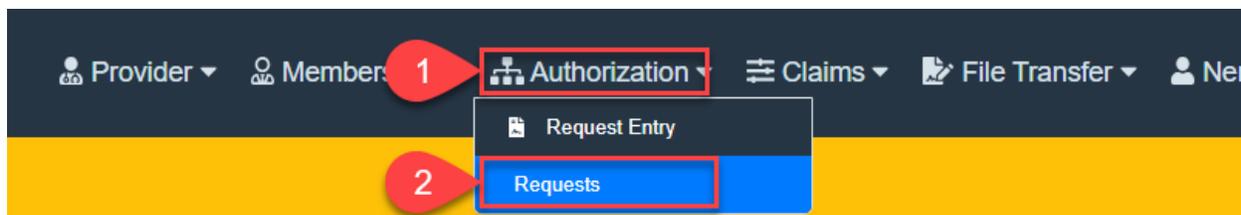


Instructions for Adding a Discharge/End-Date on “In-Process” Authorizations Using the “Pencil Tool”

Providers are not able to use the “End Date” button to discharge authorizations that have the status of “In Process” (i.e., not yet approved/denied by Optum) in the Incedo Provider Portal (IPP). In these instances, Providers should use the Pencil Note function to add a note about the participant’s discharge date. Clinical Care Advocates will then update the discharge date when they review the “in-process” authorization. Instructions on how to use the Pencil Note field for this purpose are given below.

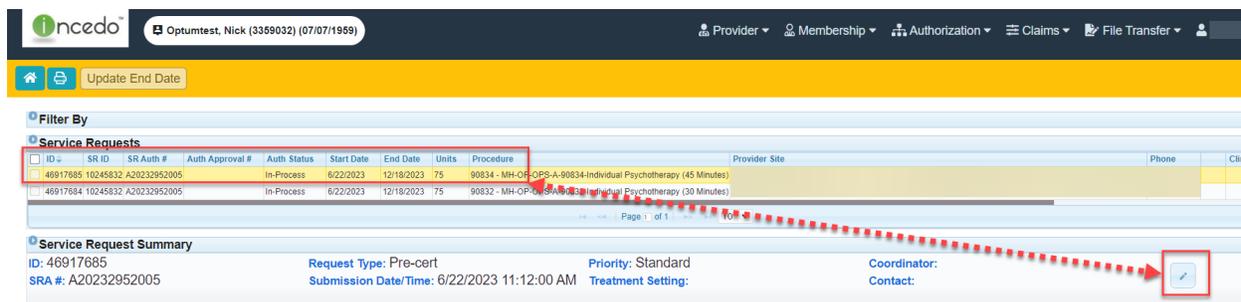
Step 1:

Navigate to the “Requests” page, under the “Authorizations” tab in the IPP.



Step 2:

Highlight the SRID in question and then click the Pencil icon.



Step 3:

Add note where indicated (#1) and then click the Save icon (#2).

Service Request Summary

Service Request Type: Priority: Coordinator: Contact Name: Contact Phone / email:

Notification Status: Clinical Determination: Determination By: Credentials: Clinical Reason:

Extension Granted

Notes:
ADD NOTE HERE: Please change the end date for this auth as the participant's last face to face was on

Step 4:

When the note is completed, it will appear below the selected authorizations.

Service Requests

ID	SR ID	SR Auth #	Auth Approval #	Auth Status	Start Date	End Date	Units	Procedure
46917685	10245832	A20232952005		In-Process	6/22/2023	12/18/2023	75	90834 - MH-OP-OPS-A-90834-Individual Psychotherapy (45 Minutes) T
46917684	10245832	A20232952005		In-Process	6/22/2023	12/18/2023	75	90832 - MH-OP-OPS-A-90832-Individual Psychotherapy (30 Minutes) T

Page 1 of 1

Service Request Summary

ID: 46917685 Request Type: Pre-cert Priority: Standard
 SRA #: A20232952005 Submission Date/Time: 6/22/2023 11:12:00 AM Treatment Setting:

Date	Author	Note
6/22/2023, 11:21:14 AM	Nerantzis, Periklis (OMD Senior Care Advocate)	ADD NOTE HERE: Please change the end date for this auth as the participant's last face to face was on