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Purpose
The purpose of this manual is to guide Gateway Health participating providers who wish to electronically submit authorization request forms. Providers will be able to access the upgraded application beginning 08/01/2016.

Pre-requisite
This functionality is available for Gateway Health Participating providers with access to NaviNet. NON-Participating providers, participating providers outside of Pennsylvania, or providers who do not have access to NaviNet, should proceed with the existing process of submitting Authorization requests via Phone, Fax, or Mail.

User Roles
Table 1 identifies all users with access to the Authorizations application. For the release scheduled on 08/01/2016, only Gateway Health Participating providers in Pennsylvania will be able to utilize this application.

<table>
<thead>
<tr>
<th>User Roles</th>
<th>Sections</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider: This includes PCP, Specialist, Hospital and</td>
<td>Section 1: New Request</td>
</tr>
<tr>
<td>Ancillary</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Section 2: Search Request</td>
</tr>
</tbody>
</table>

Audience
The audience for this training manual is all Gateway Health participating PCP’s, Specialist, Hospital, or Ancillary providers, and their authorized staff.

Web Address, Look and Feel
Participating providers will be able to access the Authorizations module via existing NaviNet credentials. The application uses Single Sign On (SSO) technology; a separate login to the Authorizations application will not be required.
To access Gateway Health’s Authorizations application, first log into NaviNet:

![NaviNet Sign In Page](image)

- **Username:** [Enter your username]
- **Password:** [Enter your password]
- **Sign In**

Additional Resources:
- **Trouble Logging In?**
- **Set Up**
- **What Plans Participate?**

**ICD-10 READY**

NaviNet is ICD-10 compliant. For information regarding plan-specific implementation of this federal mandate, please refer to plan-supplied documentation or visit the plan’s website for details.

**Are You In The Loop?**

Make sure you don’t miss out on our important updates. Update your email address today by logging in and going to My Account and clicking About Me to receive important updates and information.

**Are You Sharing Login Credentials?**

HIPAA guidelines prohibit users from sharing login information. If you are sharing login credentials, please contact your NaviNet Security Officer to be added as a user. Don’t know the name of your Security Officer? Log in and go to My Account and click My Security. There is no additional charge for adding users.
After successfully logging into NaviNet, select

- Workflows
- My Health Plans
- Gateway Health
To submit authorization requests for radiology, select NIA RadMD Authorizations.

To submit authorization requests for medical, behavioral health, home health, therapy, or DME, select Provider Authorizations.
After selecting Provider Authorizations, the Gateway Health Provider Portal home page will be displayed. The home page will include information related to:

- Announcements and News
- Help and Frequently Asked Questions
- Toolbox to quickly access authorizations or claims search functionality
New Request

To submit a new authorization request

- Select Authorizations from the menu bar on the left
- Or from the Toolbox
Once the Authorization application is opened, select New Request.
To search for a member by member ID

- Select Search by Member ID in the Member Selection dropdown
- Type the member ID in the search box
- Select Search
To search for a member by name and date of birth

- Select Search by Member Name in the Member Selection dropdown
- Type the member’s name and date of birth
- Select Search
The section Newly Authorized Forms will display the 3 most recent authorizations that have been finalized. This will include authorizations that are approved or denied.

The section Recent Submission will display the 3 most recent authorization requests submitted.
To view details of Recent Submissions, select the form title
Details of the Recent Submission will be displayed.
Once the member search is executed

- Member information details are displayed
- Authorization request forms are displayed for Inpatient and Outpatient services
Select the title of the form for which the authorization is being requested.
Information required for the authorization request is displayed.
To submit the form

- Enter all required fields
- Accept the Terms of User by checking I Accept
- Click Submit
Once the form is submitted, a confirmation message will appear.
Search Requests
To search for existing authorization request

- Select Authorizations from the menu bar on the left
- Or from the Toolbox
Once the Authorizations application is open, select Search Requests.
Within the Search Criteria, Step 1

- Select the NPI number and name of the physician from the Ordering Provider ID dropdown
- Select the search range from the Date Range Parameters dropdown
Additional search criteria can be entered to further refine the search, including:

- Member ID
- Reference Number
- Member First Name, Last Name, and Date of Birth.
Once desired search criteria is entered, click Search.
Search results are then displayed.
To view authorization request details, select View.

Details are displayed.
Issues and Help

If you have general questions about navigating within the application, please contact your Gateway Health™ Provider Relations Representative.

If you experience any technical issues during the submission process, please contact Gateway Health™ Provider Services for PA Medicaid 1-800-392-1145 or PA Medicare Assured 1-800-685-5205.

If you have questions about clinical information within the application, please contact Gateway Health™ Utilization Management 1-800-392-1146

If you have questions or difficulties with your NaviNet account, please contact NaviNet directly.

If you have questions or issues with RadMD forms, please contact NIA directly.