Surgical Acute Care Hospital Admission – Quick Reference Guide

Prior to Submitting an Admission Transaction

1. Check member eligibility.
2. When you are sure that you have the correct member, click on "select" to add the member to the patient list.
3. Check to see if an admission authorization is already in place (See "To search for Admission Transactions" below).
4. Have your provider ID number.
5. Have the servicing providers' NPIs, which you can find via the Office Management/Provider Directory.
6. Have the diagnosis code(s). The diagnosis code * is required for all outpatient transactions.
7. Have the procedure code(s) * for oral surgery (any code), surgical admissions.
8. For procedure codes requiring clinical review, review InterQual® Smartsheet and have responses available.

To Submit Admission Transaction

1. In the "New Request" box, select the Admission from the drop-down menu.
2. Complete the required fields indicated with a red asterisk * provider always enter the servicing provider first).
3. Provide contact name/info and requested service information.
4. Complete additional fields, as required, such as procedure code, oral surgery and surgical service, etc.
5. Complete the InterQual® Review when directed.
6. Click on "Submit."
7. The response will be returned to you directly and display the status — approved, denied, pended (for review).

To Search for Admission Transactions

1. In Patient Management, select the member from the patient list.
2. Click on the "Authorizations & Notifications" link to access the "Search Requests" screen that will display a list of the member's RA transactions.
3. (Optional) To further sort the data on the "Search Results" screen, click on the "Modify Search" link and enter details to sort by.
4. Click on the "View" link associated with the request ID desired link in the column to access the detail of an existing record.
5. If no record exists for the service in question, click on the "New Request" button to enter a new transaction.

Helpful Hints

1. * Indicates required field.
2. To advance from field to field, use the TAB key instead of using your mouse. Do not hit "Enter" unless you need to search for the information for a field.
3. To move the cursor back a field, use the SHIFT + TAB keys together.
4. Current Procedural Codes (CPT) surgical codes are 5-digit procedure codes that range from 10000-69999.
5. On approved acute care hospital

Troubleshooting Problems

1. If you need to navigate to a previous page, you can use the breadcrumb on the top of screen and click on the link to be transported to earlier screen. Ex: Referral & Authorizations/ Search Requests/Admission Submission.
2. If you receive the message, your request has not been returned from the server. You will receive a communiqué shortly, click your browser "Back" button to resubmit the request.
3. If you have not used HPHConnect for 15 minutes, you will need to sign in again before you can create a new admission transaction.

> For more information, visit **https://hphcproviders.healthtrioconnect.com/**

Admission Submission

Patient Name
The patient's name auto-populates from the current patient on today's list.

Diagnosis
You can enter up to 12 diagnoses. Search by code or by name. Be sure to include the decimal point if the diagnosis code requires one.

Non-Emergent Admissions
The contracted facility, a PCP or specialist may initiate a request.

Requesting Provider
Emergency Admissions: The contracted facility, member's PCP or a PCP in the member's care unit may notify Harvard Pilgrim. Options for Requesting Provider are limited to those you have on your access list.

Contact Name and Contact Number
Enter contact name and contact number in the two corresponding fields.

Servicing Provider
Two are required, a facility (1st) and a physician (2nd). Select the provider by entering the provider's name, NPI, or HPHC ID.

Service
Select from the menu: medical, oral surgery, or surgical.

Level of Service
Select elective, urgent, or emergent.

Service Units
Defaults to days.

Start Date
Enter the start date of service only. You can enter a date in the field or click on the "Quick Calendar" to select a date.

Procedure Code
A procedure code is needed for oral surgery or surgical services. Enter the CPT code (or oral surgery code) or name of the surgical procedure. If you know the correct codes, you can submit multiple entries.

Quantity
When Procedure code is required, the Procedure code quantity must be filled in.

Release of Information
"Signed Statement/Claims".

Remarks
This is a free text field to enter any additional message to Harvard Pilgrim.

Admission Request
InterQual® Review * — Transactions with procedure codes requiring clinical review will be directed to the Admission Request InterQual® Review screen. To complete the review, click on Begin InterQual® Review, complete questions and select Complete button.

Clinical Upload (Attachment)
Clinical notes/reports can be attached here if you have them.

Click on "Submit" to **finalize and send** the request.