Surgical Day Care – Quick Reference Guide

Prior to Submitting an Outpatient 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 a surgical day care authorization is already in place for service request type: outpatient. (See "To search for SDC Transactions" below).
4. Have your NPI 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 surgical (SDC) or oral surgery services.

To Submit a Surgical Day Care Transaction

1. In the "New Request" box, select "Outpatient" from the drop-down menu.
2. Complete the required information for the patient, diagnosis, requesting provider, contact name, contact info, servicing provider, service details, and additional information.
3. Complete additional optional fields such as, procedure code, location (i.e., outpatient hospital or ambulatory surgical center), etc.
4. Click on "Submit."
5. The response will be returned to you directly and display the status – approved, denied, pended (for review).
6. To print a copy or the response for your records, use the "Print" button at the top of the screen.

To Search for SDC Transactions

1. In Patient Management, select the member from the patient list.
2. Click on the "Authorizations & Notifications" link to access the "Search
3. Request" screen that will display a list of the member's Authorization transactions.
4. Click on the "VIEW" link on the right side of your transaction summary, the number link in the "Service Request Number" column to access the detail of an existing record.
5. If no record exists for the service in question, click on "New Request" then "Outpatient Add" to enter a new transaction.
6. If no record exists for the service in question, click on "Add" 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. Approved outpatient surgical transactions indicate the requested date of service.

Troubleshooting Problems

1. If you receive an error message and need to correct data in one or more fields, click the back arrow or use the breadcrumb links at the top of the submission page to correct the mistake(s) and resubmit the request.
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 be signed out of the application and need to "Sign In" again before you can create a new transaction.

Outpatient – Surgical or Oral Surgery – Quick Reference Guide

The Patient — Auto-populates the patient name selected from the Current Patient 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. If you do not know the correct codes, you can search by keyword.

Requesting Provider — The contracted facility, a PCP or specialist may initiate a request. Options for Requesting Provider are limited to those you have on your access list.

Contact Name and **Contact Info** — Enter the contact name and contact phone, fax or email in the two corresponding fields. (These fields have a character limit of 60 and restricted characters <>, and #)

Servicing Provider — Only one is required. This must be the facility or medical provider.
For outpatient surgery: enter the facility NPI. If the service is being performed in the office, enter the medical provider. Use the facility/medical provider's name or NPI.

Service — Select from the menu: "Surgical" (or "Oral Surgery").

Location — A location is required, either outpatient hospital or ambulatory surgical center.

Outpatient Submission

Patient
*Search Current Patients

Select a patient

Diagnosis
*Search and select a diagnosis

Requesting Provider
*Requesting Provider   *Contact Name   *Contact Info   Phone

Servicing Providers
*Servicing Providers   Contact Name   Contact Info   Phone

Service Details
*Service   Location
Select...   Select...
*Service Units   *Start Date   *End Date
Days   03/14/2023   06/12/2023

Requested Procedures
Procedure Code

Additional Information
Release of Information   Remarks
Signed statement/claims ×
Characters remaining: 225 / 225

Clinical Documentation
+ ADD ATTACHMENT

SUBMIT   LOAD   SAVE

Service Units — Enter the # and unit type being requested.

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

End Date — Enter the end date of service. 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 surgical services. Enter the CPT code (or oral surgery code) or search by the name of the surgical procedure. *Certain requested codes may invoke InterQual criteria review.

Release of Information — This will default to the selection "Signed statement/claims."

Remarks (optional) — This is a free text field to enter any additional message to HPHC.

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

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