

Managed Care Systems (MCS) Essette Provider Portal User Training Guide – Updated March 2025

Prior Authorization Requests

Prior Authorization	720-612-6600, option 1	For questions or assistance with the authorization process. Monday – Friday, 8:30 – 4:30 pm MT		
Prior Authorization Fax	303-605-1545			
Care Coordination 720-612-6600, choose option 1		For questions or assistance with care		
	and then option 2	coordination for ALL PHPprime contacts.		
Care Coordination Fax	303-256-1721			
	Portal@phpmcs.com	For questions or assistance regarding		
Portal Support	720-612-6600, choose option 1,	portal access or technical support.		
	and then option 6			

90 Day MCS Prior Authorization Portal Timeout

Please be aware that if you have not logged into your MCS Prior Authorization Portal account in the last 90 days, you will automatically be locked out of the account. This is a standard policy that enhances the security of the information contained within the portal. To avoid this "lock," please be sure to log into your account at least every 90 days. If you find that your account has been locked, please fill out the form located <u>here</u> to start the reactivation process.

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Creating a New Request in the Essette MCS Authorization Portal

Portal login:

Please note this is a new login screen based on the upgraded version. To log into the <u>Essette Provider Portal</u>:

- Enter your username and password.
- Click login.

VVEIC	ome to	
HMS	Essette	
Prov	ider Portal	
Please enter yo	ur login information below:	
username		
paceword		
passworu		

- A pop-up window will appear. Select your provider name from the drop-down. To save time in the future check the box next to "Remember this selection on this computer."
- Select "complete check-in."

Select Company	
Physician Health Partners	
Select a Provider	
Select an Option	-
Remember this selection on this computer.	
	CANCEL COMPLETE CHECK IN

Navigating the portal

The left-side navigation bar will assist you in moving throughout the portal. Select carrots to expand the list of menu options. An orange highlight indicates the page that you are currently viewing.



- Under Authorizations, you can:
 - "Submit Request": Go here to enter new requests.
 - "My Authorizations": Go here to view your previous requests and their status.
- Under Patient Search, you can
 - o Search for a patient
- Under **Resources**, you can find links to:
 - o American Psychiatric Association
 - o Mosby's Nursing Consult
 - o Multicultural patient education resources
 - WEB MD

Submitting a new request

There are three sections in the submission process:

Section 1: Selecting a member and authorization classification

To submit a new request, select "Submit Request from the left-side navigation panel.

• Enter the patient ID number and select "Search." (Please note the patient ID below is not for a real patient).

🖉 🜔 essette 🛛	💿 Submit Request		
Q Search Menu	✓ Create Authorization		
 Patients Authorizations Submit Request 	Patient ID Search Patients: P180897 Patient ID is required.	сн	

• If the search returns a member highlighted in yellow, this indicates the member does not have an active plan with us.

~	Create Authorization	
l	Selected Patient:	▲ ⑤ AMBER TEST (P180897) 🕑
	 If the search returns no re department. 	esults, you will need to fax your request to the Prior Auth

- The search will return a list of past requests by the provider for the member under "Open Existing Auths."
- When you select a carrot in the menu next to an existing auth, a drop-down menu will appear with the authorization details (see screenshot below).

ion						
	Mickey N	Nouse (T484848) 😢	1			
Auths						
Type	Class	Sub Class	Request Date	Servicing Provider ID	Servicing Provider Name	
Pre-Service	Outpatient	PET	4/5/2024 10:58:29 AM	1265498364	ALICIA SMITH	
agnosis Code			Diagnosis Description		Flag	gs
			MALIGNANT NEOPLASM OF LIP			
Determination	Service Cod	le	Service Description	Requested Charges	Approved Charges	Flags
	78813		PET IMAGING WHOLE BODY			
		Medication Co	de	Medication Name/Label		
			There are no rows to disp	olay.		
	Auths	Auths Type Pre-Service Outpatient agnosis Code Determination \$ Service Cool 78813	Mickey Mouse (T488484) (2 Auths Type Pre-Service Outpatient PET agnosis Code Determination	Image: Mickey Mouse (f488488) Image: Mickey Mouse (f4884888) Image: Mickey Mouse (f488488) Image: Mickey Mouse (f4884888888888888888888888888888888888	Image: Molecey Mouse (T4884848) Image: Molecey Mouse (T488484848)	Image: More (T484848) Image: More (T484

- You can collapse these sections by selecting the carrot. After selecting your patient, fill in the drop-down selections (required by the red asterisk) and then select "Create Auth."
- The Location drop-down will only contain locations attributed to your account.
- The Auth class will dictate different options for the subclass.
- For "Inpatient" requests, the only subclass portal users should select is "Precert."

ubmit Request			• ?
 Create Authorization 			
Selected Patient:	Mickey Mouse (T484849)		
> Open Existing Auths			
Location +	Auth Class +	Auth Sub Class +	
Select Location	 Inpatient 	 Select Auth Sub Class 	
Location is required.		Inpatient - Acute	
Initial Service Date *	End Service Date	Inpatient - LTAC	
		Inpatient - Rehab	
Initial Service Date is required.		Inpatient - Skilled	
		Observation	4.0
		Precert	

- For "Outpatient" requests, portal users can select any subclass *except* "No PA Required- FOR <u>PHP USE ONLY" and "ED visit."</u>
 - The Initial Service Date will dictate the default auth type. The auth type can be changed in the drop-down.
- Choosing the same day the request is being entered will default to "Concurrent."
 - Please note that no portal submissions should have "Concurrent" in this field.
 - If you are submitting a same-day request, please be sure to change the type to "preservice"
- Choosing a date in the past will default to "post service."
- Choosing a date in the future will default to "preservice."

•	Auth Sub Class * Ambulatory Surgery	
	Type* Select Type	
	Pre-Service	
	Concurrent Review Post-Service	41

• After making drop-down selections, select "Create Auth." (see below).

Submit Request			• ? •
✓ Create Authorization			
Selected Patient:	Mickey Mouse (T484848)		•
> Open Existing Auths			
Location * ROCKY MOUNTAIN CANCER CENTERS, LLP - THORNTON	Auth Class • Outpatient	Auth Sub Class •	
Initial Service Date • 4/6/2024	End Service Date	Type • Pre-Service	-
			X CLEAR + CREATE AUTH
> Authorization Confirmation			

Section 2: Fill in authorization details

1) Select the level of priority of your request, either Routine or Urgent (see below).

- Urgent referrals are reserved for those requests that are medically urgent. Please submit all other requests as "Routine."
 - Urgent referral/prior authorization request: A situation that could seriously
 jeopardize the life or health of the patient. The patient requires urgent medical
 services in a shorter timeframe than the routine request timeframes. Therefore,
 urgent requests will only have an authorization period of 10 days from date of
 submission. To help avoid delays, please be sure to submit all necessary
 documentation with your request.
- If the request needs to be expedited, call Prior Authorization at 720-612-6700 option 1, and request the referral be expedited.

Submit Request	
> Authorization: X240409007	
✓ Authorization Details	
Priority * Select Priority	
Routine	
Urgent	
arch for a servicing provider by entering their name or NPI number and selecting his will prompt a pop-up if there are multiple search results.	Q SEARC

• If your search returns too many results, you can enter more search filters in the "search for providers" pop-up.

2)

✓ Search for Providers				
✓ Only Contracted Providers				
Provider Identifier	N	1PI #		
Provider First Name	P	Provider Last Name		
Specialty	S	elect Gender		•
Provider Facility	P	Provider Group		
Facility Address				
Street				
City	S	elect State		Zip Code
Q search X clear				
• 3) Search for a diagnosis code •	To select a provider from icon: You can search by code o	the returned sea	arch result list, se d select from the	lect the fast-forward drop-down list.
Diagnoses Search Diagnoses R55				
R55 - SYNCOPE A	ND COLLAPSE			
• 4) Search for a Service code •	To delete a diagnosis cod You can search by code o	e or service code or description, sel	e, select the Trash lect from the drop	ı icon: p-down list.
70553 - MRI BRAIN MATERIAL	BRAIN STEM W/O W/CONT	RAST		
70554 - MRI BRAIN	FUNCTIONAL W/O PHYSICI	AN	•	
MR				
	 If a service code I indicating it is no 	has a triangle err t valid, please de	for code next to it elete invalid servio	after selection ce code and select a
	valid service code	e before saving a	uthorization: 🧵	7
	Warning: • service.\$	is not valid fo	or the selected	dates.

- To edit the quantity of a service, select the pencil icon: ${}^{\textcircled{}}$
- Input the quantity and then select "Save service."

Edit Service : 78812: PET IMAGING SKULL BASE Valid Between 1/1/1900 and 12/31/9999	O MID-THIGH
Quantity Requested +	0
	× CANCEL SAVE SERVICE

CONTINUE

5) Add the office contact person's information and any additional information related to your request.



6) After completing the required fields select the continue button.

Submit Request		. ? @
> Authorization: X240409001		
✓ Authorization Details		
Priority •		
Routine		
Primary Care Physician: ① ELANE SHIRAR, ELANE SHIRAR MD INC - NORTHGLENN	Requesting Provider: O ROCKY MOUNTAIN CANCER CENTERS, LLP - THORNTON 🕑	
Servicing Provider: Q SEARCH		
Servicing Provider is required.		
Diagnoses Search Diagnoses SEECT COMMON DIA	NOSS 🗶	
Primary Dx 🗢 Diagnosis Code	Diagnosis Description	Flags
Diagnosis is required.	There are no rows to display:	
Services Swith Services Street COMMON SER	नद ▼	
Primary Svc. Qty Req'd \$ Set	vice Code	Flags
Service is required.	There are no rows to display.	
Additional Info Additional Info		
SAVE ADDITIONAL INFO		0 / 2000
3 Missing Fields		CANCEL REQUEST

Section 3: Attach supporting documentation

1) Select which type of file you would like to upload:

To submit paper documentation, fax to the prior authorization department, using • the fax number listed on the front page of this guide.

Submit Request				
> Authorization: X24040	09001			
> Authorization Details				
 Attach Supporting Do 	ocumentation			
Do you have supporting doc	cumentation to accompany this request?			
O None	Paper Documents	O Electronic Files	O Both	
Fax Paper Documentatic Click below to print a fax cover sh	ON neet to use when sending in supporting document	ation.		
> Authorization Confirm	nation			
				X CANCEL REQUEST
	• For	electronic uploads	, select "add document."	
Submit Request				۲
> Authorization: X2404	409001			
> Authorization Details	S			
✓ Attach Supporting D	Documentation			
Do you have supporting do	ocumentation to accompany this request?			
O None	O Paper Documents	 Electronic Files 	O Both	
Upload Electronic Doc	umentation			
+ ADD DOCUMENT				Show Inactive Document

> Authorization Details					
 Attach Supporting Doc 	cumentation				
Do you have supporting docu O None	umentation to accompany this request?	Electronic Files	O Both		
Upload Electronic Docum	nentation				
+ ADD DOCUMENT					Show Inactive Documents
Title	Attached		\$ Ву	Category	Source
		T	here are no rows to display.		
> Authorization Confirm	ation				

This will prompt a pop-up where you can select your file, add a title, and input a • summary. Select "save" once you have completed the information.

			-	
Up	load/	Attach	i Doc	ument

SELECT FILE				
File is limited to 4	0 MB			
Category *			Title	
Supporting Documentation				
Summary				
				CAN COL
			×	CANCEL
				CANCEL
• 1	Γo remove an uploa	ded file, select the r	emove icon: 🗢	CANCEL
• 1	Γo remove an uploa	ded file, select the r	emove icon: 🗢	CANCEL

You will then get a confirmation, and from here you can submit another request, or open an auth summary.

S	ubmit Request	(*) (*) (*)
Γ	> Authorization: X240409001	
	> Authorization Details	
	> Attach Supporting Documentation	
	 Authorization Confirmation 	
	Thank you for submitting your Outpatient request. It has been assigned Reference #X240409001 with a status of "In Process (Current)." Reimbursement for services rendered is subject to: • Member eligibility must be verified for date(s) of service • Service(s) rendered is a covered benefit • Member is not eligible for other health care coverage • Service(s) rendered do not require authorization • Service(s) rendered are performed within effective date range of referral	OPEN AUTH SUMMARY X SUBMIT ANOTHER REQUEST

• You can cancel your request before submitting it by selecting:



Checking the status of your requests

To check the status of your submitted requests, go to "My Authorizations" on the Left side navigation panel. From here you can see a list of your submitted requests and their status. You can also search for requests with various member details.

🧨 🜔 essette	My Authorizations									
Q Search Menu	✓ Search for Auths									
✓ Patients	Auth Information					Patient Information				
 Authorizations Submit Request 	Only Open Auths	Only Closed Aut	Class			Member ID			Medicaid ID	
My Authorizations	Auth Number				-					
Patient Search	Sub Class		Status			First Name			Last Name	
Resources	Select Sub Class	•			•					
	Request Date Range 3/26/2024 to 4/9/2024	×	Portal Submission Completion Select Completion		-					
	Q SEARCH X CLEAR									
	> Current Search Cr	riteria								
	◆ Auth # X240409001	Patient Name (ID) Mouse, Mickey (T484848)		Class Outpatient	Sub C PET	llass	Type Pre-Service	Status In Process (C)	Current)	Request Date 4/9/2024 12:01:23 PM

• If additional information is needed, you will see "Pending for additional information" in the "Status" column.

♣ Auth #	Patient Name (ID)	Class	Sub Class	Type	🗢 Status	Request Date
X240409001	Mouse, Mickey (T484848)	Outpatient	PET	Pre-Service	Pending for Additional Information	4/9/2024 12:01:23 PM

• To see more details on what information is needed, select the authorization number hyperlink to open the authorization summary.

Patient Name (ID)	\$ Class	Sub Class	\$ Туре	\$ Status	Request Date
Mouse, Mickey (T484848)	Outpatient	PET	Pre-Service	Pending for Additional Information	4/9/2024 12:01:23 PM

• Once the authorization summary pops up, scroll down to the Notes section to see what the Prior Auth department is needing for review.

Chief Complaint						
Diagnoses						
Primary Dx		Dia SYNCE	gnosis Description DPE AND COLLAPSE			Flags
an loos						
Primary Syc.	Determination	Otv Approved	Service Code	Service Descri	ption	Flags
3	Pending	0	78812	PET IMAGING SKI	JLL BASE TO MID-THIGH	
Care Day Information						
Days (Qty)	Actual LOC		Determination		Approved LOC	
			There are no rows to display.			
' Notes						
+ ADD NOTE						
Created Date Created B	у	Category (Sub Category)				
4/9/2024 12:08:14 PM Cassie Phillip	5	Pend Information: Information Re	quested Please submit a	additional information.		
Documents						
+ ADD DOCUMENT						
Title	Attached		≑ Ву	Category		\$ Sour
						0

Auth # X240409001

- From here you can add additional documentation by selecting + ADD DOCUMENT
- After adding documentation select
 CLOSE
- The Prior Auth department will get a notification any time additional documentation is attached to a request.
- Once a determination is made on your request, you will see this in the "Status" column.

My Authorizations								
> Search for Auths								
✓ Current Search Criteria	✓ Current Search Criteria							
× CLEAR	Auth Request Date is between 2024-03-26 and 2024-04-09 Patient							
Auth #	Patient Name (ID) Mouse, Mickey (T484848)	Class Outpatient	Sub Class PET	Type Pre-Service	Status Approved	Request Date 4/9/2024 12:01:23 PM		

- If you need to save a pdf or print the determination, select the authorization number hyperlink to open the authorization summary.
- Once the authorization summary pops up, you can select which parts of the summary you would like printed or saved by selecting the carrots next to the title of each section. In the below example, only the "auth information" section is selected.
- After making your selections, select the print icon in the top R corner. You can print the summary or save as a PDF.

✓ Auth Information				
Auth				
Auth Number:	X240409001	Other Reference #:		
Request Date:	4/9/2024 12:01:23 PM	Initial Service Date:	4/12/2024	
Service Date Range:	4/12/2024 - 7/11/2024	Class:	Outpatient	
Sub Class:	PET	Priority:	Routine	
Status:	Approved	Line of Business:	Medicare Advantage	
Туре:	Pre-Service			
Member				
Member Name:	Mickey Mouse	Member ID:	T484848	
Date of Birth:	11/18/1928 (95)	Gender:	Male	
Spoken Language:		Written Language:		
Home Phone Number:		Mailing Address:		
PCP Name:	ELANE SHIRAR, ELANE SHIRAR MD INC - NORTHGLENN	PCP Phone Number:	(303) 430-0240	
Primary Plan:	SECURE HORIZONS			
test test:		Dual:		
Providers				
Requesting Provider:	ROCKY MOUNTAIN CANCER CENTERS, LLP - THORNTON	Servicing Provider:	LITTLETON ADVENTIST HOSPITAL - LITTLETON	
> Diags and Services				
> Care Day Information	n			
> Notes				
> Documents				

Authorization #X240409001 • Summary

× CLOSE

(?) **(B) (B)**

Auth class/Auth sub-class table for PHP

Auth Class	Auth Sub-Class	Description/Criteria	
Inpatient	Precert	Surgery to be performed in an Inpatient setting, this is the only subclass that portal users should use for <u>inpatient</u> requests.	
Outpatient	Ambulatory Surgery	Surgery to be performed in OP setting or ambulatory surgery center (ASC)	
Outpatient	Cardiac Procedures	All cardiac procedures including stress echos, TEE and cardio SPECT	
Outpatient	Chiropractor	Request for Medicare-covered chiropractic services (identified by an AT modifier)	
Outpatient	DME - Purchase	Purchase of DME items	
Outpatient	DME - Rental	Rental of DME items	
Outpatient	DME - Repair	Repair of DME items	
Outpatient	ED Visit	Not for use by portal users, PHP internal use only	
Outpatient	Home Health - Continuation of Care	Continuation of HHC during approved auth period	
Outpatient	Home Health - Initial Certification	Initial request for home health care services (except Start of Care visit)	
Outpatient	Home Health - Recertification	Recertification of home health care services for next 60-day period	
Outpatient	Home Health - Resumption of Care	Resumption of HHC services after a break in services (ie: hospitalization)	
Outpatient	Injectables - Chemo	Part B chemotherapy drugs	
Outpatient	Injectables - Non Chemo	Part B non-chemotherapy drugs	
Outpatient	No PA Required- FOR PHP USE ONLY	Not for use by portal users, PHP internal use only	
Outpatient	Nuclear Medicine	Nuclear med studies except cardio SPECT	
Outpatient	Office Visit- Non-Contracted	For office visits with providers that do not have a UHC contract	
Outpatient	Outpatient labs	Outpatient labs	
Outpatient	Outpatient Procedures	All other OP services not listed	
Outpatient	PET	PET scans	
Outpatient	Radiation Therapy	Radiation Therapy	
Outpatient	Therapy – Outpatient Initial Certification	Initial request for outpatient therapy services	
Outpatient	Therapy - Outpatient Recertification	Recertification of outpatient therapy for the next 90-day period	