

Medicare Advantage

Symphony Provider Portal

Training Guide – Kansas

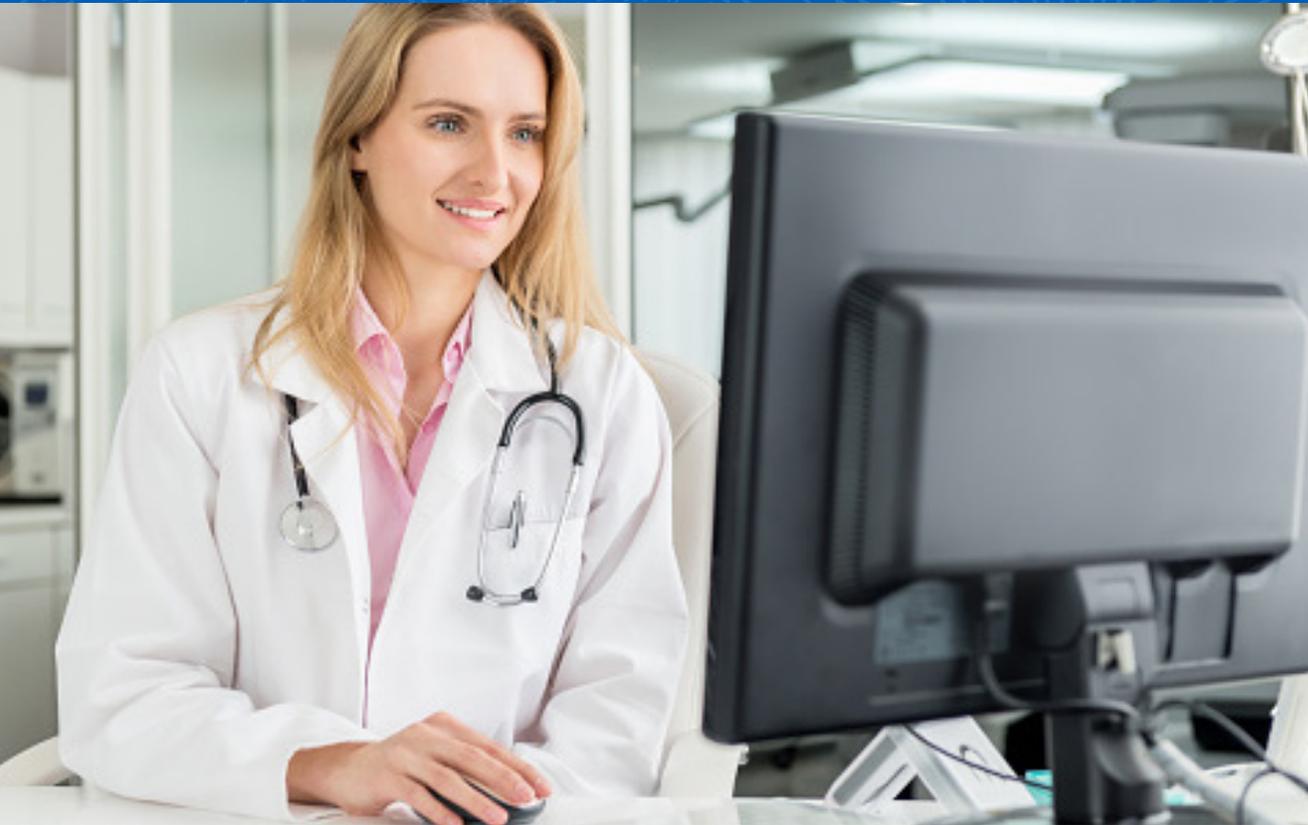
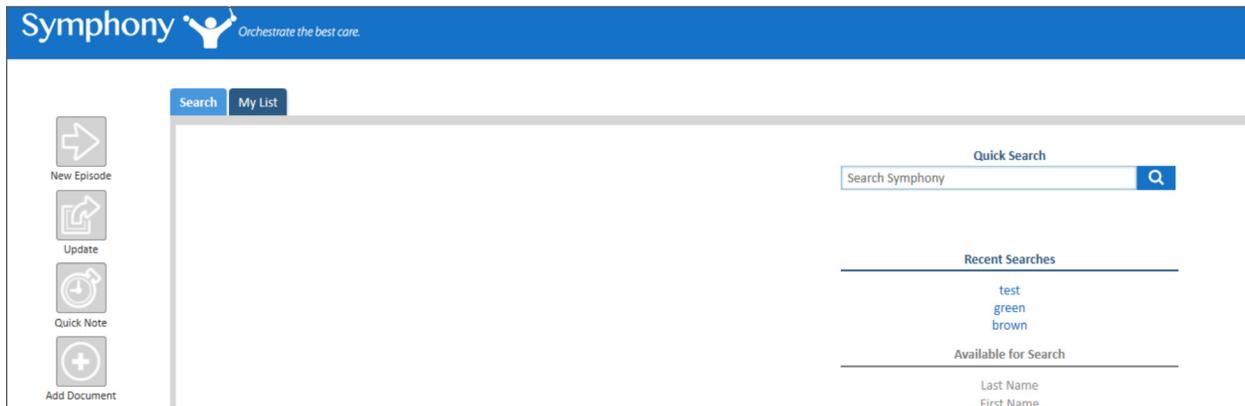


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Understanding the Provider Portal home screen

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.

TAT	Last Name	First Name	MBR ID	DOB	Episode Id
<input type="checkbox"/>					
<input type="checkbox"/> 13.2 days	Test	KC	KC3456	60 (01/03/1960)	UM00005863
<input type="checkbox"/> DONE	Test	KC	KC3456	60 (01/03/1960)	KSU00005258
<input type="checkbox"/> DONE	Test	KC	KC3456	60 (01/03/1960)	NEU00005386
<input type="checkbox"/>	Test	KC	KC3456	60 (01/03/1960)	
<input type="checkbox"/>	Test	KC	KC3456	60 (01/03/1960)	UM00005834
<input type="checkbox"/>	Test2	KC	KC3561	19 (01/01/2001)	NEU00005378

- 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.

The screenshot shows a user interface for managing members. On the left side, there is a vertical toolbar with four icons: a blue arrow pointing right (labeled 'New Episode'), a refresh icon (labeled 'Update'), a clock icon (labeled 'Quick Note'), and a plus sign (labeled 'Add Document'). The 'New Episode' button is highlighted with a red box. To the right, there is a table with columns: TAT, Last Name, First Name, MBR ID, and DOB. The table contains five rows of data. The fourth row is highlighted in blue, and its checkbox is also highlighted with a red box. The data in the table is as follows:

TAT	Last Name	First Name	MBR ID	DOB
<input type="checkbox"/>				
<input type="checkbox"/> 13.2 days	Test	KC	KC3456	60 (01/03/1960)
<input type="checkbox"/> DONE	Test	KC	KC3456	60 (01/03/1960)
<input checked="" type="checkbox"/> DONE	Test	KC	KC3456	60 (01/03/1960)
<input type="checkbox"/>	Test	KC	KC3456	60 (01/03/1960)

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

The screenshot shows the Symphony member profile page. The top navigation bar includes the Symphony logo and the tagline 'Orchestrate the best care.' On the right, there are links for 'Home' and 'Sign Out'. Below the navigation bar, there is a progress indicator with four steps: 'Member', 'Scenario', 'Actions', and 'Review'. The 'Scenario' step is currently active. The main content area is divided into two sections: 'Today's Encounter' and 'Quick Reference'. In the 'Today's Encounter' section, there is a 'Favorites' tab and a list of items, with 'Authorization Request' selected and highlighted by a red box. In the 'Quick Reference' section, the member's details are displayed: 'Train Training, 31 yo male (01/01/1990)' and 'MBR ID 0000060'. At the bottom of the page, there are three buttons: 'Discard', 'Next' (highlighted with a red box), and 'Details'.

- 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**.

Provider Portal Entry	
Requested Priority:	<input type="radio"/> Standard ... <input type="radio"/> Expedited ...
Additional Comments:	<input type="text"/>
Request Details	
Request Type:	--None--
Service Type:	<input type="radio"/> Inpatient ... <input type="radio"/> Outpatient ... (Kansas Providers: Inpatient Only)

- 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.

INPATIENT REQUEST DETAILS	
Place of Service: *	<input checked="" type="radio"/> Inpatient Hospital ... <input type="radio"/> LTAC ... <input type="radio"/> SNF ... <input type="radio"/> Inpatient Rehab ...
Service Location:	21: Inpatient Hospital Service Type: INPATIENT
Authorization Type:	1: Medical Care
Level of Care:	--None--
Admission Type:	URGENT
Requested Stay Dates:	11/23/2020 to 11/24/2020
Requested # of Units:	2 Days
Estimated Admission Date:	11/23/2020
Admission Date:	mm/dd/yyyy (time optional)

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

Providers

REQUESTING PROVIDER

[Search](#) Please use this Search link to populate the fields below. Do not type directly.

Last Name: First Name:

City: State:

Provider ID: NPI:

Phone Number: Fax:

Provider Relationship: PAR Non-PAR

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

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

Find Provider

Test

A list of matching providers will display.

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

Results						
Last Name	First Name	Provider #	NPI	Tax ID	Address	Address ID
Test 1	Provider	000000001	000000001	000000001	11 Street	
Test 2	Provider	000000002	000000002	000000002	22 Street	
Test 3	Provider	000000003	000000003	000000003	333 Street	

The provider will now populate under *Requesting Provider*.

REQUESTING PROVIDER

[Search](#) Please use this Search link to populate the fields below. Do not type directly.

Last Name: First Name:

City: State:

Provider ID: NPI:

Phone Number: Fax:

Provider Relationship: PAR Non-PAR

- 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.

TREATING PROVIDER

[Search](#) [Same as Facility](#) Please use this Search link to populate

Last Name: First Name:

City: State:

Provider ID: NPI:

Provider Relationship: PAR Non-PAR

- 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**.

Diagnosis and Procedure Codes

 *Reminder: ensure that all codes have been "loaded" by pressing the green (Add) button.*

PRIMARY DIAGNOSIS

ICD-10	Description
None Available	
E11.9	

SECONDARY DIAGNOSES (IF APPLICABLE)

ICD-10	Description
E11.40	Type 2 diabetes mellitus with diabetic neuropathy, unspecified
Code	

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

PROCEDURE CODES

Procedure Codes	Description
None Available	
99222	

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.

Attach Clinical Documentation

Ready to attach clinical documentation: ...

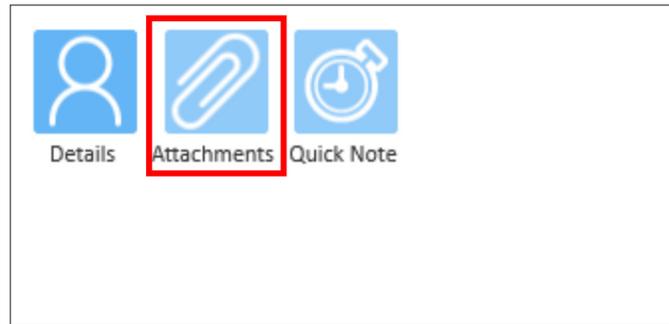
Attach Clinical Documentation

Ready to attach clinical documentation: ...

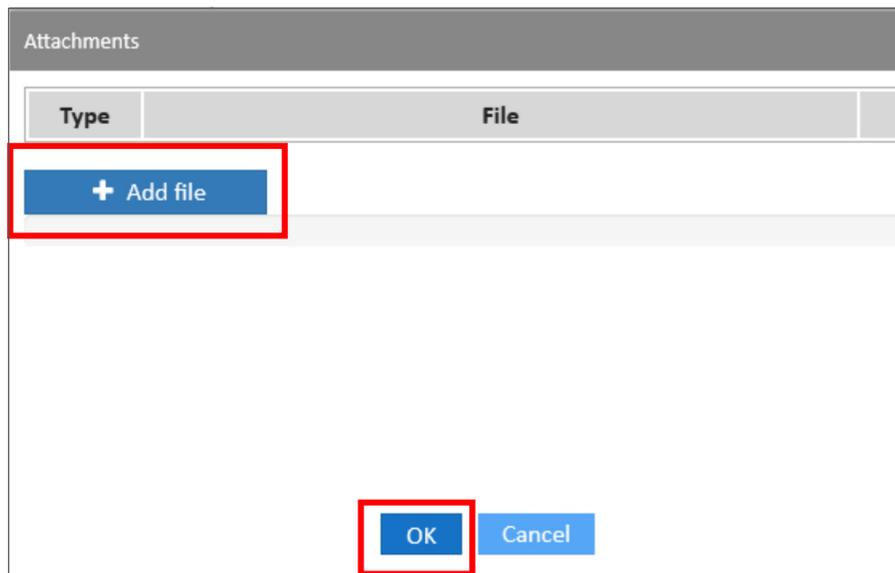
Use the Attachments button in the upper left of the screen. Multiple files can be attached.

Additional Comments:

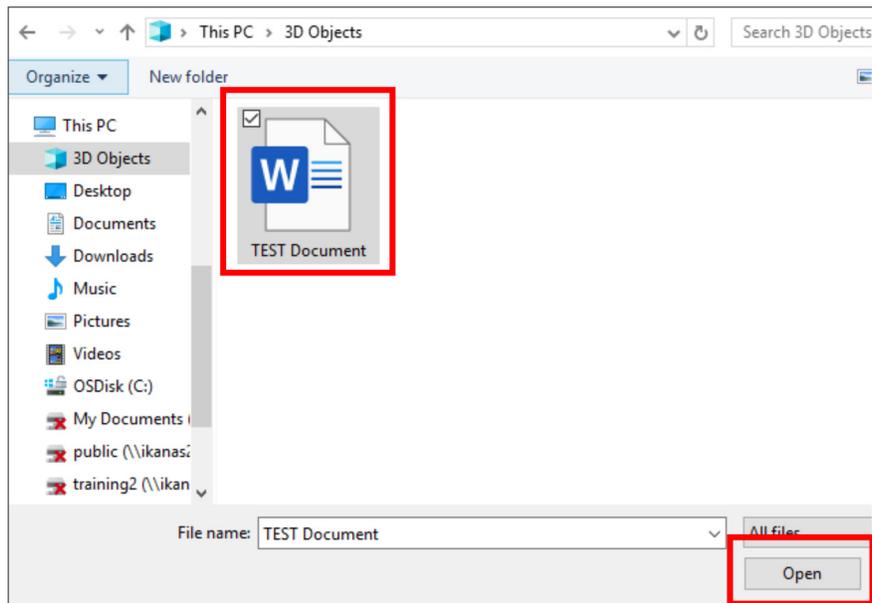
- Click on the paperclip **Attachments** icon on the top left of your screen.



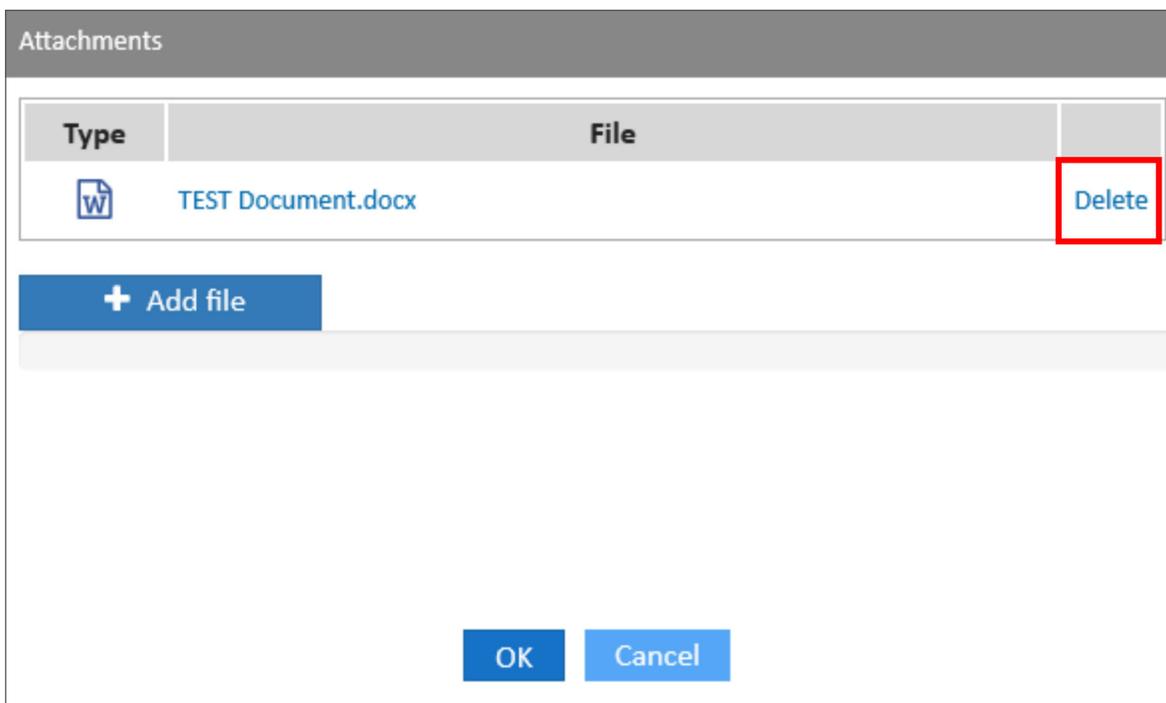
- Click on **+ Add file**, then click on **OK**.



- Select your document to upload and click **Open**.

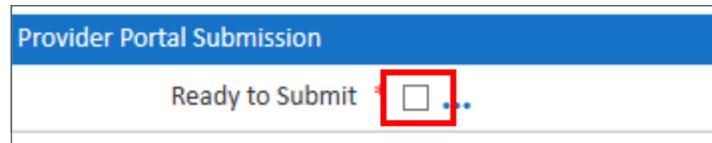


The document has now been attached to your authorization request. If you uploaded the incorrect document, you can delete by clicking on **Delete**. To attach additional documents, repeat these steps.



Submitting the Request

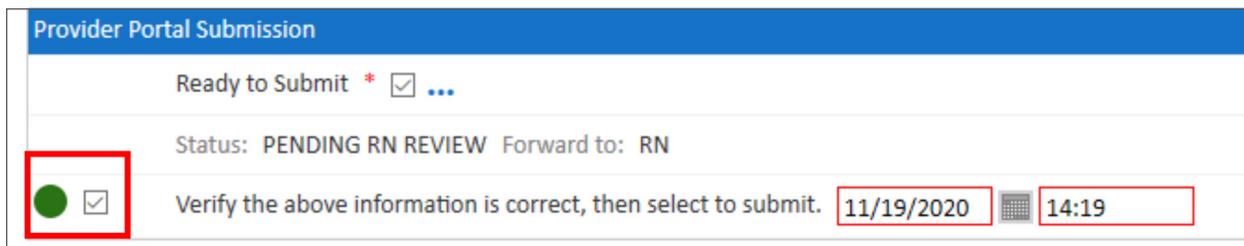
- Click the box next to **Ready to Submit**.



Provider Portal Submission

Ready to Submit * ...

- Verify that the information entered is correct and click the check box.



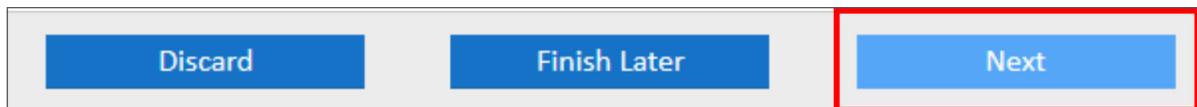
Provider Portal Submission

Ready to Submit * ...

Status: PENDING RN REVIEW Forward to: RN

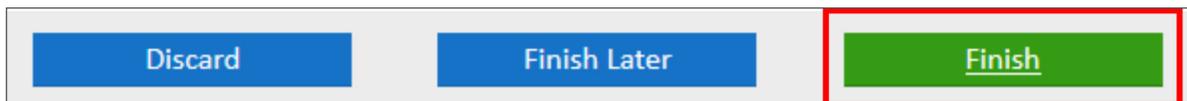
Verify the above information is correct, then select to submit. 11/19/2020 14:19

- Click **Next**.



Discard Finish Later Next

- Click **Finish**.



Discard Finish Later Finish

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

The screenshot shows the Symphony Provider Portal interface. The top navigation bar includes the Symphony logo and the tagline "Orchestrate the best care." On the left, a vertical sidebar contains icons for Home, Details, Amend, Print, Letters, New Episode, and Quick Note. The main content area displays the following information:

Authorization ID:	XXUM0005902
Enrollment Date:	Disenrollment Date:
Created:	11/19/2020 13:06 Started: 11/19/2020 13:06
Provider Portal Entry	
Requested Priority:	Standard
For reporting purposes: STANDARD	
Request Details	
Request Type:	PRESERVICE
Service Type:	Inpatient
Inpatient Type:	All other Inpatient
INPATIENT REQUEST DETAILS	
Place of Service:	Inpatient Hospital
Service Location:	21: Inpatient Hospital Service Type: INPATIENT
Authorization Type:	1: Medical Care
Level of Care:	
Admission Type:	URGENT
Requested Stay Dates:	11/19/2020 to 11/21/2020
Requested # of Units:	3 Days

Checking the Status of a Previous Request

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

The screenshot shows the Symphony Provider Portal Home Screen. The top navigation bar includes the Symphony logo and the tagline "Orchestrate the best care." On the left, a vertical sidebar contains icons for New Episode, Update, Quick Note, and Add Document. The main content area features a search bar with the text "My List" highlighted in a red box. To the right, there is a "Quick Search" section with a search input field and a search button. Below this, there is a "Recent Searches" section listing "test", "green", and "brown". At the bottom, there is an "Available for Search" section with fields for "Last Name" and "First Name".

The display will show you all your previous requests.

Search		My List		Search Symphony					
TAT	Last Name	First Name	MBR ID	DOB	Episode Id	Auth Status	Auth Category		
<input type="checkbox"/>					<input type="text"/>	<input type="text"/>			
<input type="checkbox"/> -112.0 days	Test	Laura	222222222	19 (01/01/2001)	KSOD0005169	DENIED	INPATIENT		
<input type="checkbox"/> -105.1 days	Test	Laura	222222222	19 (01/01/2001)	KSOD0005172	APPROVED	OUTPATIENT		
<input type="checkbox"/> -97.1 days	Test	Laura	222222222	19 (01/01/2001)	KSOD0005179	PENDING MD REVIEW	OUTPATIENT		
<input type="checkbox"/> 12.0 days	Test	KC	KC3456	60 (01/03/1960)	UM00005863		OUTPATIENT		
<input type="checkbox"/> 14.0 days	Test	KC	KC3456	60 (01/03/1960)	XXUM00005902	PENDING RN REVIEW	INPATIENT		
<input type="checkbox"/>	Test	KC	KC3456	60 (01/03/1960)					
<input type="checkbox"/>	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
<input type="checkbox"/>					<input type="text"/>	<input type="text"/>
<input type="checkbox"/> 14.0 days	Test	KC	KC3456	60 (01/03/1960)	XXUM00005902	PENDING RN REVIEW

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