, the number of records contained in a list is displayed. You can select to display 10, 20, 50, 100 or all items on the page, at a time. The number of pages displayed varies according to the number of items you select to display.

Edit	t PCP	Provider Name: TEST PR Provider PHC #: XXXXX	OVIDER	total	number o	ofitems	in list	
Edit	t Specialist	Provider Name: TEST PR Provider PHC #: XXXXX	ROVIDER		06/05/2018	04/29/201	9 Tester49 0 10/24/2018	
Edit	t Specialist	Provider Name: TEST PR Provider PHC #: XXXXX		n di	umber of i isplayed o	items on page	Tester49 0 10/24/2018	
Edit	t PCP	number of pages per page size	'ROVIDER 001		10/28/2018	11/10/201	8 Tester49 0 11/13/2018	
Edit	t Specia st	Provider Name: TEST PR MEDICAL Provider PHC #: XXXXXX	OVIDER		06/05/2018	04/29/201	9 Tester49 10/29/2018	on
	123	Page s	size: 20	•			46 items in	3 pages
Edit	t Specialist	Provider Name: TEST PR MEDICAL Provider PHC #: XXXXX	OVID 20	•	10/28/2018	10/31/201	8 TestUATUser 10/29/2018	on
[4		Page size: 20	•				46 items in	3 pages

Controlling List Pages

Use the back- and forward arrows to page through list, or click on a page number to go to that page.



Navigating List Pages

At the bottom right of any list, you will see the total number of items and pages in the list. These numbers change when you change the number of items to display on a page.

You can download most lists by clicking the **PDF** or **Excel** icon immediately above the list. You can also use them after you have filtered for certain results.



Note: Some browsers may give you an incompatibility message when you download to Excel, saying that the file format and extension do not match, and asking if you want to open the file. Click **Yes**.

Sorting and Filtering Lists

You can sort lists by column; click on column headings. This is useful when working with long lists.

Printing Lists

You can print the information on most lists by clicking the **Print** icon at the top right of the web page. When you click **Print**, the Print dialog box opens. Before starting to print, you can change the following:

- Orientation of the printing (portrait or landscape)
- Size of paper on which to print

Different web browsers have different methods for setting printing options. Consult your browser's Help.

Working with Attachments

You can attach other files to the RAFs and TARs. The maximum file size is 10 MB.

RAFs and TARs accept PDF, JPG, and JPEG file types.

If you need step-by-step instructions, see the *Add Attachments to a CIF* section in the *PHC Online Services Claims Modules User Guide*.

Retroactive Authorizations

The RAF and TAR workflows include searching for the member's eligibility on a certain date. PHC Online Services defaults to today's date. If you go on to begin a RAF or a TAR, and notice you have to change the service dates (for example, use a previous date for a retroactive date), use the **Change Service Dates** button to return to the eligibility page. Enter in the appropriate date, and continue on with the RAF or TAR. You will have to re-enter the member search again.

Managing RAFs

A provider or specialist needs to submit a Referral Authorization Form (RAF) when they want to refer a member to another specialist. Most RAFs are auto-approved. RAFs are not required for certain members for referrals: direct members, Medi-Medi members, and CCS members. For these members, the RAF button never appears.

The following illustration shows an automatically approved RAF's progress, from the initial provider's request, through its processing at PHC, and back to where the provider can view its final status.



Auto-Approved RAF Flow

The RAFs that are not auto-approved can have several statuses. RAFs that are *in process* are awaiting manual review. You can take no further action with RAFs having statuses of *denied* or *void*.

The following illustration shows the progress of a manually reviewed RAF, from the initial provider's request, through its processing at PHC, and back to where the provider can view its final status.



Flow for Non-Auto-Approved RAFs

The table below lists all the possible RAF statuses and their descriptions.

RAF Statuses

RAF Status	Description
Approved	The RAF has been approved.
In Process	The RAF is on its way to being processed by PHC.
Denied	PHC has denied the request.
Voided	The request is nullified.
Pended	PHC Health Services is waiting to make a determination.

No RAFs Needed for Certain Specialty Groups

You do not need to submit a RAF if you are referring a member to certain specialty groups. These groups do not appear in the specialty search list. These specialties do not need RAFs:

Specialty Codes Exempt from RAFs

Specialty Group Name
Anesthesiology
Behavioral Health Treatment
DME
Dialysis
Home Health
Laboratories
Medical Transportation
Radiology
Skilled Nursing

Creating a RAF

Required fields have an asterisk (*) in the PHC Online Services interface.

Creating a RAF – Quick Reference



Procedure – Creating a RAF

Use the following procedure to create a RAF. <u>RAF Entry Page - Fields</u> contains descriptions of all fields on the RAF Entry page.

1. Go to *Home > Authorizations (RAFs and TARs)*. The Authorization landing page appears.



- 2. Click **RAF Entry**. The eEligibility page appears.
- **3.** Search for the member to determine if the member is eligible. For a complete description of the searching functionality, see the *Eligibility Modules User Guide*.

If the member is eligible, the **Is Eligible** field at the top right states **Yes**, and the **Enter a new eRAF** button appears on the bottom right. Note: if the **Enter a new eRAF** button does not appear, then you don't submit a RAF for the member.

Is Eligibl	e: Yes		Aver ER had	Boalon New Member Scaruh
Referenc	e No. XXXX		nienz Parenz1 647 Main Street	In Clipbic: Co Reference Mis zoocc Programs Hind-Cat In of Service 3/13/2019 CP Mensages: Tone
Program	: Medi-Cal			19 Matheatone 2 antiheatana Special Menangen: Ho HEDICHED: NO OTHER REPORTED CONSIGNAL.
Date of S	ervice: 3/8/20	19	ON) Homaton dablaet hert 5 ste Med-Gillipten, Mender's schall	Case Management Acce
PCP Name: PCP Address: CADITATION PETAILS	Tele Group 507 555 MAPLE AVENUE, ANYTOWN, CA 55555	PCP Phone (555) 555-5555 PCP Fac (555) 555-5555		
Member Cap Tage URI URI VISI VISI VISI VISI	FCP Named Files Text Group 236 Text Group 250 Text Group 23 Text Group 24	Enter a new e	RAF	

4. Click **Enter a new eRAF**. The RAF Entry page displays, populated with the member's demographic information.

RAF Entry		
Member Details		Change Member
Member Name:	CIN:	0
Test45 Patient	33333333F3	
Gender:	Date of Birth [Age]:	
Female	01/07/2011 [8]	
Phone # (on file):	Address:	
(555) 555-5555	Parent1 and Parent2 Family, 555 Main Street, Anytown, CA 99999	,
PCP Details:	PCP Address:	
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	*****	
PCP Fax #:		
(555) 555-5555		

5. Specify how long the referral is active. The Start Date is set to the date entered on the Eligibility page. Enter the number of months in the Referral Start & End Dates section, in the Duration field. This field is required. The default duration is 12 months. The End Date automatically displays a date based on the start date and duration.

Referral Start & End Dates		
Start Date:	Duration: * 12 Months	End Date:
03/03/2019	(Min. 1 Month - Max. 12 Months)	3/3/2020

6. Find the specialist to whom you are referring the member. This field is required. In the Service Provider Details section, enter in the first three letters of the specialist's name, NPI, or facility name. Select a provider, and that provider's name, address and phone number populate the fields.

Service Provider Details		
Specialist Search: * (Enter Specialist/Group/Facility Name,	/NPI)	Advanced Search Clear
Specialist Name [PHC#]:	Address:	Phone#:

7. Find the member's diagnosis. This field is required. In the Diagnosis Details & Medical Justification section, enter in the first three letters or numbers of the diagnosis in the Diagnosis Search field. The Diagnosis Code and Diagnosis Description fields populate.

Diagnosis Details & Medical Justification				
Diagnosis Search: *				
Search diagnosis based on diagnosis code or its description	-			
Diagnosis Code: Diagnosis Description:				

8. Enter a reason for the referral in the Medical Justification field.

Medical Justification:		

9. Specify whether the referral is Indicated or Urgent in the This Referral is field.

This Referral is:

Indicated: important to health; not life threatening Urgent: potentially life-threatening condition **10.** Select how you, as PCP, want to be contacted by the specialist in the **PCP Preferred Communication Method** field.

PCP Preferred Communication Method:
-Please Select Method-
Please call me when you have seen patient
I would like to receive periodic status report
Call me if procedures or admission planned

11. If the referral is out of county, select a reason.



If you selected **Other**, type in the reason in the **Referral Reason** field. This field is required when **Other** is selected.

This Referral is:	PCP Preferred Communication Method:	Out of County Referral Reason:
Indicated: important to health; not life threatening 🔻	Please call me when you have seen patient 🔻	Other - Specify in Referral Reason 🔻
Referral Reason:		

- **12.** Type in any questions for the specialist in the **Questions** field.
- **13.** Add any files to this RAF using the **Attachments** button in the upper right corner of the screen.



14. Click **Submit eRAF** in the upper right panel.



A verification screen appears, listing the RAF number.



To view the RAF, click **View RAF**. The RAF number and status display at the top. You can print from this screen for your records. You can also view any attachments or letters using the buttons.

RAF: R190308000	01 Status	Approved	eR Str	IAF#: R19030800001 atus: Approved
			A	ttachments:
				View Attachments: 0 View Letters: 0
			Th	is is all the information that you entered.
Member Details			Ple	ease print it out for you pwn records.
Member Name: Test48 Patient	CIN: 33333334F3			
Gender:	Date of Birth [Age]:			
Male	12/01/2017 [1]			
(555) 555-5555	557 Main Street, Anytown, C	CA 9992		
PCP Details:	PCP Address:			
PCP Fax #:	333 Hospital Guive, Newtown,			
(555) 555-5555				
Deferral Start & End Dates		6		
	Duration	Fad Date	View Attachments:	0 View Letters: 0
03/08/2019	12 Months	03/08/2020		
Service Provider Details			_	
	Address	Dhono#	a	
Test Provider Group [55555 555]	333 Hospital Curve, Newtown, CA 88888	(555) 555-5555		
Diagnasis Dataila 9 Madical Justificatio	-			
	n		0	
B391	Diagnosis Description: Chronic pulmonary histoplasmosis capsulati			
Medical Justification:				
			^	
			~	
<			>	
This Deferred in	DCD Deeferred Communication Methods	Out of County Defended Deserve		
Indicated: important to health; not life threatening	Please call me when you have seen patient	Maintain continuity of care		
Referral Reason:				
			~	
			>	
Questions:			^	
4			~	

Submitted RAF Page

Handling Duplicate RAFs

Exact Duplicate RAFs occur when the Member ID and Service Dates are the same and with one of the following conditions:

- Same Specialists and Diagnosis Codes.
- Same Specialist and Different Diagnosis Codes.
- Different Specialist and Same Diagnosis Codes.

Partial Duplicates occur when the Member ID is the same, but the Service Dates overlap with one of the following conditions:

- Same Specialists and Diagnosis Codes.
- Same Specialist and Different Diagnosis Codes.
- Different Specialist and Same Diagnosis Codes.

After you click **Submit eRAF**, PHC Online Services notifies you when a duplicate RAF already exists. Instead of the verification screen that appears in a usual flow, the Duplicates Found page appears, listing the two RAFs. The one you have just tried to process is at the top of the list and is noted as **Current**. The second row is a previous RAF with the same member ID, same dates of service and one of the conditions listed above.

RAF# & Status	Duplicate Type	Start Date - End Date	Member Details	Specialist Details	Diagnosis Details
Current		3/19/2019 - 3/19/2020	Name: Test45 Patient CIN: 33333333F3	PHC#: XXXXXX Name: Test Practice 56 665 Main Street Anytown, CA 55555	Code: M79675 Desc: Pain in left toe(s)
R19031900001 [Approved]	Exact Duplicate	3/19/2019 - 3/19/2019	Name: Test45 Patient CIN: 33333333F3	PHC#: XXXXXX Name: Test Practice 56 555 Main Street Anylown: CA 55555	Code: M79675 Desc: Pain in left toe(s)
Recommendation:	Exact duplicates found Proceed to Submit RA	d, PHC received RAFs for the s F.	ame member, dates of service, s	pecialist or diagnosis codes. If the referra	l is <u>not</u> a second opinion, please select

There are either three or four buttons displayed under the list. The fourth button, "Proceed to Submit RAF" is displayed if the selected specialist is a contracted provider. Three buttons are displayed if the selected specialist is a non-contracted provider. The following table describes the four button options.

Button	Description
Edit eRAF to Remove Duplicates	Click this button to edit the current RAF. For example, you can extend the date of the RAF. If you enter partial dates that are already included in the duplicate RAF, this RAF will be processed as a duplicate and is manually reviewed. If no dates

	in this RAF coincide with dates in the duplicate RAF, then the RAF is processed.
I agree that RAF is Not required	Click this button to remove the RAF you just created.
Second Opinion – Proceed to Submit eRAF	Click this button if the referral is for a second opinion. The new RAF will be reviewed and processed manually. If selected specialist is a contracted provider, the RAF will be auto- approved.
Proceed to Submit eRAF	Click this button to auto approve. This button will only be displayed if the selected specialist is a contracted provider.

Canceling a RAF

RAFs with a status of *Approved*, *In Process*, or *Pended* states can be canceled.

You can also update a RAF's end date with this functionality.

Find the RAF using the eRAF Status Checking module. See <u>Checking a RAF's Status</u> for information on how to use that module.

The Cancel RAF button appears in the View column.

RAF Search Results							
RAF#	Start & End Dates	RAF Status	Member Details	Specialist Details	PCP Details	Diagnosis Details	View
R1497593	03/29/2019 - 03/29/2020	Received	Name: Test83 Patient CIN: 33433333F3 Phone: (555) 555- 5555	Provider Group Test [00000 000] 8484 Main Street Anytown, CA 55555 Phone: (555) 555- 5555	General Practice Test [00000 000] 2212 Main Street Anytown, CA 55555 Phone: (555) 555-	Code: K529 Description: Noninfective gastroenteritis and colitis, unspecified	View RAF
R1477501	02/26/2019 - 02/26/2020	Approved	Name: Test67 Patient CIN: 33333433F3 Phone: (555) 555- 5555	Provider Test Group [00000 000] 8484 Rain Street Newtown, CA 55555 Phone: (555) 555- 5555	New General Provider [00000 000] 876 Yellow Street Newtown, CA 55555 Phone: (555) 555- 5555	Code: L2084 Description: Intrinsic (allergic) eczema	View RAF Cancel RAF

Click the **Cancel RAF** button. The Cancel RAF window displays.
RAF Num:	R1903280000	3
Start Date:	03/28/2019	
End Date:	03/28/2020	
Cancellation Date:	03/28/2019	
Cancel RAF From E	Entered Date	Cancel RAF Completely
Cancellation will be effec Entered Date.	tive from	Cancelling RAF completely will void the RAF.

To modify the end date, enter a new date (either today's date or a date in the future) in the **Cancellation Date** field. Click the **Cancel RAF from Entered Date** button. The status does not update, and the new end date is saved with the record.

To cancel the RAF, click the **Cancel RAF Completely** button. The status changes to *Void*, and no further action can be taken on this RAF.

If you are not making any changes, click the **Close** button. The window closes without saving any changes.

Checking a RAF's Status

Many RAFs are auto-approved as soon as they are submitted. For the ones that are not auto-approved, checking on their status can be helpful. See <u>RAF Status Checking Page</u> for a description of all the fields on this page.

1. Click on eRAF Status Checking on the Authorizations module page.



The eRAF Status Checking page appears.

RAF Search Crite	eria						
	RAF #:	Enter RAF#					
	Member ID #:	Enter Member's SSN or Cl	N	(Member's SSN or CIN)		Search Help!	
	RAF Span From:	Enter Start Date		(Limited to search within last 12 months)		Please complete any one of the following search criteria to perform search.	valid
	To:	Enter End Date				1.RAF #	
	Display most recent:	10	•			2.Member ID # (Member's SSN or CIN) 3.PAE Shan : From Date and To Date . (Limited to search within las	+ 12
		Search Clear				months)	112
RAF Search Resu	ults						
		RAF			505 5 L 1		

- **2.** Search by one or more values in these fields:
 - RAF number
 - Member ID number (SSN or CIN)
 - Dates of RAF: include both start and end date
- 3. Click Search. The results are displayed in the eRAF Search Results section.

View the results in the eRAF Search Results list. The information is displayed in these columns: RAF Number, referral Start & End Dates, RAF Status, Member Details, Specialist Details, PCP Details, and Diagnosis Details.

eRAF Search F	Results						
RAF#	Start & End Dates	RAF Status	Member Details	Specialist Details	PCP Details	Diagnosis Details	View
R1477501	02/28/2019 - 02/28/2020	Approved	Test83 Patient CIN: 33435333F3 Phone: (555) 555-5555	Provider Group Test [00000 000] 8484 Main Street Anytown, CA 55555 Phone: (555) 555-5555	General Practice Test [00000 000] 2212 Main Street Anytown, CA 55555 Phone: (555) 555-5555	Code: L2084 Description: Intrinsic (allergic) eczema	View RAF
R19020500001	02/05/2019 - 02/05/2020	Approved	Test67 Patient CIN: 32133433F3 Phone: (555) 555-5555	Provider Test Group [00000 000] 8484 Rain Street Newtown, CA 55555 Phone: (555) 555-5555	New General Provider [00000 000] 876 Yellow Street Newtown, CA 55555 Phone: (555) 555-5555	Code: 00323 Description: SALMONELLA ARTHRITIS	View RAF
MCR0017295	01/14/2019 - 01/14/2020	Approved	Test43 Patient CIN: 33466333F3 Phone: (555) 555-5555	Provider Group6 Test [00000 000] 8484 Main Street Anytown, CA 55555 Phone: (555) 555-5555	General Practice Test 7 [00000 000] 2212 Main Street Anytown, CA 55555 Phone: (555) 555-5555	Code: F840 Description: Transsexualism	View RAF
R1451738	01/11/2019 - 01/11/2020	Approved	Test47 Patient CIN: 33333498F3 Phone: (555) 555-5555	Provider4 Test Group [00000 000] 8484 Rain Street Newtown, CA 55555 Phone: (555) 555-5555	New General Provider 6 [00000 000] 876 Yallow Street Newtown, CA 55555 Phone: (555) 555-5555	Code: R160 Description: Hepatomegaly, not elsewhere classified	View RAF

5. Optionally, you can see the RAF onscreen by clicking **View RAF**. It is displayed onscreen in the same manner as the View RAF functionality when a RAF is created. The eRAF Status Checking – RAF Preview page appears in its own window.

RAF: R190	11500002	Status: Appro	oved	eRAF#: R19011500002 Status: Approved
				Attachments:
IFFLAN IFORNIA				View Attachments: 0
				View Letters: 0
lember Details				
ember Name: rest83 Patient		CIN: 200000000000		entered. Please print it out for your p
ender:		Date of Birth [Age]:		records.
lale		01/01/2001 [7]		
hone # (on file):		Address: 777 Main Street Anstown CA 99999		
CP Details:		PCP Address:		
eneral Test Practice [00000 000]		555 Miami Bay, CA 55555		
CP Fax #: 65) 555-5555				
eferral Start & End Date	s			
tart Date:	Duration:	End Date:	c	
1/15/2019	12 Months	01/15/2020		
ame (PRCE): EST PROVIDER XXX [00000 000]	Address: 8767 UPTOWN AVENU	E, ANYTOWN, CA 55555	none#: 555) 555-5555	
iagnosis Details & Medio	cal Justification			
iagnosis Code: 120	Diagnosis Descriptio TYPHOID FEVER	n:		
edical Justification:				
TEST ITS TYPHOID			<u>^</u>	
			-	
			÷.	
his Referral is:	theostoolog	PCP Preferred Communication Met	thod:	
uncated, important to nearth; not life i ut of County Referral Reason:	uneatening	can me it procedures or admission	pierried	
o in county specialist available				
eferral Reason:				
			A	
			Ψ.	
			>	
uestions:				
uestions: Thank you so much for your help.			*	

If you want to cancel a RAF, see Canceling a RAF.

Managing TARs

A Treatment Authorization Form (TAR) is required when a provider wants approval for a procedure, including assistive technology, physical therapy, equipment (DME), or products. Each TAR is manually reviewed at PHC. Inpatient and outpatient TARs that have been submitted have a status of *Received*.

The following illustration shows a TAR's progress, from the initial provider's request, through its processing at PHC, and back to where the provider can view its final status.



Inpatient and Outpatient TAR Flow

A TAR can have one of several statuses. The following table lists the statuses and gives their description.

TAR Statuses

TAR Status	Description
Approved	The TAR has been approved.
Received	The TAR is on its way to being processed by PHC.
In Progress	The TAR is being processed by PHC.
Denied	PHC has denied the request.
Voided	The request is nullified.

PHC Generates TAR Numbers

PHC gives each TAR a unique alpha numeric filename. All the TAR numbers begin with P, for PHC Online Services. The second letter comes from the type of TAR you select as you are creating the TAR.

After the TAR type, the next six numbers in the filename come from the day the TAR was created, in the format YYMMDD. So in the example PD1903290024, the 190329 represent March 29, 2019.

The last four numbers represent the count of TARs created that day. So 0024 is the 24th TAR created that day.

The following table lists the TAR types.

TAR Types and TAR Filenames

TAR Type	Character in Filename	Sample TAR Filename
Outpatient		
DME	D	PD1903290003
MED	Μ	PM1903290003
Ancillary	А	PA1904150001
CBAS	С	PC1903190001
Incontinence	I	PI1903290003
BHT	В	PB1903260001
Inpatient		
LTC (Long Term Care Facility)	L	PL1903120003
SNF (Skilled Nursing Facility)	S	PS1903290003
Acute (Acute Inpatient Hospital Admissions)	н	PH1903080001

Creating a TAR – Quick Reference

Required fields have an asterisk (*) in the PHC Online Services interface.



Creating an Outpatient TAR

Use this procedure to create an outpatient TAR. See <u>TAR Entry - Outpatient</u> for a description of all fields on the TAR Entry page. Required fields have an asterisk (*) in the PHC Online Services interface.

1. Go to Home > Authorizations (RAFs and TARs). The Authorization landing page appears.



- 2. Click **TAR Entry**. The eEligibility page appears.
- Search for the member to determine if the member is eligible. For a complete description of the searching functionality, see the *Eligibility Modules User Guide*.
 If the member is eligible, the **Is Eligible** field at the top right states **Yes**, and the two TAR buttons appear on the bottom right.

PHC - eEligibility	Is E	Eligible: Yes			Add 19 Mathemises - New Service Tasses	•
Member Demogra	Ret	ference No. XXX	(XXXXXXXXXXX	XXX	Is Eliptics	
Eligibility Details:	Pro	ogram: Medi-Ca	al	•	Mecage from 1% Herefores here Herefor Message: How Michael Har Online Reformation conversion.	Enter a new eRAF
Primary Care Phys	Dat	te of Service: 3	8/8/2019		diployed tests reported to r/s cost/04 status reported to Enter a sear 4000 Enter	Enter a new eTAR - Outpatient
	PCP Name:	*****	PCP Phone: xx			· · · · · · · · · · · · · · · · · · ·
CAPITATION OFTAILS			Porta. A			
Member Cap Type		PCP Namel Plan	Prove #			
LADI		200000000000000000000000000000000000000	XXXXXXXXXXXX			Enter a new el AR - Innatient
ROHO		000000000000000000000000000000000000000				Enter a new envire inpatient
Vign Vigna			1000000			
13 MONTHS ELIGIBILITY	DETAILS					
Effective Date	End Gale	County/AD Code	PCP NamePrign No	PCP Address	Other Inc	
03/01/2019	5010019	200000000000000000000000000000000000000	x0000000000000000000000000000000000000	******	ND MIDICARU ND NIPOKISD CONS	D COMERK INAGE
07/04/2017	62/28/29/5	200000000000000000000000000000000000000	200000000000000000000000000000000000000		NO WEDCARD AN	OTHER
08013017	08/30/2017	*****	x0000000000000000000000000000000000000	*****	NO MEDICARD NO NO MEDICARD NO	onen Mor

4. To create an outpatient TAR, click Enter a new eTAR - Outpatient. The TAR Entry page displays, populated with the member's demographic information.

AR Entry	
Member Details	Change Member
MEMBER NAME:	CIN:
Test Patient 46	11111111111
GENDER:	DATE OF BIRTH [AGE]:
Female	01/01/2001 [8]
PHONE # (ON FILE):	PATIENT PH#:
(555) 555-5555	
PCP DETAILS:	ADDRESS:
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	C/O PARENTS, 498 Magnolia Lane, Anytown, CA 99999
PCP FAX #:	PCP ADDRESS:
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	*****

You can enter in an additional phone number for the patient in the PATIENT PH# field.

- Specify how long the referral is active. Enter an end date in the END DATE field. This field is required. The default duration is 12 months. You can change the start date from the Eligibility page.
- 6. Find the provider to whom you are referring the member. This field is required. Use the **Select Provider** field to search. Once you select the provider, the provider address, details and fax number populate. See <u>Searching within PHC Online Services</u> for information on provider searches.
- 7. Enter in the fax number you want the specialist to use to communicate with your office in the **PREFERRED RETURN FAX#** field.
- Specify whether the treatment is urgent. In the IS URGENT drop-down menu, select Yes or No. If you select Yes, the REASON FOR THE URGENT TAR field appears. Enter a reason into the field. This field is required.
- **9.** Select the type of TAR from the **TAR TYPE** drop-down menu. This field is required. Your choices are:



10. Specify where the patient is currently staying. This field is required. Your choices are:



- 11. Find the member's diagnosis. This field is required. Search in the **PRIMARY DIAGNOSIS** field, remembering to omit decimal points. When you select the diagnosis, the **DIAGNOSIS CODE** and **DIAGNOSIS DESCRIPTION** fields automatically populate.
- **12.** Select a secondary diagnosis, if applicable.
- 13. Enter a reason for the TAR in the **MEDICAL JUSTIFICATION** field.
- 14. Enter in a Service Code in the Service Details & Additional Notes section. Click Add New Service Code.

Add New Service Code

The Add/Edit Service Detail pop-up displays.

SERVICE CODE: *	SERVICE DESCRIPTION:	
Search procedure based on procedure code or its descrip. \checkmark		
UNITS:	QUANTITY: *	
Enter units	Enter Quantity	
CHARGES:	MODIFIER 1:	
Enter Charges	Search modifier based on its code	•
MODIFIER 2:	MODIFIER 3:	
Search modifier based on its code -	Search modifier based on its code	•

- **15.** Search for the service code in the **SERVICE CODE** drop-down. This field is required. Once you enter in a code, the description displays in the **SERVICE DESCRIPTION** field.
- 16. Do not use the UNITS field.
- 17. Enter in the number of units in the **QUANTITY** field. This field is required.
- 18. If there are any modifiers, use the drop-down menus in the **MODIFIER** fields.
- 19. Save the new service code to the TAR by clicking Add New Service Detail.

Add New Service Detail

The completed service code is added to the list. You can edit or delete the service code record.

Service De	tails & Addition	nal Notes	6						
Service Code	Service Description	Modifier 1	Modifier 2	Modifier 3	Units	Quantity	Charges	_	
9985D	BANDAGES/NON- MED J&J #2015 ADAPTIC, STERILE 3 X 8				4	4	0	<i>₿</i> Edit	t Delete

- **20.** Enter as many service codes as you need.
- **21.** Enter further notes in the **ADDITIONAL NOTES** field.
- **22.** Add any files to this TAR using the **Attachments** button in the upper right corner of the screen.

Attachments: 0

23. Click Submit eTAR in the upper right panel.

A verification screen appears, listing the TAR number.



If you click **View TAR**, the TAR is displayed onscreen. The TAR number and status display at the top. You can print from this screen for your records. You can also view any attachments or letters using the buttons.

TAR: PB1903110001	Status: Received	
eTAR#: PB1903110001 Status: Received Attachments:	etAl. State Atte	PE1603110001 Received All the information that you entered. All the information that you entered.
Attachments: 0		NE .
This is all the information that you enter Please print it out for your own records.	d	
Submit a new TAR		
Primary Diagnosis Code: Primary Diagnosis Descr GS681 Ober specified mononiu	on: whiles of right upper limb	
Lecondry Dagrosis Cole: Secondry Dagrosis De Medical Autification: (Inax Character Initi in 1980 characters) ,	, ,	
Service Details & Additional Notes	0	
Service Code Service Description Modifier 1	Modifier 2 Modifier 3 Units Quantity Charges	
9931LA MCKESSON, DISP ADULT SHIELDS/LINERS/PADS, ENTRUST PLUS, #1382811 ZX	ZM ZR 3 5 0.0	
Additional Notes: (max character limit is 700 characters) The is another test here today on Monday.		

Submitted TAR Page

Creating an Inpatient TAR

Use this procedure to create an Inpatient TAR. See <u>TAR Entry - Inpatient</u> for a description of all fields on the Inpatient TAR Entry page. Required fields have an asterisk (*) in the PHC Online Services interface.

1. Go to Home > Authorizations (RAFs and TARs). The Authorization landing page appears.



- 2. Click TAR Entry. The eEligibility page appears.
- **3.** Search for the member to determine if the member is eligible. For a complete description of the eligibility functionality, see the *Eligibility Modules User Guide*.

If the member is eligible, the **Is Eligible** field at the top right states **Yes**, and the two TAR buttons appear on the bottom right.

PHC - eEligibility	Is E	Eligible: Yes		J	Add ED testiloation	ion Number Gearth	•		
Member Demog	Ref	ference No. xx	xxxxxxxxx	XXXX	n the Refer	nee Ma. 2000000000 New Col Service 3.5/2010			
Eligibility Detail	Pro	gram: Medi-Ca	al			Heager from Musices: Nore et Mesager MEDLINE: NO OTHER REPORTED COVERIGE.	En	iter a new eRA	F
				1	D-COVERAGE on displayed here is reported to Case 1	Ranagement, Nove	_		
Primary Care Pl	Dat hysician Details/ M	te of Service: 3	3/8/2019		Berly anual Ord status may Enter a (new a	new eXAV Enter a new eXAV - Culputient	En	iter a new eTAF	R - Outpatient
Primary Care Pl	United and the second s		3/8/2019		Ber's anual Orif stears may Entire a	new alfAl [®] Elser a new alfAl® Oxfordent new alfAl® oxposed	En	iter a new eTAF	R - Outpatient
Primary Care Pl	Dat hysician Details/ M ICP Asses	dical Home	3/8/2019		Color a pour Ori stano may	new alfAll : Codeparent new alfAll : September	En	nter a new eTAF	R - Outpatient
Primary Care Pl	Vysician Details/ M PCP Rame PCP Adverse	dical Home	3/8/2019		Cours a	mean and the Target a mean at SAR - Coupanding a mean at SAR - Target and mean at SAR - Target and	En	iter a new eTAF	R - Outpatient
Primary Care Pl CAPITATION DETAIl Market Go Type	Up at Providence	te of Service: (3/8/2019		Seri a pui 04 sea ney	meanshif Enter y meanstraft. Colonaders meanstraft. Supposers	En	iter a new eTAF	R - Outpatient
Primary Care Pil CAPITATION DETAIl Monitor Capitype UAI	Update vysician Details/ M ICP None ICP Addense 15	dical Hore dical Hore Construction Cons	3/8/2019 Notice Notice Notice		Seri anui 04 seta nej	new dW Cline a new dWh. Columbus one at Abla inquiner	En	iter a new eTAF	R - Outpatient
Primary Care Pl CANTATION DCTAI Member Cap Type U&1 Road	US Administration	te of Service: (3/8/2019		Serra pour 04 seta neg	ne elvit ne el ne elvit ne elv	En En	nter a new eTAF	R - Outpatient R - Inpatient
Primary Care Pl CANTATION DETAIL Member Cap Type Udit Nonci Yoy Mercar Hudit	UDat rysician Detalls/ M PCP Anter RCP Address		3/8/2019		Serra pour 04 seta neg		En En	nter a new eTAF nter a new eTAF	R - Outpatient R - Inpatient
Primary Care PI CARTATION DETAIL Media Car Date Addi Moni Audio Vitor Moni Audio	rysician Details/ M rysician Details/ M rCP Associ		3/8/2019 10 files 10	8000000	Servi and Gil finde reg		En En	iter a new eTAF iter a new eTAF	R - Outpatient R - Inpatient
Primary Care PI CARTATION OLTAT Wheth Carry Metal Hauth Standard Standard Care Created Care	UP Adams	Contraction	3/8/2019 Profile Barrow Barrow Barrow Barrow Barrow	200000		end general and	En	iter a new eTAF	R - Outpatient R - Inpatient
Primary Gare PI CARTATION OCTAN Metal Hours 100 100 100 100 100 100 100 100 100 10	UTY DETAILS Defaults	ee of Service: (8/8/2019 	20000000		Market The Tax Sold of Galaxy and Conception Agents All and All and	En	iter a new eTAF	R - Outpatient R - Inpatient
Primary Gare PI CARITATION DETAI Under Control Under Stand Houte Stand Houte Stand Stand Contactor Contactor Contactor Contactor Contactor	UDAT VYSICIAN DETAILS IN PCP Anne PCP A	tee of Service: (3/8/2019 Control 10 Control 10 Co	X7 Mem 1000000000000000000000000000000000000		Work of the same of all challents we can be approximately a same of the same		iter a new eTAF	R - Outpatient R - Inpatient

4. Click Enter a new eTAR - Inpatient. The TAR InPatient Entry page displays, populated with the member's demographic information.

Member Details	Change Mem
MEMBER NAME:	CIN:
TEST98 PATIENT	1111111111
GENDER:	DATE OF BIRTH [AGE]:
Female	01/01/2001 [8]
PHONE # (ON FILE):	PATIENT PH#:
(555) 555-5555	
PCP DETAILS:	ADDRESS:
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	C/O PARENTS, 789 DAISY DRIVE, ANYTOWN, CA 99999
PCP FAX #:	PCP ADDRESS:
XXXXXXXXXXXX	****

You can enter in an additional patient phone number in the **PATIENT PH#** field.

- 5. Specify the start date of the inpatient TAR. In the TAR Start & End Dates section, today's date automatically displays in the **START/ADMIT DATE** field.
- 6. If you know the end or discharge date for the TAR, enter the date in the END/DISCHARGE DATE field. If you do not know the end or discharge date, you can leave the field blank.
- **7.** Search for a provider in the **Select Provider** field. This field is required. Once you select the provider, the provider address, details and fax number populate.
- 8. Enter the name of the admitting physician in the **ADMITTING PHYSICIAN** field. This field is required.
- Specify whether the treatment is urgent. In the IS URGENT drop-down menu, select Yes or No. If you select Yes, the REASON FOR THE URGENT TAR field appears. Enter a reason into the field.
- **10.** Select the type of TAR from the **TAR TYPE** drop-down menu. This field is required. Your choices are:



11. Specify the location where the patient will be discharged to. Your choices are:



If you select Unknown/Other, you are required to enter a location in the Explain field.

- **12.** Enter in the fax number you want the specialist to use to communicate with your office in the **PREFERRED RETURN FAX#** field.
- **13.** Enter the attending physician's name in the **ATTENDING PHYSICIAN** field. This field is required.
- **14.** Find the member's diagnosis. This field is required. Search in the **ADMITTING DIAGNOSIS** field. When you select the diagnosis, the **CODE** and **DESCRIPTION** fields automatically populate.
- **15.** Select further diagnoses in the **SECONDARY DIAGNOSIS** and **OTHER DIAGNOSIS** fields, if applicable.
- 16. Enter any further notations in the **NOTES** field. You are limited to 700 characters.

17. Enter the bed code. Click Add New Bed Code.



The Add/Edit Bed Code Details pop-up appears.

BED CODE: *	BED CODE DESCRIPTION:	
Search bed codes based on its code or description	-	
# OF CARE DAYS: *		
START DATE:	END DATE:	
3/21/2019	END DATE:	

Find the appropriate bed code from the **BED CODE** search field. This field is required. Enter the number of care days the patient is expected to have in the **# OF CARE DAYS** field. This field is required. The **START DATE** and **END DATE** fields automatically populate, based on the value you entered for number of care days.

Click Add. The record appears in the Bed Code Details & Additional Notes section.

18. The completed bed code record is added to the list. You can edit or delete the bed code record.

Bed Code	Details & Additional Notes					
Bed Code	BedCode Description	# Of Care Days	Start Date	End Date		
0172	NURSERY - NEWBORN - LEVEL II	3	3/21/2019	3/23/2019	🖋 Edit	💼 Delete
0122	OB, SEMI-PRIVATE TWO BEDS	3	3/24/2019	3/26/2019	🖋 Edit	💼 Delete

- **19.** Enter as many bed codes as you need.
- **20.** Add any files to this TAR using the **Attachments** button in the upper right corner of the screen.



21. Click Submit eTAR InPatient in the upper right panel.

Submit eTAR InPatient

A verification screen appears, listing the TAR number.



If you click **View TAR**, the TAR is displayed onscreen. The TAR number and status display at the top. You can print from this screen for your records. You can also view any attachments using the **Attachment** button.

TAR: PH1903120041		Sta	tus: Processed to Essette)
eTAR#: PH1903120041 Status: Processed to Essette			a	eTABE: PH1903120041 Sanue Processed to Esette Attachmente:
Attachments:	1111 of birth [AGE]: 2017 ESS:			Attachments 0 Attachments 0 This is all the information that you entered. Please print is out for your own records.
Attachments: 0	ANYTOWN, CA 99999 DDRESS: XXXXXXXXXXXXXXXXXXXXXX	XXXXX		Submit a new TAR
 This is all the information that you entered. Please print it out for your own records. 				
Submit a new TAR	bischarge Date: 0019 ppe: XXXXXXX er Fax# (On File):		0	
	ing Physician:			
-None Selected- is Urgent: Yes	4 Reason for the Urgent TAR: Patient is in distress. 4		*	
Diagnosis Details & Medical Justification				
Primary Diagnosis Code: 19781	Primary Diagnosis Description: Intraoperative cerebrovascular infarction	1		
Secondary Diagnosis Code: Other Diagnosis Code:	Secondary Diagnosis Description: Other Diagnosis Description:			
Bed Code Details & Additional Notes			0	
Bed Code BedCode Description	# Of Care Days	Start Date	End Date	
0172 NURSERY - NEWBORN - LEVEL II	3	3/12/2019	3/15/2019	
R0015:			-	

Checking a TAR's Status

Use this module to view the status of a TAR. See <u>eTAR Status Checking</u> for descriptions of the fields on this page.

To check on the status of a TAR, use the following procedure.

1. Click on eTAR Status Checking on the Authorizations module page.



The TAR Status Checking page appears.

AR Search	n Criteria								
	In/Out Patier	nt:* Please sel	lect a TAR Type			•			
	TAI	R#:					Search He	lp!	
	Member II	D#:					Please complete perform valid set	any one of the following sarch.	search criteria to
				_			1.TAR #		
	TAR Span Fr	om: 3/27/2017	7 🔳	10:	3/27/2019		2.Member ID # (Member's SSN or CIN)	
	TAR Sta	tus: All				•	3.TAR Span : Fn last 24 months)	om Date and To Date - (Li	mited to search within
	Display most rec	ent: 5				•			
		Search	Clear						
AR Search	1 Results								

- 2. Select either Inpatient or Outpatient in the In/Out Patient field. This field is required.
- **3.** Search by one or more values in these fields:
 - TAR number
 - Member ID number (SSN or CIN)
 - Dates of TAR: include both start and end date
- 4. You can further refine the search by status. In the **TAR Status** pull-down menu, you can select **All**, **Approved**, **Received**, **Denied**, **Voided**, or **In Progress**.
- 5. Click **Search**. The results display in the TAR Search Results section.

View the results in the TAR Search Results list. The information is displayed in these columns: **TAR Number**, **Start & End Dates**, **TAR Status**, **Member Name**, **Service Provider Details**, **Attachments**, **Letters**, and **View**.

TAR Search	Results						
TAR #	Start & End Dates	TAR Status	Member Name	Service Provider Details	Attachments	Letters	View
PH1903190001	03/19/2019 -	In Progress	Test Patient 46 CIN: 11111111111	Blue Mountain Family Prac 2541 Redwood Road Anytown, CA 55555 (555) 555-5555			View TAR
PH1903120041	03/14/2019 - 03/14/2019	In Progress	Test Patient 63 CIN: 11111111112	Ramble Family Practice 78 Ash Street Anytown, CA 55555 (555) 555-5555			View TAR
PH1903140001	03/14/2019 -	In Progress	Test Patient 49 CIN: 11111111114	Green Center 888 Birch Court Anytown, CA 55555 (555) 555-5555			View TAR

6. You can see the TAR onscreen by clicking **View TAR**. The TAR displays in a page. You can print the TAR with the **Print** button.

S/P	TAR: PA1903250001	St	atus: Approved	
ALIFORNIA				
Member D	Details			eTAR#: PA1903250001
MEMBER NAM	4E-	CIN:		View TAR Corrections [3]
oot Potiont 4	10	1111111111		new the concessions (s)
	0			
ENDER.		DATE OF BIRTH [AGE].		6 Mani
male		01/01/1962 [20]		Close
IONE # (ON	FILE):	ADDRESS:		
55) 555-555	55	733 Aster Court, Anytown, CA 99999		
P DETAILS:		PCP ADDRESS:		
00000000	200000000000000000000000000000000000000	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx		
P FAX #:				
000000000				
	9 End Dates			
art Date:	& End Dates	End Date:		
/25/2019		03/25/2020		
me [PHC#]:		TAR Type:		
00000000		Out-Patient		
Ovider Fax# (CCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC	(On File):			
Diagnosi	is Details		0	
Diagnosi	is Details	Primary Diagnosis Description:		
Diagnosi Primary Diagr 02519	is Details nosis Code:	Primary Diagnosis Description: Cutaneous abcress of unspecified hand	°	
Diagnosi Primary Diagr 02519 Secondary Di	is Details noris Code: lagnosis Code:	Primary Diagnosis Description: Cutaneour abscess of unspecified hand Secondary Diagnosis Description:		
Diagnosi Irimary Diagr 02519 Recondary Di	is Details nosis Code: Jacobile & Additional Notae	Primary Diagnosis Description: Cutaneous abscess of unspecified hand Secondary Diagnosis Description:	0	
Diagnosi rimary Diagr 02519 econdary Di Service E	is Details nosis Code: lagnosis Code: Details & Additional Notes	Primary Diagnosis Description: Craneous absoss of unspective hand Secondary Diagnosis Description:	Motifier 3 Character	
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 If this TAR has been corrected, you see the View TAR Corrections button in the upper right. To view any corrections that have been made to this TAR, click View TAR Corrections. The number of corrections appears in parentheses. To make a correction, see <u>Managing TAR Corrections</u>.

Managing TAR Corrections

You can make corrections to an outpatient TAR that has already been approved. See <u>TAR Corrections</u> for descriptions of the fields on this page.

There are a few criteria that must be met before you make a correction to a TAR.

- It is an outpatient TAR
- The TAR's status is Approved
- The start date is within six months of the current date
- All previous corrections are in *Completed* status

Special Numbering for TAR Corrections

TAR corrections have an additional numbering scheme, to separate the corrections from the original TAR. When someone corrects an outpatient TAR, its TAR number is appended with two digits. The first correction is appended with 01, the second with 02, and so on. So for example, an original TAR was assigned the number PB19032600. After the first correction, its number is now PB1903260001. After its second correction, its number is PB1903260002.

Separate Statuses for TAR Corrections

TAR corrections have a status of *received* until PHC Health Services makes a determination on the correction. If PHC Health Services needs a bit of time to resolve a correction (for example, a PHC Health Services staffer has to reach out to a provider for clarification), they set the status to *in progress*. After PHC Health Services makes a determination, they set the status to *completed*. The following table describes each status.

TAR Correction Status	Description
Received	The TAR correction request is on its way to being processed by PHC.
In Progress	The TAR correction request is being processed by PHC.
Completed	PHC has made a determination on this TAR correction request. No further action can be taken on this correction request.

TAR Correction Statuses

The following illustration shows a TAR correction's progress, from the initial provider's request, through its processing at PHC, and back to where the provider can view its final status. Note that if a TAR Correction status is *received*, it has not yet been reviewed by PHC Health Services.



Outpatient TAR Correction Flow

To use the TAR Corrections module, go to *Home > Authorizations (RAFs and TARs) > TAR Corrections*.

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¥	and Sectoring	
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	?	

The TAR Status Checking page appears.

	In/Out I	Patient: * Out Pat	ient			¥			
		TAR #:					Search Help!		
	Men	iber ID #:					Please complete any valid search.	one of the following se	earch criteria to perform
	TAD C-			Ter			1.TAR #		
	іяк эр	3/27/20)17 📖	10.	3/27/2019		2.Member ID # (Mem	ber's SSN or CIN)	
	TAI	R Status: All				•	3.TAR Span : From E last 24 months)	ate and To Date - (Lin	nited to search within
	Display mos	st recent: 5				•			
		Search	Clear						
AR Search	Results								
	Start 8 End Dates	TAR Status	Member Name	Service P	rovider Details	Attachme	nts	Letters	View

Making the First Correction to a TAR

- 1. Find the TAR you want to correct. Follow the steps in <u>Checking a TAR's Status</u>. The TAR should appear in the TAR Search Results list.
- 2. Click View TAR. The TAR displays. If the status is *Approved*, the Submit TAR Correction button displays with the **Print** and **Cancel** buttons. (You can only make a correction request on a TAR that has been approved.)

Submit TAR Correction
Close

3. Click Submit TAR Correction. The displayed page changes, so that the fields you can edit are highlighted in blue. You can change the TAR Start and End Dates, Provider, Primary and Secondary Diagnosis, and the Additional Notes field.

03/26/2219		End Delix: 03/20/2020		TAR TYPE:					- 1			
CORRECTIO	N - START DATE:	CORRECTION - END DATE:		SERVICE PROVIDE	R:				- 1			
			-	XXXXXXXXXXX					- 1			
SERVICE PR	OVICER DETAILS			PROVIDER PAXE (0	N PILE):				- 1			
XXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX			XXXXXXXXXXX					- 1			
CORRECTIO	IN - SELECT PROVIDER:			CORRECTION - SEA	EVICE PR	WIDER:						
Select Provid	ber		•									
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PAEPEARES	RETURN FAXE											
Diagnosi	is Details & Medical J	lustification										
PRIMARY D	AGNO SI S:								- 1			
CHM2 Gen	sintentinal stramat sample of us	much							- 1			
SECONDAR	Y DIAGNO SIS:								- 1			
									- 1			
PRIMARY DI	LOND SIS - CORRECTION								- 1			
PRIMARY DI Dearch diag	MONOSIS - CORRECTION: 1993 Decks of pagnost cook of	as execution	•									
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- 4. Make any changes to the fields highlighted in blue. The current values for those fields are displayed above the blue highlighted fields, so you can compare values. The same search capabilities you had when originally entering TAR data are still available.
- 5. Click Submit TAR Correction Request. A validation screen appears. The TAR correction has a status of *received* until PHC Health Services manually review this TAR. They give it a

status of *In Progress* or *Completed*. Please note that the status may be *completed*, and PHC Health Services determined to accept the TAR correction or not. View the TAR corrections once the status is changed to *completed* to determine if correction was accepted or not.

Success! TAR Correction submitted successfully
We have successfully received TAR Corection# PI190326000203
You have successfully submitted a TAR and this is your confirmation number. Please make sure all required non-electronic attachments are faxed prompty to ensure your request is processed. Fax: Plant Pla
TAR Status Checking View TAR Corrections View TAR

Making Subsequent Corrections

You can only make a correction to a TAR that has an *Approved* status. The corrected TAR must have these criteria in order for you to take action on it:

- It is an outpatient TAR
- The TAR's status is Approved
- The start date is within six months of the current date
- All previous corrections are in Completed status
- 1. Find the TAR you want to correct. Follow the steps in <u>Checking a TAR's Status</u>. The TAR should appear in the TAR Search Results list.
- 2. Click View TAR. The TAR displays. If the status is *Approved*, the Submit TAR Correction button displays with the **Print** and **Cancel** buttons. (You can only make a correction request on a TAR that has been approved.)



- **3.** Click **Submit TAR Correction**. Make any changes to the fields highlighted in blue. The current values for those fields are displayed above the blue highlighted fields, so you can compare values. The same search capabilities you had when originally entering TAR data are still available.
- 4. Click **Submit TAR Correction Request**. A validation screen appears. PHC Health Services manually review this TAR. They give it a status *completed* or *in progress*

Viewing All Corrections for a TAR

You can see all the corrections made to a TAR.

- 1. Search for the TAR. Follow the steps in <u>Checking a TAR's Status</u>.
- 2. Click View TAR in the list. The button View TAR Corrections appears on the right. If the Submit TAR Correction button is not displayed, it means the previous TAR correction has not been completed.



3. To see all the corrections that have been made to a TAR, click the **View TAR Corrections** button. This brings up the TAR Correction Requests page.

AR Correction Requests							
Correction Re	quests - PI190	3260002					
TAR Correction #	Status	TAR #	Submitted Date	Submitted By	View		
PI190326000201	Completed	PI1903260002	3/26/2019 5:17:51 PM	mukeshjain	View		
PI190326000202	Completed	PI1903260002	3/26/2019 5:20:56 PM	mukeshjain	View		
PI190326000203	Received	PI1903260002	3/29/2019 10:32:47 AM	theavaughan	View		

You can see any corrections to the TAR. TAR corrections with a *received* status have not yet been viewed by PHC Health Services.

4. Click **View** for the last TAR correction. The TAR Correction XXXXXXX page appears. You can print the TAR correction from this page.



Page and Field Reference

This section lists each page in the Authorizations module, and defines all the fields on each page.

RAF Entry Page

To read the procedure for creating and submitting a RAF, see

No RAFs Needed for Certain Specialty Groups

You do not need to submit a RAF if you are referring a member to certain specialty groups. These groups do not appear in the specialty search list. These specialties do not need RAFs:

Specialty Codes Exempt from RAFs

Specialty Group Name	
Anesthesiology	
Behavioral Health Treatment	Creating a PAE. The procedure has several close up sample
DME	screenshots of the RAF Entry page.
Dialysis	
Home Health	
Laboratories	
Medical Transportation	
Radiology	
Skilled Nursing	

Attachments: Attachments: 0 Disclaimer: Authorization does not guaran Payment is subject to patient eligibility at t rendered. Note: Clicking Submit RAF is equivalent to Submit eRAF	o –	Change Member 2 22222222222 26 n of Birth Lanel: 25 V22012 Adress: 223 Rose Walk, Anytown, CA 99999 PCP Address:
eferral Start & End Dates art Date: 2/20/2019	Duration: * 12 Months (Min. 1 Month - Max. 12 Month	End Date: Change Service Dates (s) 3/20/2020
ervice Provider Details ecialist Search: * (Enter Specialist/Group/Facility Name/NPI) nter Specialist/Group/Facility Name/NPI v pecialist Name (PHC#):	Address:	Advanced Search Clear Phone#:
agnosis Seach: * agnosis Seach: * agnosis Seach: * agnosis Code or its description	Diagnosis Description:	
his Referral is: ndicated: important to health; not life threatening * eferral Reason:	PCP Preferred Communicatio	n Method: Out of County Referral Reason: • Please Select Reason- *
luestions:		

The RAF Entry Form

RAF Entry Page – Field and Button Descriptions

Page Section	Field Name or Button	Description
Member Details	Change Member	Use this button to return to the Member Search page.

Page Section	Field Name or Button	Description				
	Member Name	The member's name displays.				
	Gender	The member's gender displays.				
	Phone # (on file)	The member's phone number displays.				
	PCP Details	The PCP name displays.				
	PCP Fax #	The PCP fax number displays.				
	CIN	The member's CIN number displays.				
	Date of Birth [Age]	The member's date of birth displays, and the age displays between [brackets].				
	Address	The member's address displays.				
	PCP Address	The PCP's address displays.				
Referral Start and End Dates	Change Service Dates	Use this button to return to the Member Search page and change the service dates.				
	Start Date	Today's date displays.				
	Duration *	Enter in the number of months for which the referral is good. The default is 12 months. This field is required.				
	End Date	The referral's end date displays automatically, based on the duration you enter.				
Service Provider Details	Specialist Search *	Enter the name of the specialist, group or facility, or the NPI number. <u>Click here</u> for information on searching for specialists for RAFs. This field is required.				
	Specialist Name [PHC#]	Once the Specialist Search field is filled, this field displays the name of the specialist or facility.				
	Address	Once the Specialist Search field is filled, this field displays the address of the specialist or facility.				
	Phone #	Once the Specialist Search field is filled, this field displays the phone number of the specialist or facility.				
	Advanced Search	This button displays the Advanced Search pop-up. <u>Click here</u> for more information on Advanced Search.				
	Clear	Use this button to clear the current entry.				

Page Section	Field Name or Button	Description
Diagnosis Details and Medical Justification	Diagnosis Search *	Look up a diagnosis by ICD10 code or name. Omit any decimal points in codes. <u>Click here</u> or information on searching for diagnosis codes. This field is required.
	Diagnosis Code	The ICD10 code displays, based on your entry or selection in the Diagnosis Search pull-down.
	Diagnosis Description	The ICD10 description displays, based on your selection in the Diagnosis Search pull-down.
	Medical Justification	Enter in the justification for this referral.
	This Referral is	Select one of these options: Indicated: important to health; not life threatening Urgent: potentially life-threatening condition
	PCP Preferred Communication Method	Select one of these options: Please call me when you have seen patient I would like to receive periodic status report Call me if procedures or admission planned
	Out of County Referral Reason	Select one of these options: No in county specialist available Maintain continuity of care Tertiary level of care needed Other – Specify in Referral Reason
	Referral Reason	If you selected Other – Specify in Referral Reason for the Out of County Referral Reason .
	Questions	If you have any questions for the specialist, type them here.
	Attachments	Use this to add any files to the record. Refer to <u>Working with Attachments</u> for file requirements.
	Submit eRAF	When you have completed the form, click Submit eRAF .

eRAF Status Checking Page

To read the procedure for checking the status of a RAF, see <u>Checking a RAF's Status</u>. The procedure has several close up sample screenshots of the RAF Status Checking page.

AF Search v	Criteria								
	RAF #:	Enter RAF#							
	Member ID #:	Enter Memb	per's SSN or CIN		(Member's SSN or CIN)		Search Help!		
	RAF Span From:	Enter Start	Date		(Limited to search within last 12 months)		Please complete any one of the following search criteria to perform valid search.		
	To:		Date	=		1.RAF # 2.Member ID # (Member's SSN or CIN) 3.RAF Span - From Date and To Date - (Limited to search within last 12			
	Display most recent:	10		T					
		Search	Clear				months)		
F Search F	Results								

The eRAF Status Checking Search Form

TO UT THE O	011500002	Status: Approved	`
	711300002	Status: Approved)
HIEGHAN LIFORNIA			
Member Details			
Member Name:		CIN:	0
Test83 Patient		X000000000X	
Gender:		Date of Birth [Age]:	
Male		01/01/2001 [7]	
Phone # (on file):		Address: 777 Main Street Anvtram, CA 99999	
PCP Details:		PCP Address:	
General Test Practice [00000 000]		555 Miami Bay, CA 55555	
PCP Fax #:			
(555) 555-5555			
Referral Start & End Date	s		
Start Date:	Duration:	End Date:	0
01/15/2019	12 Months	01/15/2020	
Service Provider Details Name (PHC#): TEST PROVIDER XXX (00000 000) Diagnosis Details & Medi	Address: 8767 UPTOWN AVE	Phone6: 3NUE, ANYTOWN, CA 55555 (555) 558-5	
Diagnosis Code:	Diagnosis Descrip	ption:	0
0020	TYPHOID FEVER		
Medical Justification:			
TEST ITS TYPHOID			*
		PCP Preferred Communication Method:	
This Referral is:	threatening	Call me if procedures or admission planned	
This Referral is: Indicated: important to health; not life			
This Referral is: Indicated: important to health; not life Out of County Referral Reason:			
This Referral is: Indicated: important to health; not life Out of County Referral Reason: No in county specialist available			
This Referral is: Indicated: important to health; not life Out of County Referral Reason: No in county specialist available Referral Reason:			
This Referral is: Indicated: Important to health; not life Out of County Referral Reason: No in county specialist available Referral Reason:			*
This Referral is: Interacting the second sec			*
This Referral is: Intracated: Important to health; not life Out of County Referral Reason: No in county specialist available Referral Reason:			* *
This Referral is: This Referral Reason: No in county Sectors wallable Referral Reason: 4 Questions: Thank you so much for your help.			* *

The eRAF Status Checking RAF Preview Window

eRAF Status Checking Page – Field and Button Descriptions

Field, Column or Button Name	Description
Search Form	
RAF #	Enter RAF number.
Member ID #	Enter member's identification number.
RAF Span From	Enter the start date for the RAF.
То	Enter the end date for the RAF.
Display most recent	Enter the number of RAFs you want in the Results list.
Search	Click to search the records.
Clear	Click to clear the form.
eRAF Search Results List	
RAF #	The RAF number displays.
Start & End Dates	The RAF's start and end dates display.
RAF Status	The RAF's status displays.
Member Details	The member's name, CIN, and phone number display.
Specialist Details	The specialist's name, address, and phone number display.
PCP Details	The PCP's name, address, and phone number display.
Diagnosis Details	The diagnosis code and description display.
View RAF	Click View RAF to see the RAF onscreen.
Cancel RAF	Cancel a RAF that has <i>Approved</i> status. You can also modify a RAF's end date with this functionality.

TAR Entry – Outpatient

To read the procedure for creating an outpatient TAR, see <u>Creating an Outpatient TAR</u>. The procedure has several close up sample screenshots of the TAR Entry page.

TAR Entry								
							_	
Member Details							hange Member	Attachments:
MEMBER NAME:			CIN:				Attachments: 0	
TEST PATIENT99				5555555				
GENDER:	GENDER:		DATE OF BIRTH [AGE]:				Disclaimer: Authorization does not guarantee payment. Payment is	
Female		02/02/2012				subject to patient eligibility at the time service is rendered.		
PHONE # (ON FILE):		PATIENT PH#:				Note: Clicking Submit TAR is equivalent to signature.		
(555) 555-5555						Submit eTAR		
PCP DETAILS:		ADDRESS:						
XXXXXXXXXXXXXXXXX			C/O PARENTS, 987 MAPLE	E DRIVE, ANYTOWN,				
PCP FAX #:				PCP ADDRESS:				
^^^^				XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	****			
TAR Start & End Dates								
START DATE:	END DATE:		10001	Please attach Prescription. MD Orde	, and Clinical Notes providing	e medical iustification for the rec	uested	
4.5/2015	4/3/2020		E13	service.		· · ·		
				-Select TAR Type-				
SELECT PROVIDER: *				SERVICE PROVIDER DETAILS:				
Select Provider			•					
SERVICE PROVIDER ADDRESS:				PROVIDER FAX# (ON FILE):				
PREFERRED RETURN FAX#:	PREFERRED RETURN FAX#:			PATIENT CURRENT LOCATION: *				
			-Select Patient Current Location-			*		
IS URGENT:								
No			*					
Diagnosis Details & Medical	Justification							
PRIMARY DIAGNOSIS: *			r	MAGNOSIS CODE:	DIAGNOSIS DE	SCRIPTION:		
Search diagnosis based on diagnosis code	or its description		•		Dix Gilo Si S DE	Jerri Hon.		
SECONDARY DIAGNOSIS:	or its description			SECONDARY CODE:	SECONDARY D	ESCRIPTION:		
Search diagnosis based on diagnosis code o	or its description							
MEDICAL JUSTIFICATION: (MAX CHARA	ACTER LIMIT IS 1500 CH	ARACTERS)						
Service Details & Additional I	Notes							
Service Code Service Des	scription	Modifier 1	Modifier 2	Modifier 3	Jnits Quantity	Charges		
No records to display.								
Add New Service Code								
ADDITIONAL NOTES: (MAX CHARACTER	R LIMIT IS 700 CHARAC	TERS)						

The TAR Outpatient Entry Page

Page Section	Field Name or Button	Description				
Member Details	Change Member	Use this button to return to the Member Search page.				
	Member Name	The member's name displays.				
	Gender	The member's gender displays.				
	Phone # (on file)	The member's phone number displays.				
	PCP Details	The PCP's name displays.				
	PCP Fax #	The PCP's fax number displays.				
	CIN	The member's CIN number displays.				
	Date of Birth [Age]	The member's date of birth displays, and the age displays between [brackets].				
	Patient Ph#	Enter in an additional member phone number if needed.				
	Address	The member's address displays.				
	PCP Address	The PCP's address displays.				
TAR Start	Start Date	Today's date displays.				
and End Dates	End Date *	By default, today's date displays. You can enter a future date using the calendar. For retroactive TAR, enter a date that is in the past. This field is required.				
	Select Provider *	Select the provider you are requesting for the member from the pull-down arrow. <u>Click here</u> for information on searching providers for TARs. This field is required.				
	Service Provider Address	Once the Provider Name field is filled, this field displays the address of the specialist or facility.				
	Preferred Return Fax #	Enter a fax number that the specialist prefers for communication.				
	Is Urgent	Select either Yes or No .				
	Reason for the Urgent TAR *	If you select Yes for Urgent, this field appears. You must enter the urgency reason in this field. This field is required.				

Outpatient TAR Entry Page – Field and Button Descriptions

Page Section	Field Name or Button	Description
	TAR Type *	Select a TAR type: Ancillary, BHT, CBAS, DME, Incontinent, Med. This field is required.
	Service Provider Details	The provider's name displays.
	Provider Fax # (on file)	The provider's fax number on file displays.
	Patient Current Location *	Specify where the member is currently, from these options: Home, SNF/ICF, Board and Care, Acute Hospital, Homeless, Other. This field is required.
	If Selected Other, Explain *	If you selected Other for Patient Current Location, enter in the member's current location. This field is required.
Diagnosis Details and Medical Justification	Primary Diagnosis *	Find the primary diagnosis by ICD10 code or text. Omit entering decimal points. <u>Click here</u> for information on how to search the ICD10 codes. This field is required.
	Diagnosis Code	The ICD10 code displays, based on your entry in the Primary Diagnosis pull-down.
	Diagnosis Description	The ICD10 description displays, based on your entry in the Primary Diagnosis pull-down.
	Secondary Diagnosis	Find the secondary diagnosis by ICD10 code, if applicable.
	Diagnosis Code	The secondary diagnosis code displays.
	Diagnosis Description	The secondary diagnosis description displays.
	Medical Justification	Enter your justification for this TAR. The maximum character limit is 1500 characters for this field.
Service Details and Additional Notes	Add New Service Code	The Add/Edit Service Detail pop-up displays. See the table immediately following this table for field descriptions.
	Additional Notes	Enter any further notes. The maximum character limit is 700 characters for this field.
Attachments		Use this to add any files to the record. Refer to <u>Working with Attachments</u> for file requirements.

•

•

Page Section	Field Name or Button	Description	
Submit eTAR		When you have completed the form, click Subr eTAR .	nit
Add	/ Edit Service Detail:	SERVICE DESCRIPTION:	

QUANTITY: *

Enter Quantity

Search modifier based on its code

Search modifier based on its code

MODIFIER 1:

MODIFIER 3:

The Add/Edit Service Detail Window

•

Add/Edit Service Detail Window – Field and Button Descriptions

UNITS:

CHARGES:

Enter Charges

Search modifier based on its code

Field Name or Button	Description
Service Code *	Enter a service code. <u>Click here</u> for information on how to search the service (or bed) codes. This field is required.
Service Description	The service's description displays.
Units	Do not use this field.
Quantity *	Enter the number of units for this service type. This field is required.
Charges	Not applicable.
Modifier 1, 2, 3	Enter a modifier, if needed.
Add New Services Detail	Click this button to add the service to the TAR.
Cancel	Cancel this service detail.

TAR Entry – Inpatient

To read the procedure for creating an inpatient TAR, see

<u>Creating an Inpatient</u> TAR. The procedure has several close up sample screenshots of the TAR Inpatient Entry page.

mber Details			Change M	
EMBER NAME:		CIN:		
IST PATIENT432		222333444555		
ENDER:		DATE OF BIRTH [AGE]:		
ale		06/01/2015 [3]		
HONE # (ON FILE): 55) 555-5555		PATIENT PH#:		
CP DETAILS:				
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx		555 LOST LANE, ANYTOWN, CA 99999		
CP FAX #:		PCP ADDRESS:		
55) 555-5555		XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX		
TAR Start & End Dates				
START/ADMIT DATE:	END / DISCHARGE DATE:	TAR TYPE: *		
3/12/2019	E	-Select TAR Type-		
SELECT PROVIDER: *		DISCHARGE TO:		
Select Provider		 Select Discharge To- 		
SERVICE PROVIDER DETAILS:		SERVICE PROVIDER ADDRESS:		
PROVIDER FAX# (ON FILE):		PREFERRED RETURN FAX#:		
ADMITTING PHYSICIAN: *		ATTENDING PHYSICIAN: *	ATTENDING PHYSICIAN: *	
IS URGENT:				
No		Ŧ		
Diagnosis Details & Medical Jus	tification	CODE	DE SC DIDTION:	
Search diamosis based on diamosis code or its	description -		Deserver non.	
		SECONDARY CODE:	SECONDARY DESCRIPTION-	
Search diagnosis based on diagnosis code or its	description -	SECONDART CODE.	SECONDART DESCRIPTION.	
OTHER DIAGNOSIS:		OTHER CODE:	OTHER DESCRIPTION:	
	de contente a			
Search diagnosis based on diagnosis code or its	description			
Search diagnosis based on diagnosis code or its NOTES: (MAX CHARACTER LIMIT IS 700 CH	ARACTERS)			
Search diagnosis based on diagnosis code or its	ARACTERS)			
Search diagnosis based on diagnosis code or its	aescription			
Search diagnosis based on diagnosis code or its	ARACTERS)			
Bearch diagnosis based on diagnosis code or its	ARACTERS)			
Bearch diagnosis based on diagnosis code or its NOTES: (MAX CHARACTER LIMIT IS 700 CH Bed Code Details & Additional N Bed Code BedCode Descript	ARACTERS)	Days Start Date	End Date	
Bearch diagnosis based on diagnosis code or its NOTES: (MAX CHARACTER LIMIT IS 700 CH Bed Code Details & Additional N Bed Code BedCode Descript No records to display.	ARACTERS) Iotes Ion #Of Care I	Days Start Date	End Date	
Bearch diagnosis based on diagnosis code or its NOTES: (MAX CHARACTER LIMIT IS 700 CH Bed Code Details & Additional N Bed Code BedCode Descript No records to display. Add New Bed Code	ARACTERS) ARACTERS Iotes ion #Of Care I	Days Start Date Attachments:	End Date	
Search diagnosis based on diagnosis code or its NOTES: (MAX CHARACTER LIMIT IS 700 CH Bed Code Details & Additional N Bed Code BedCode Descript No records to display. Add New Red Code	ARACTERS) Iotes	Days Start Date Attachments: Attachments: 0	End Date	
Bearch diagnosis based on diagnosis code or its NOTES: (MAX CHARACTER LIMIT IS 700 CH Bed Code Details & Additional N Bed Code BedCode Descript No records to display. Add New Bed Code	ARACTERS) Iotes Ion #OfCare I	Days Start Date Attachments: Attachments 0 Disclaimer Authorizatio	End Date	
Bearch diagnosis based on diagnosis code or its NOTES: (MAX CHARACTER LIMIT IS 700 CH Bed Code Details & Additional N Bed Code Details & Additional N Red Code BedCode Descript No records to display. Add New Bed Code	ARACTERS) ARACTERS Iotes	Days Start Date Attachments: Attachments: Disclaimer Authorizatio patient eligibility at the to	End Date	
Bearch diagnosis based on diagnosis code or its NOTES: (MAX CHARACTER LIMIT IS 700 CH Bed Code Details & Additional N Bed Code BedCode Descript No records to display: Add New Bed Code	ARACTERS) Iotes	Days Start Date Attachments: Attachments: Distainer: Authorizatio Distainer: Authorizatio Noze: Clicking Submit TA	End Date	

06/01/2015 [3]



Page Section	Field Name or Button	Description
Member Details	Change Member	Use this button to return to the Member Search page.
	Member Name	The member's name displays.
	Gender	The member's gender displays.
	Phone # (on file)	The member's phone number displays.
	PCP Details	The PCP's name displays.
	PCP Fax #	The PCP's fax number displays.
	CIN	The member's CIN number displays.
	Date of Birth [Age]	The member's date of birth displays, and the age displays between [brackets].
	Patient Ph#	Enter in an additional member phone number if needed.
	Address	The member's address displays.
	PCP Address	The PCP's address displays.
TAR Start	Start/Admit Date	Today's date displays.
and End Dates	End/Discharge Date	Enter a discharge date.
	Select Provider *	Select the provider you are requesting for the member from the pull-down arrow. <u>Click here</u> for information on searching providers for TARs. This field is required.
	Service Provider Details	Once the Provider Name field is filled, this field displays the address of the specialist or facility.
	Provider Fax # (on file)	The provider's fax number on file displays.
	Admitting Physician *	Enter the name or number of the admitting physician. This field is required.
	Is Urgent	Select either Yes or No .
	Reason for the Urgent TAR *	If you select Yes for Urgent, this field appears. You must enter the urgency reason in this field. This field is required.
	TAR Type *	Select a TAR type. This field is required. Acute – Acute Inpatient Hospital Admissions

Inpatient TAR Entry Page – Field and Button Descriptions

Page Section	Field Name or Button	Description
		LTC – Long Term Care Facility (Custodial Care) SNF – Skilled Nursing Facility
	Discharge to	Select where the patient will be discharged: Acute Care, Acute Rehab Facility, AMA, Correctional Facility, Deceased, Home, Home Health Care, Hospice, Hotel, Skilled Nursing Facility, Unknown/Other
	Unknown/Other	If you selected Unknown/Other in the Discharge To field, enter in where the patient will be discharged to.
	Service Provider Address	Once the Provider Name field is filled, the provider's address displays.
	Preferred Return Fax #	Enter the preferred FAX number for the provider.
	Attending Physician *	Enter the name of the attending physician. This field is required.
	If Selected Other, Explain *	If you selected Other for Patient Current Location, enter the member's current location. This field is required.
Diagnosis Details and Medical Justification	Admitting Diagnosis *	Find the admitting diagnosis by ICD10 code or text. Omit entering decimal points. <u>Click here</u> for information on how to search the ICD10 codes. This field is required.
	Code	The ICD10 code displays, based on your entry in the Primary Diagnosis pull-down.
	Description	The ICD10 description displays, based on your entry in the Primary Diagnosis pull-down.
	Secondary Diagnosis	Find the secondary diagnosis by ICD10 code, if applicable.
	Secondary Code	The secondary diagnosis code displays.
	Secondary Description	The secondary diagnosis description displays.
	Other Diagnosis	If applicable, find any other diagnosis.
	Other Code	Based on the Other Diagnosis field, the displays.
	Other Description	ICD10 code displays based on Other Description field.
	Notes	Enter any notes. The maximum character limit is 700 characters for this field.

Page Section	Field Name or Button	Description
Bed Code Details and Additional Notes	Add New Bed Code	The Add/Edit Service Detail pop-up displays. <u>Click here</u> for information on how to search the service (or bed) codes.
Attachments		Use this to add any files to the record. Refer to <u>Working</u> with Attachments for file requirements.
Submit eTAR Inpatient		When you have completed the form, click Submit eTAR Inpatient .

Add / Edit Bed Code Details:		
BED CODE: *	BED CODE DESCRIPTION:	
Search bed codes based on its code or description		
# OF CARE DAYS: *		
START DATE:	END DATE:	
3/21/2019		
Add Cancel		

The Add/Edit Bed Code Details Window

Add/Edit Bed Code Details Window Page – Field and Button Descriptions

Field Name or Button	Description
Bed Code *	Enter a bed code. <u>Click here</u> for information on how to search the bed codes. This field is required.
Bed Code Description	The bed code's description displays.
# of Care Days *	Enter the number of days for which the patient is admitted. This field is required.
Start Date	This field automatically populates from the date you entered on the main TAR Inpatient Entry page.
End Date	This field automatically populates based on the start date and what you entered in the # of Care Days field.
Add	Use this button to add the record.
--------	--
Cancel	Use this button to cancel this bed code.

eTAR Status Checking

To read the procedure for checking the status of a TAR, see <u>Checking a TAR's Status</u>. The procedure has several close up sample screenshots of the TAR Status Checking page.

AR Search Criteria								
In/Out Patient:	* Please selec	t a TAR Type			•			
TAR	¥:					Search Help!		
Member ID	¥:					Please complete any one of perform valid search.	the following search criteria	to
TAR Shan From	N		To:			1.TAR #		
	. 3/27/2017	m	10.	3/27/2019	m	2.Member ID # (Member's S	SN or CIN)	
TAR Statu:	s: All				•	3.TAR Span : From Date and last 24 months)	To Date - (Limited to sear	h within
Display most recen	t: 5				•			
	Search	Clear						

The TAR Status Checking Page

Field, Column or Button Name	Description
Search Form	
In/Out Patient	Select either In Patient or Out Patient
TAR #	Enter TAR number.
Member ID #	Enter member's identification number.
TAR Span From	Enter the start date for the TAR.
То	Enter the end date for the TAR.
Display most recent	Enter the number of TARs you want in the Results list.
Search	Click to search the records.
Clear	Click to clear the form.
TAR Search Results List	
TAR #	The TAR number displays.
Start & End Dates	The TAR's start and end dates display.
TAR Status	The TAR's status displays.
Member Details	The member's name, CIN, and phone number display.
Specialist Details	The specialist's name, address, and phone number display.
PCP Details	The PCP's name, address, and phone number display.
Diagnosis Details	The diagnosis code and description display.
View	Click View TAR to see the TAR onscreen.

eTAR Status Checking Page – Field and Button Descriptions

TAR Corrections

The fields for this workflow are the same as in <u>TAR Entry – Outpatient</u>, so please see that section for field and button descriptions. In addition, there is a new list of search results, which is shown below. To read the procedure for creating and submitting TAR Corrections, see <u>Managing TAR Corrections</u>.

Note that the TAR Corrections workflow allows you to search by original TAR number only. You have to search for the original TAR number, then scan the results to find out how many corrections there are to that TAR.

AR Correctio	n Requests				
Correction Requests - PI1903260002					
TAR Correction #	Status	TAR #	Submitted Date	Submitted By	View
PI190326000201	Completed	PI1903260002	3/26/2019 5:17:51 PM	mukeshjain	View
PI190326000202	Completed	PI1903260002	3/26/2019 5:20:56 PM	mukeshjain	View
PI190326000203	Received	PI1903260002	3/29/2019 10:32:47 AM	theavaughan	View

The TAR Correction Requests Page

TAR Corrections Page – Field and Button Descriptions

Column or Button Name	Description
TAR Correction #	Displays the TAR correction number. When a TAR is corrected, its number appends a 01 for the first correction, 02 for second, and so on.
Status	Displays the TAR's status.
TAR #	Displays the original TAR number.
Submitted Date	Displays the date and time the TAR was submitted.
Submitted By	Displays name of provider or PHC employee who last modified record.
View	Click to view the TAR with its corrections onscreen.

Glossary

Here we have defined some terms from the healthcare industry and PHC Online Services.

ACA	Affordable Care Act
AI	Access Initiative
BIC	Benefits Identification Card number, assigned by the state
CCN	Claim Control Number
CCS	California Child Services
CIF	Claims Inquiry Form
CIN	Client Index Number
DOB	Date Of Birth
DX	Diagnosis Codes
eAdmin	A provider's system administrator for PHC Online Services.
ER	Emergency Room
HKN	Healthy Kids Number
NPI	National Provider Identifier. All providers have an NPI.
PCP	Primary Care Physician, Primary Care Provider
PDF	Portable Document Format
PHC	Partnership HealthPlan of California
RA	Remittance Advice
RAF	Referral Authorization Form
RP	Risk Population
SSN	Social Security Number
TAR	Treatment Authorization Referral
—	

TIN Tax ID Number, also known as IRS Number. Could be a person or an entity.

LIST OF TABLES

TAR Types and TAR Filenames	Error! Bookmark not defined.
User Profile Pull-Down Menu	9
Type of Search	14
Data Source	14
RAF Statuses	18
Specialty Codes Exempt from RAFs	18
TAR Statuses	
TAR Types and TAR Filenames	31
TAR Correction Statuses	43
Specialty Codes Exempt from RAFs	Error! Bookmark not defined.
RAF Entry Page – Field and Button Descriptions.	49
eRAF Status Checking Page – Field and Button I	
	Descriptions52
Outpatient TAR Entry Page – Field and Button De	Descriptions52 escriptions55
Outpatient TAR Entry Page – Field and Button De Add/Edit Service Detail Window – Field and Butto	Descriptions52 escriptions55 on Descriptions57
Outpatient TAR Entry Page – Field and Button De Add/Edit Service Detail Window – Field and Butto Inpatient TAR Entry Page – Field and Button Des	Descriptions
Outpatient TAR Entry Page – Field and Button De Add/Edit Service Detail Window – Field and Butto Inpatient TAR Entry Page – Field and Button Des Add/Edit Bed Code Details Window Page – Field	Descriptions
Outpatient TAR Entry Page – Field and Button De Add/Edit Service Detail Window – Field and Butto Inpatient TAR Entry Page – Field and Button Des Add/Edit Bed Code Details Window Page – Field eTAR Status Checking Page – Field and Button I	Descriptions