

Quick Reference Guide: Inpatient Notification Submission and Inquiry

Note: For Tufts Health Plan Senior Care Options (SCO) and Tufts Health One Care products, providers must submit the [Inpatient Notification Form](#) to Tufts Health Plan by fax.

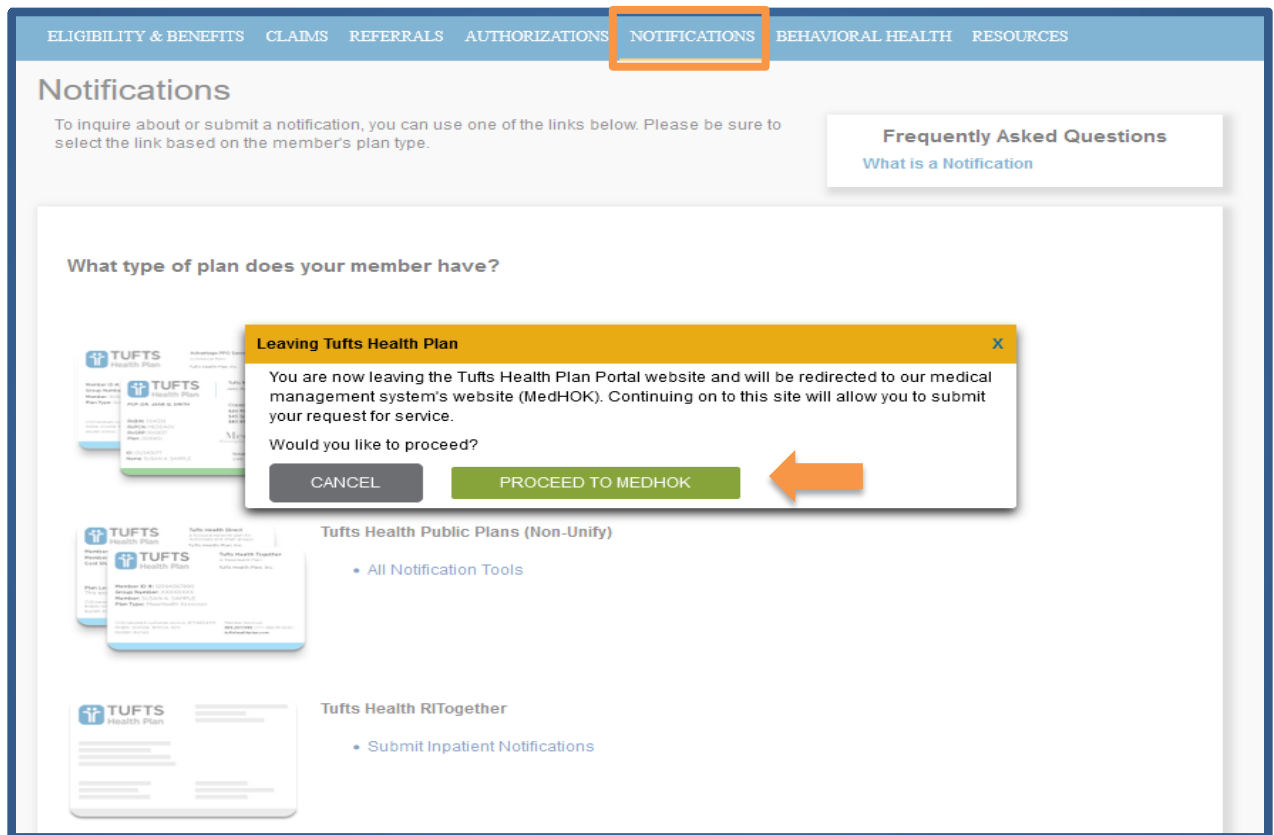
TO SUBMIT AN INPATIENT NOTIFICATION:

Step 1: Log on to the secure Provider [portal](#).

Step 2: From the list of self-service options select “NOTIFICATIONS” from the menu.

Step 3: To the right of the ID card images, select the appropriate option under the member’s plan.

Step 4: A pop-up box will appear informing you that you are being redirected to the MedHOK (MHK Medical Management System) website. Click “PROCEED TO MEDHOK” to continue.



Step 5: The *Request Prior Authorization or Notification* screen will then appear.

Step 6: Click “Request PA or Notification” on the left side of the *Request Prior Authorization or Notification* screen.

Step 7: Under the *Search for Member* field, enter “Member First Name,” “Member Last Name,” “Member Date of Birth” and “Member ID.” **Note:** All fields are required. Click “Search” and then select the member.

The screenshot shows a web application interface. On the left is a dark sidebar with a menu. The top of the sidebar is labeled 'Medical/Behavioral Health'. Below it are four menu items: 'Request PA or Notification' (which is highlighted with a red arrow), 'View/Update All Requests', 'View/Update Open Inpatient Requests', and 'View/Update Open Service Requests'. The main content area has a title 'Request Prior Authorization or Notification'. Below the title is a section titled 'Search for Member'. This section contains four input fields: 'Member First Name *', 'Member Last Name *', 'Member Date of Birth *' (with a placeholder 'Member DOB (mm-dd-yyyy)'), and 'Member ID *'. At the bottom right of this section are two buttons: 'Clear' and 'Search'. A red arrow points from the 'Request PA or Notification' menu item to the 'Search for Member' section.

Step 8: Proceed by entering information in the presented fields. **Note:** All fields marked with an asterisk (*) are mandatory and must be completed to submit your notification.

TO PERFORM AN INPATIENT NOTIFICATION INQUIRY:

Step 1: Select “View/Update All Requests” on the left side of the *Request Prior Authorization or Notification* screen. Notifications will then be presented in list form.

Step 2: Click a “Reference” number to view details for that specific notification. Click “Show Search Fields” to access additional options that can be used to narrow your search results.