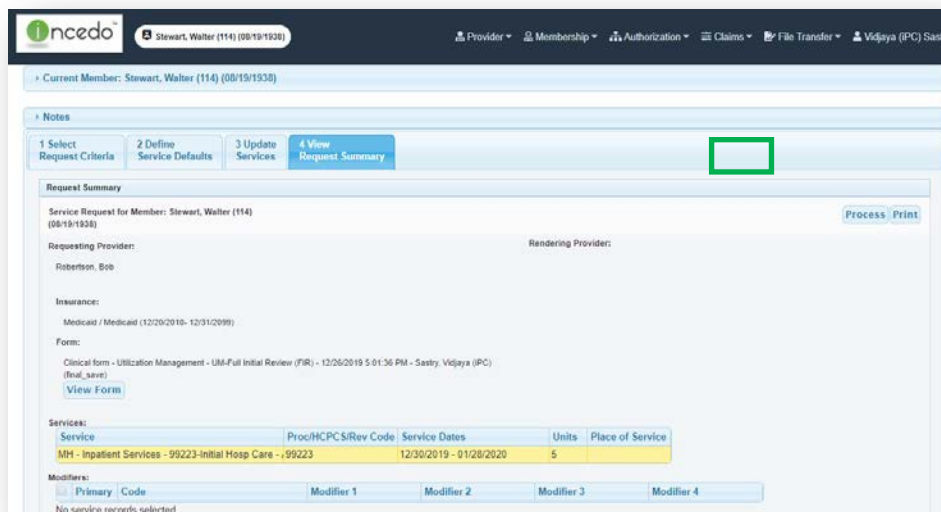


# Incedo Provider Portal

## Quick Reference Guide

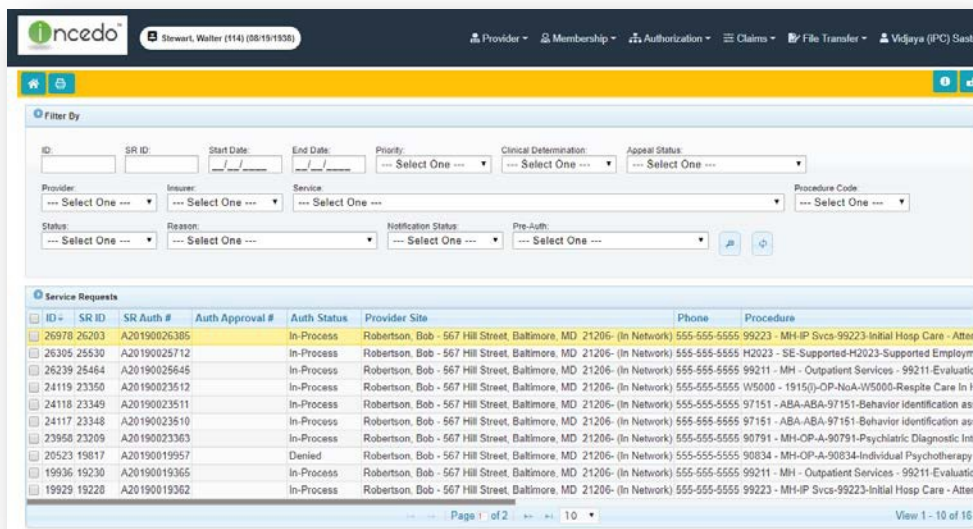
Please view the following steps necessary for submitting attachments up to 2MB in size within the Incedo Provider Portal. If the attachments you wish to submit are larger than 2MB, please fax the information to 1-844-887-9875.

1. Bypass the “attach a document” section within tab #2 (Define Service Defaults)
2. Submit request by selecting ‘process’ as the last step to enter the authorization



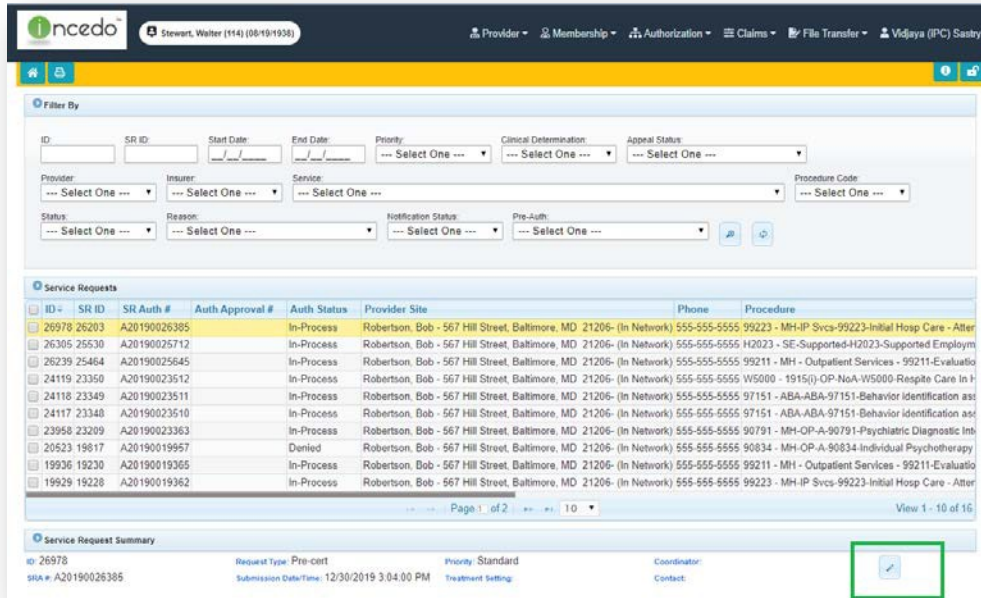
Service	Proc/HCPCS/Rev Code	Service Dates	Units	Place of Service
MH - Inpatient Services - 99223-Initial Hosp Care -	99223	12/30/2019 - 01/28/2020	5	

3. Next screen automatically appears



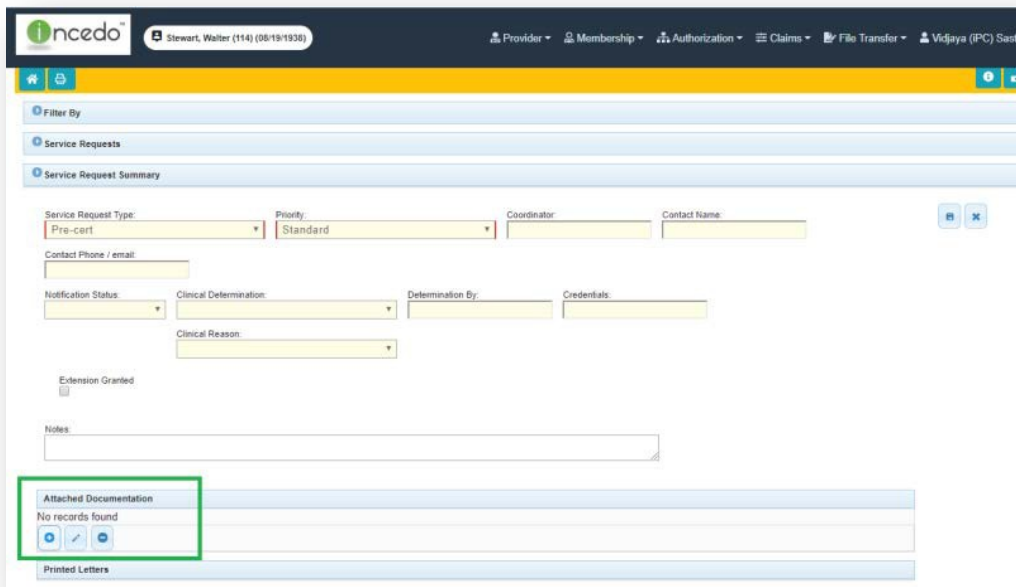
ID #	SR ID	SR Auth #	Auth Approval #	Auth Status	Provider Site	Phone	Procedure
26978 26203	A20190026385			In-Process	Robertson, Bob - 567 Hill Street, Baltimore, MD 21206- (In Network)	555-555-5555 99223	MH-IP Svcs-99223-Initial Hosp Care - Alter
26305 25530	A20190025712			In-Process	Robertson, Bob - 567 Hill Street, Baltimore, MD 21206- (In Network)	555-555-5555 H2023	SE-Supported-H2023-Supported Employ
26239 25484	A20190025645			In-Process	Robertson, Bob - 567 Hill Street, Baltimore, MD 21206- (In Network)	555-555-5555 99211	MH - Outpatient Services - 99211-Evaluatio
24119 23350	A20190023512			In-Process	Robertson, Bob - 567 Hill Street, Baltimore, MD 21206- (In Network)	555-555-5555 W5000	1915(i)-OP-NoA-W5000-Respite Care In H
24118 23349	A20190023511			In-Process	Robertson, Bob - 567 Hill Street, Baltimore, MD 21206- (In Network)	555-555-5555 97151	ABA-ABA-97151-Behavior Identification as
24117 23348	A20190023510			In-Process	Robertson, Bob - 567 Hill Street, Baltimore, MD 21206- (In Network)	555-555-5555 97151	ABA-ABA-97151-Behavior Identification as
23958 23209	A20190023363			In-Process	Robertson, Bob - 567 Hill Street, Baltimore, MD 21206- (In Network)	555-555-5555 90791	MH-OP-A-90791-Psychiatric Diagnostic Int
20523 19817	A20190019957			Denied	Robertson, Bob - 567 Hill Street, Baltimore, MD 21206- (In Network)	555-555-5555 90834	MH-OP-A-90834-Individual Psychotherapy
19936 19230	A20190019365			In-Process	Robertson, Bob - 567 Hill Street, Baltimore, MD 21206- (In Network)	555-555-5555 99211	MH - Outpatient Services - 99211-Evaluatio
19929 19228	A20190019362			In-Process	Robertson, Bob - 567 Hill Street, Baltimore, MD 21206- (In Network)	555-555-5555 99223	MH-IP Svcs-99223-Initial Hosp Care - Alter

4. Scroll down and click the 'edit' button under 'service request summary'



The screenshot shows the iNcedo interface with a user profile for Stewart, Walter (114) (08/19/1938). Below the navigation bar is a 'Filter By' section with various dropdown menus for ID, SR ID, Start Date, End Date, Priority, Clinical Determination, and Appeal Status. Below that is a table of 'Service Requests' with columns for ID, SR ID, SR Auth #, Auth Approval #, Auth Status, Provider Site, Phone, and Procedure. The table contains several rows of data. Below the table is a 'Service Request Summary' section for request ID 26978, showing details like Request Type (Pre-cert), Priority (Standard), and Submission Date/Time (12/30/2019 3:04:00 PM). A small blue edit icon is highlighted with a green box in the bottom right corner of the summary section.

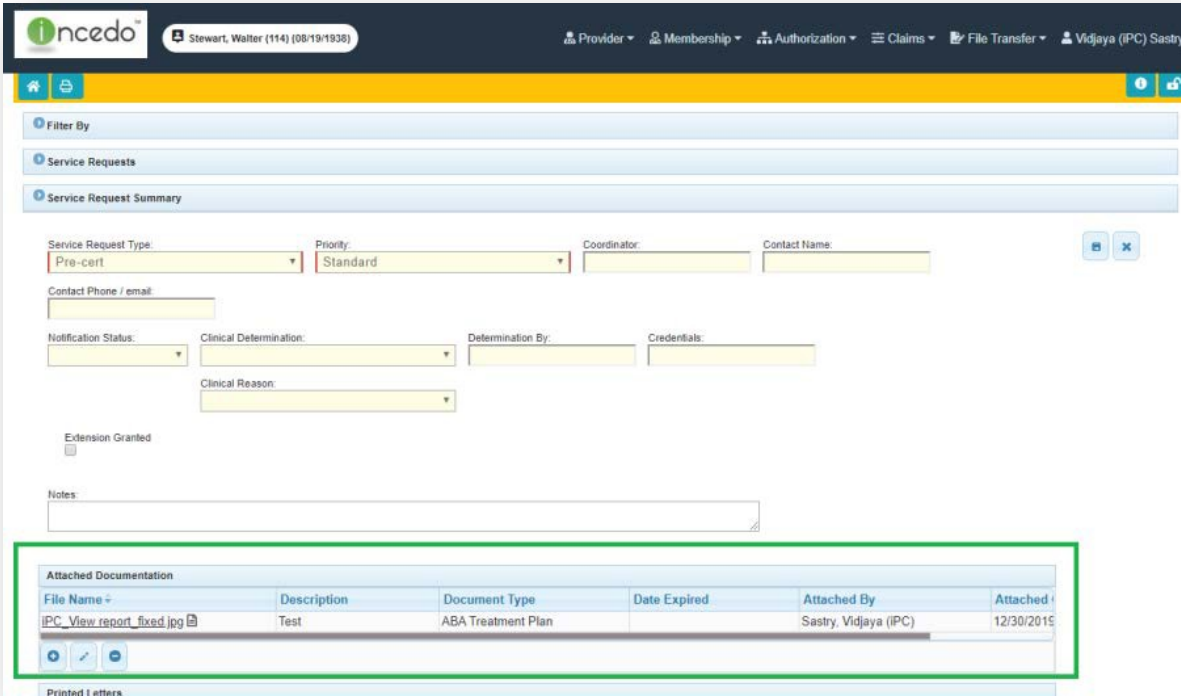
5. Click the '+' icon to add an attached document



The screenshot shows the iNcedo interface with the 'Service Request Summary' form. The form includes fields for Service Request Type (Pre-cert), Priority (Standard), Coordinator, and Contact Name. Below these are fields for Contact Phone / email, Notification Status, Clinical Determination, Determination By, and Credentials. There is also a field for Clinical Reason and a checkbox for Extension Granted. A 'Notes' section is present with a text area. At the bottom, there is an 'Attached Documentation' section with a '+' icon and a minus icon, highlighted with a green box. Below that is a 'Printed Letters' section.

6. Follow process for each document needed for the request

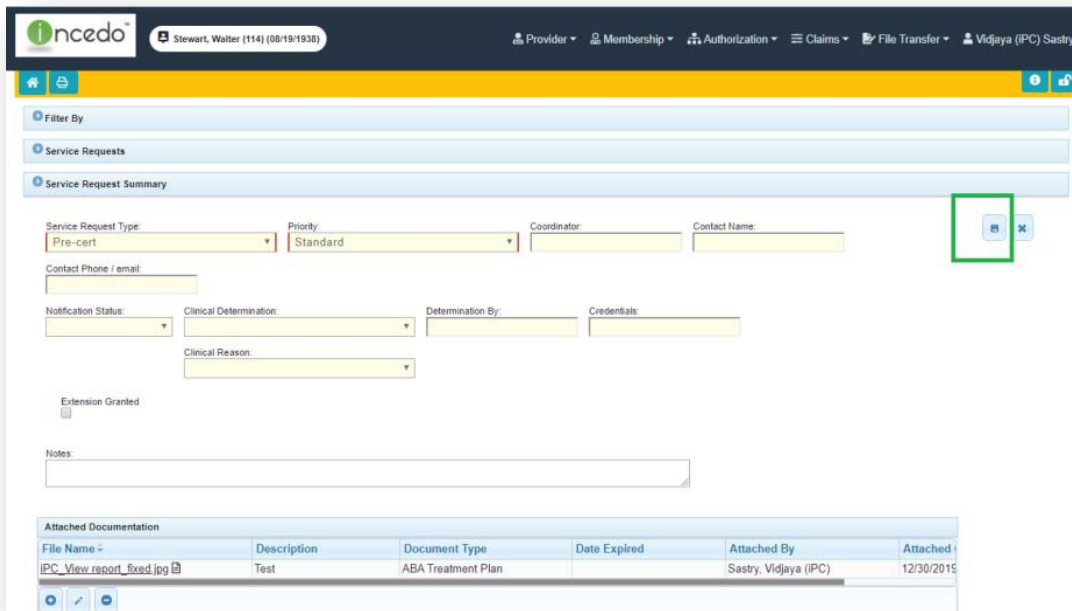
**7. Attachment will appear**



The screenshot shows the Incedo web application interface. At the top, there is a navigation bar with the Incedo logo and user information: Stewart, Walter (114) (08/19/1938). Below the navigation bar, there are several tabs: Filter By, Service Requests, and Service Request Summary. The Service Request Summary form contains several fields: Service Request Type (Pre-cert), Priority (Standard), Coordinator, Contact Name, Contact Phone / email, Notification Status, Clinical Determination, Determination By, Credentials, Clinical Reason, Extension Granted, and Notes. Below the form is a table titled "Attached Documentation" with the following data:

File Name +	Description	Document Type	Date Expired	Attached By	Attached
IPC_View_report_fixed.jpg	Test	ABA Treatment Plan		Sastry, Vidjaya (IPC)	12/30/2015

**8. Click the 'save' icon (disk icon) after attaching all documents**



This screenshot is identical to the previous one, but with a green box highlighting the save icon (a disk icon) in the top right corner of the Service Request Summary form.

**You're all set. Your authorization is submitted with document attached.**