Medicare Advantage

Symphony Provider Portal

Training Guide – Kansas

BlueCross BlueShield **Kansas**
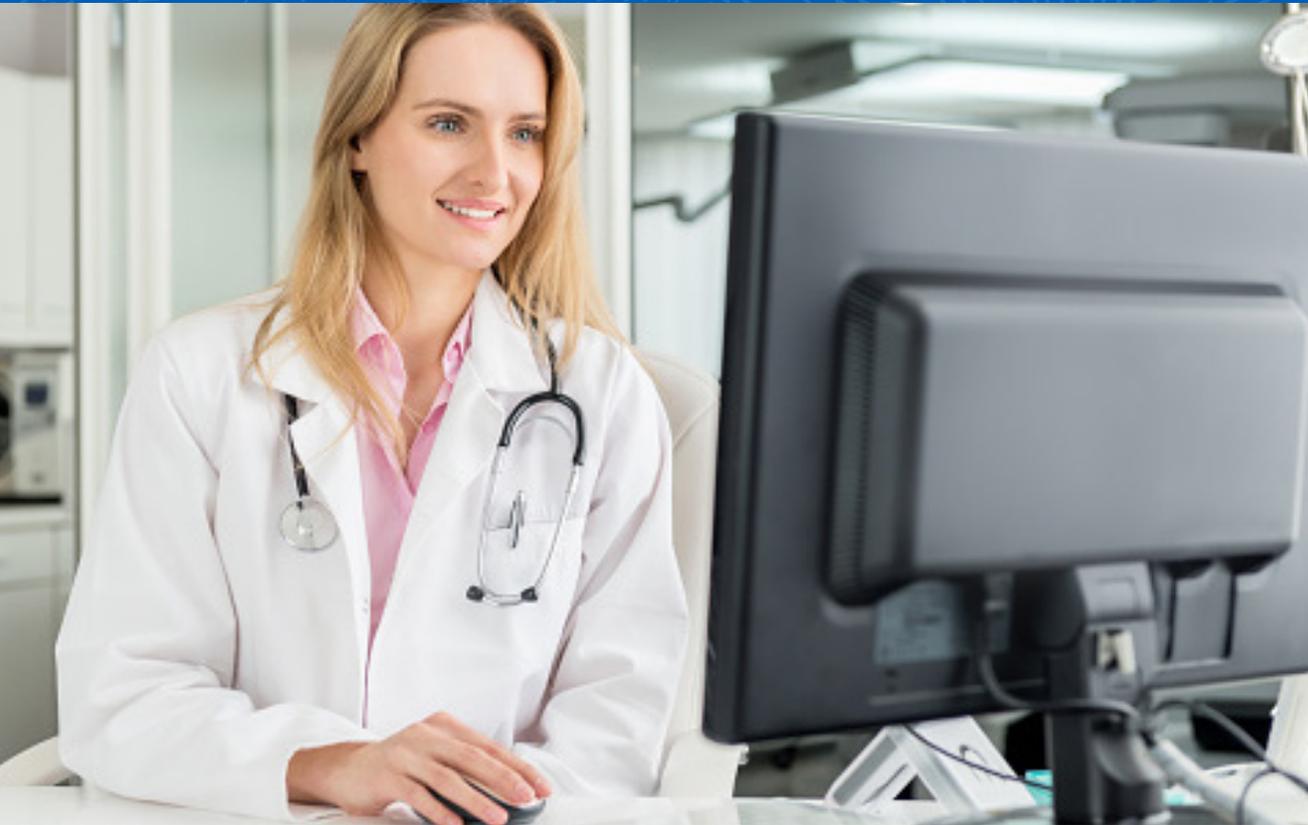
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Understanding the Provider Portal home screen

This is the provider portal home screen; it is the first thing you will see when logging in to submit a request for authorization. From this screen you can look up the status of authorizations previously submitted or submit a new request.
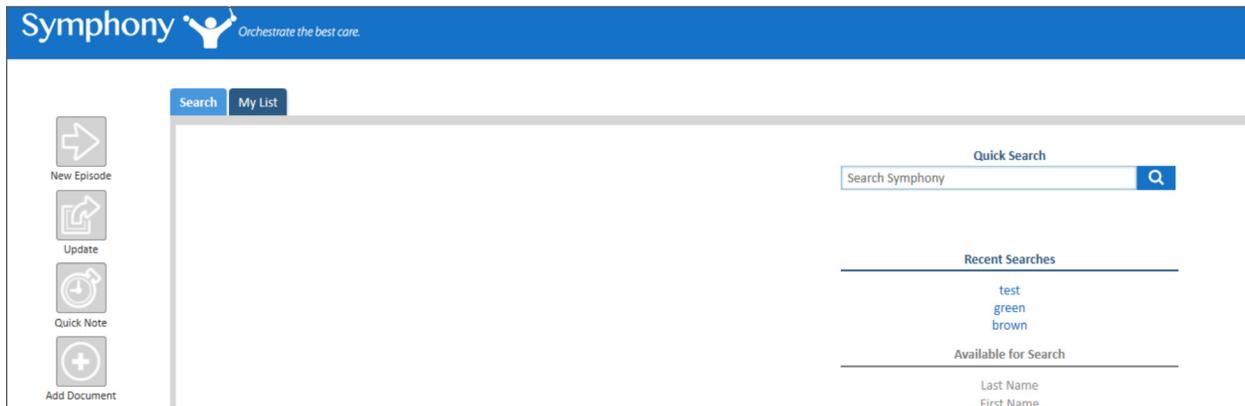
Submitting a new request for authorization

- **Search for your member** – You can search by *Last Name*, *First Name*, *Date of Birth (MM/DD/YYYY)* or *Member ID (MBR ID)*.

- Enter the search criteria and then click on the magnifying glass.

A list of members matching that criteria will display.

- Check the box to the left of the member that you want to submit a request for and then click on **New Episode** on the top left of your screen.

- Select **Authorization Request** and then click **Next**.

- Select the **Requested Priority** – *Standard* or *Expedited*. If the request is expedited, please enter the clinical justification for expediting the request.

- Select the **Request Type** – *Preservice*, *Concurrent* or *Retrospective*.

- Select **Inpatient**.

- Select the **Place of Service**.

- Enter the **Authorization Type** – you can search by number of alphas.

- Enter the **Admission Type** – *Emergent*, *Urgent* or *Elective*.

- Enter the date range for the admission being requested.

- Enter the number of days requested.

- For a precerted request, enter the planned admission date. For a member that is already admitted, enter the admission date.

- Enter the providers that will be delivering the care. An *Inpatient* authorization requires four providers – *Requesting, Servicing Facility, Treating* and *Admitting*.

- Click on **Search**.

You may search by *Last Name*, *Provider ID*, *NPT* or *Tax ID*.

- Enter the preferred information and click on the magnifying glass.

A list of matching providers will display.

- Click anywhere on the line of your chosen provider, then click **Select**.

The provider will now populate under *Requesting Provider*.

- Repeat these steps for the remaining providers. If the *Requesting* and *Treating Providers* are the same, click on **Same as Requesting** and they will populate for you.

- Enter the diagnosis by entering the code and clicking on the magnifying glass. The **Primary Diagnosis** goes in the first box, but you can add as many additional codes as needed under **Secondary Diagnosis**.

- For an *Inpatient* authorization, enter the **Procedure Code** by entering the code and clicking on the magnifying glass.

To remove a code entered in error, click on the **X** at the end of the description and enter the desired code.

Attach your documentation

- Click on the box. You also have an option to add a comment if needed.

- Click on the paperclip **Attachments** icon on the top left of your screen.
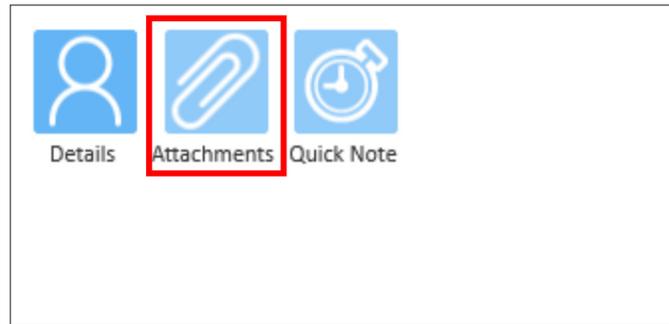
- Click on **+ Add file**, then click on **OK**.
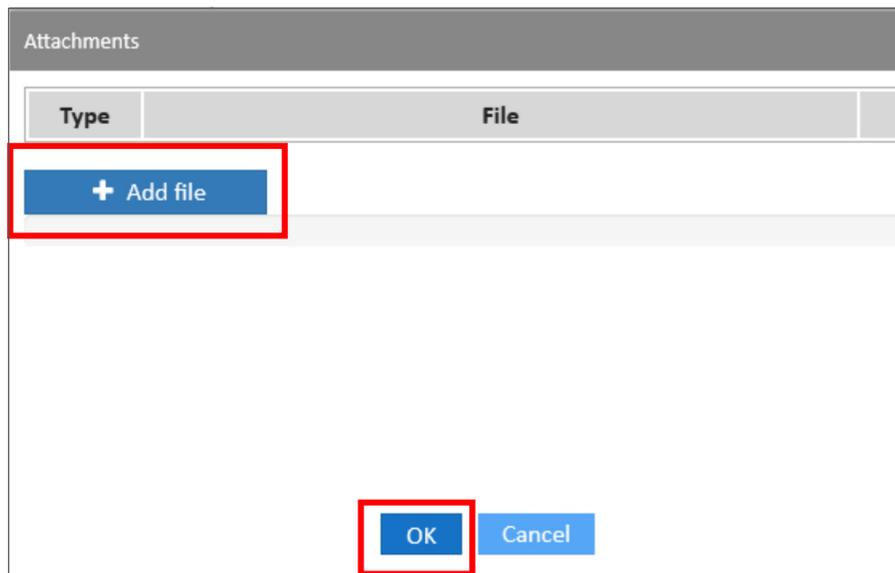
- Select your document to upload and click **Open**.
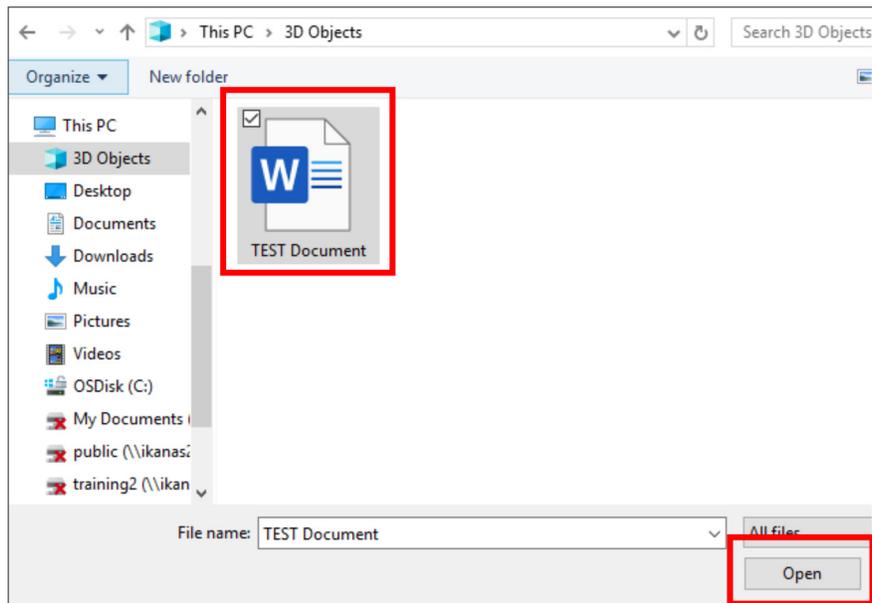
The document has now been attached to your authorization request. If you uploaded the incorrect document, you can delete by clicking on **Delete**. To attached additional documents, repeat these steps.
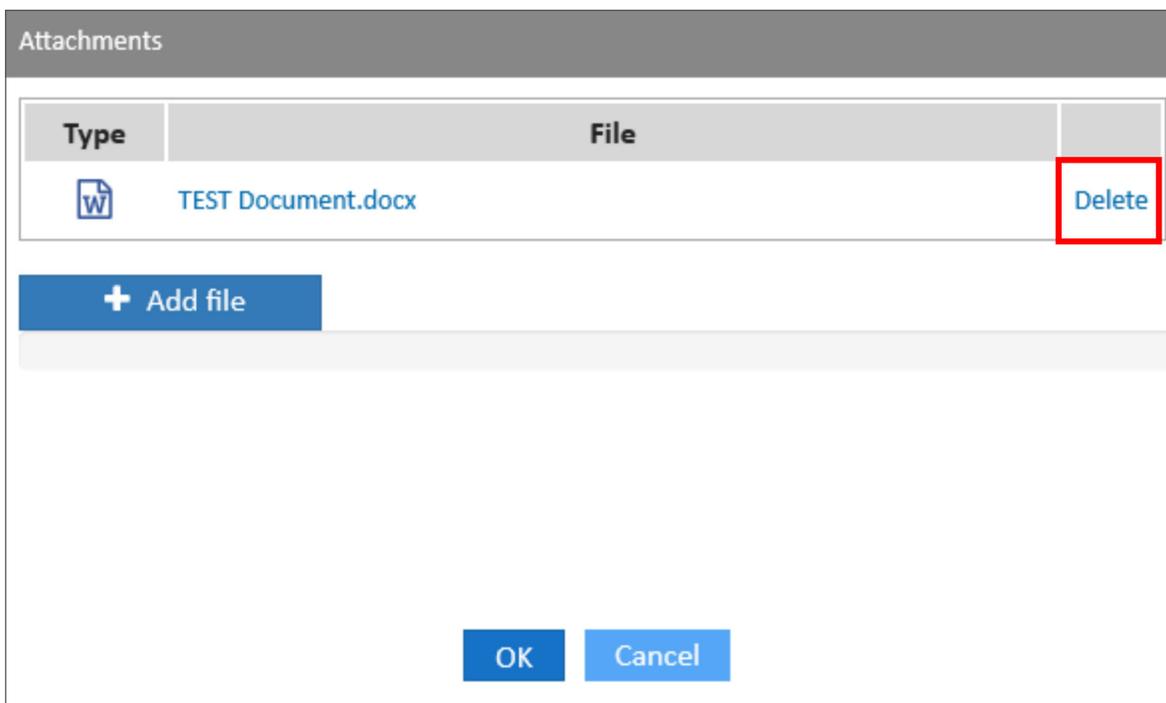
Submitting the Request

- Click the box next to **Ready to Submit**.
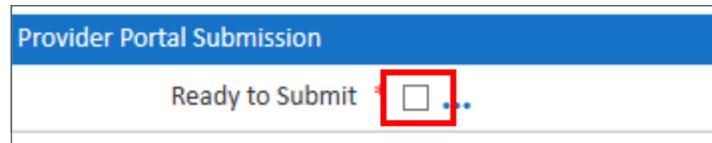
- Verify that the information entered is correct and click the check box.
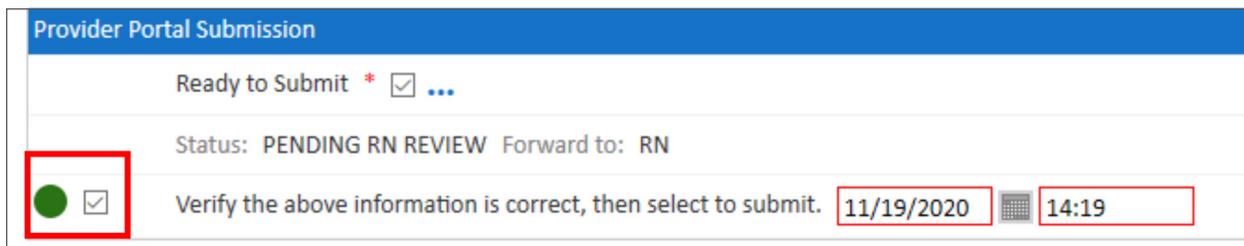
- Click **Next**.
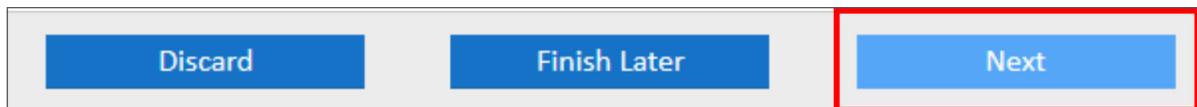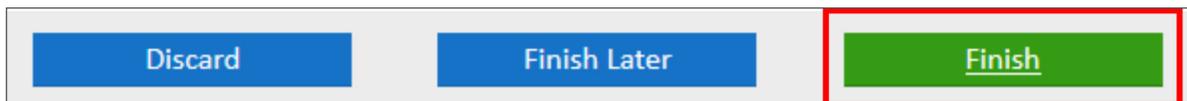
- Click **Finish**.

You will now see the summary screen which confirms your request has been submitted.

Checking the Status of a Previous Request

- On the *Provider Portal Home Screen*, click on **My List**.

The display will show you all your previous requests.

	TAT ▼	Last Name	First Name	MBR ID	DOB	Episode Id	Auth Status ▼	Auth Category
☐	🔴 -112.0 days	Test	Laura	2222222222	19 (01/01/2001)	KSOD0005169	DENIED	INPATIENT
☐	🔴 -105.1 days	Test	Laura	2222222222	19 (01/01/2001)	KSOD0005172	APPROVED	OUTPATIENT
☐	🔴 -97.1 days	Test	Laura	2222222222	19 (01/01/2001)	KSOD0005179	PENDING MD REVIEW	OUTPATIENT
☐	🟢 12.0 days	Test	KC	KC3456	60 (01/03/1960)	UM00005863		OUTPATIENT
☐	🟢 14.0 days	Test	KC	KC3456	60 (01/03/1960)	XXUM00005902	PENDING RN REVIEW	INPATIENT
☐		Test	KC	KC3456	60 (01/03/1960)			
☐		Test	KC	KC3456	60 (01/03/1960)	XXUM00005892		

- To find a specific request, you can utilize this search feature and search by *Last Name*, *First Name*, *Date of Birth (MM/DD/YYYY)*, *Member ID (MBR ID)* or *Episode Number*.

The *Auth Status* column will identify the status of the request.

	TAT ▼	Last Name	First Name	MBR ID	DOB	Episode Id	Auth Status ▼
☐							
☐	🟢 14.0 days	Test	KC	KC3456	60 (01/03/1960)	XXUM00005902	PENDING RN REVIEW

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