

Ambetter Value: Go-live 1/1/2023



Objectives

By the end of this training, you will

- 1. Understand the Ambetter Value network unique to SilverSummit Healthplan**
- 2. Know how to navigate the provider portal features including submission of referrals**

Ambetter value

- Ambetter Value uses a tailored network approach to offer Ambetter's robust benefits at budget-friendly premiums to members.
- The network is built around selective health systems and provider groups, which streamlines the member healthcare journey.
- The Ambetter Value network features a PCP-centric approach to care delivery and requires referrals for specialist care.
- PCPs coordinate our members' medical care, as appropriate, either by providing treatment or by issuing referrals to other in-network providers.

How to identify a member's network

- All members will receive an Ambetter member identification card. The ID card includes new information including:
 - The Ambetter Plan the member has selected;
 - The Provider Network the member belongs to; and
 - Referral requirements based on the member's plan selection.
- *NOTE: Presentation of a member ID card is not a guarantee of eligibility. Providers must always verify eligibility on the same day services are rendered.*



ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	STATE	NETWORK	REFERRAL REQUIRED	RECENT ADT	CARE GAPS	LOG ER VISIT
			02/22/2022	NV	VALUE	YES	NO	No PAP in past 36 months	ER Visit?


Ambetter Value: Sample ID Cards 2023: Value

Ambetter Value (Gatekeeper)

Referral from PCP is required to see a specialist. Auth may be required.

ambetter FROM | sunshine health.

Subscriber: [Jane Doe] **Policy #:** [XXXXXXXXXX]
Member: [John Doe] **Member ID #:** [XXXXXXXXXXXXXXXXXX]
 Effective Date: [00/00/00]

VALUE  Ambetterhealth.com/copays

PCP: [\$10 copay after [\$600] ded.]
Specialist: [\$25 coin. after [\$600] ded.]
Rx (Generic/Brand): [\$5/\$25 after [\$600] Rx ded.]
Urgent Care: [20% coin. after [\$600] ded.]
ER: [\$250 copay after [\$600] ded.]
Max Out-of-Pocket: [\$25,000]

Plan: [Plan name]
[Line 2 if needed] **RXBIN:** 004336
 RXPCN: ADV
[Network Name] Network Coverage Only **RXGROUP:** RX5445

REFERRAL FROM PCP REQUIRED FOR SPECIALIST

Ambetter.SunshineHealth.com

Member/Provider Services: 1-877-687-1169 **Medical Claims Address:**
(Relay Florida: 1-800-955-8770) Sunshine Health
24/7 Nurse Line: 1-877-687-1169 Attn: CLAIMS
 PO Box 5010
 Farmington, MO
 63640-5010

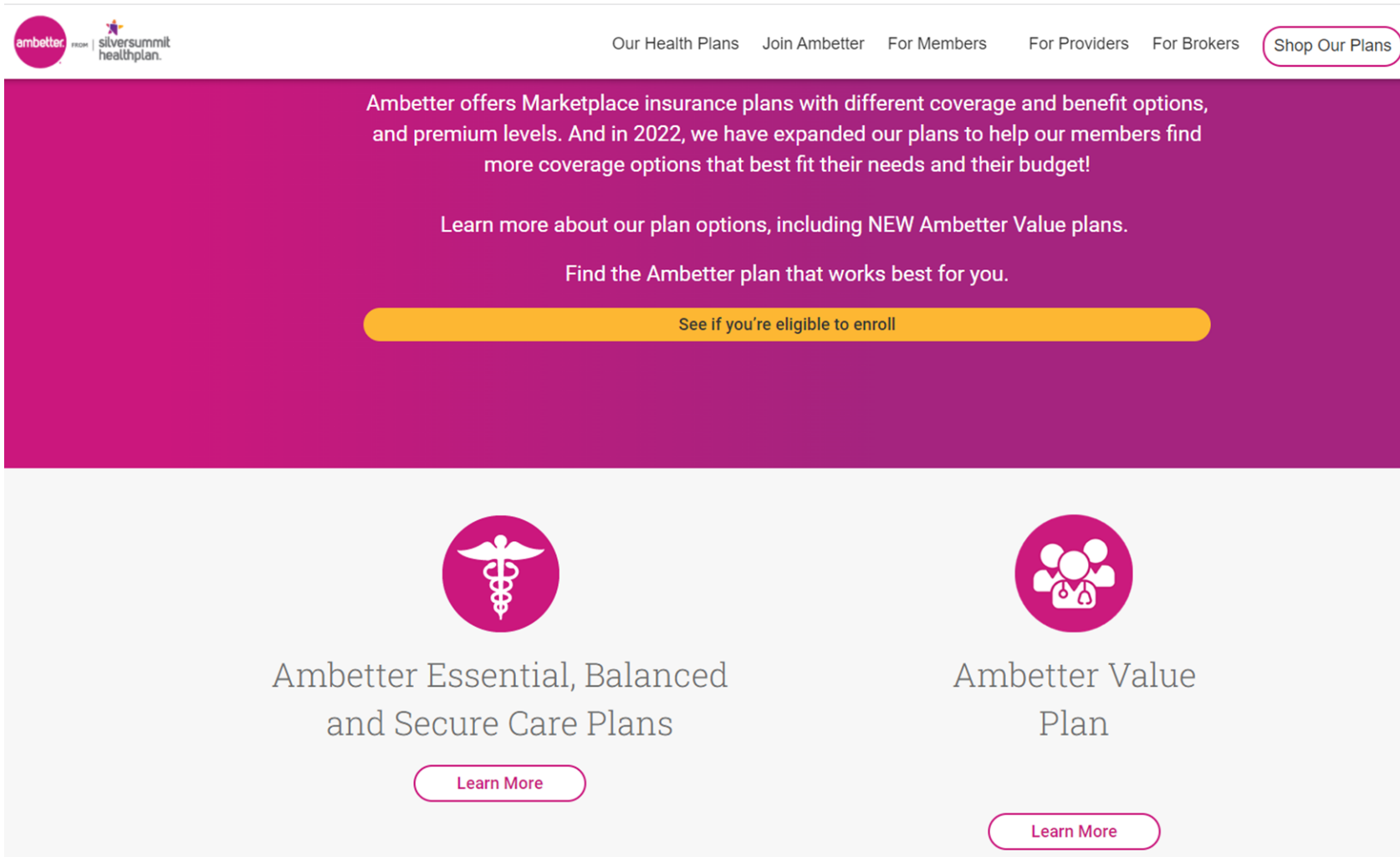
Numbers below for providers:
Pharmacy Help Desk: 1-888-304-9081
EDI Payor ID: 68069

Scan to receive 20% off Walgreens brand health and wellness items™

* Exclusions and restrictions apply. See Walgreens.com/SmartSavings for details.

Ambetter from Sunshine Health is underwritten by Sunshine Health Plan, Inc.
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Public Website: New “About Our Plans”



The screenshot shows the top navigation bar with the Ambetter logo and 'silversummit healthplan.' on the left, and links for 'Our Health Plans', 'Join Ambetter', 'For Members', 'For Providers', 'For Brokers', and a highlighted 'Shop Our Plans' button on the right. The main content area has a dark purple background with white text: 'Ambetter offers Marketplace insurance plans with different coverage and benefit options, and premium levels. And in 2022, we have expanded our plans to help our members find more coverage options that best fit their needs and their budget!' followed by 'Learn more about our plan options, including NEW Ambetter Value plans.' and 'Find the Ambetter plan that works best for you.' Below this is a yellow button that says 'See if you're eligible to enroll'. The bottom section features two columns: the left column has a caduceus icon, the text 'Ambetter Essential, Balanced and Secure Care Plans', and a 'Learn More' button; the right column has a group of people icon, the text 'Ambetter Value Plan', and a 'Learn More' button.

ambetter | silversummit healthplan.


Our Health Plans | Join Ambetter | For Members | For Providers | For Brokers | [Shop Our Plans](#)


Ambetter offers Marketplace insurance plans with different coverage and benefit options, and premium levels. And in 2022, we have expanded our plans to help our members find more coverage options that best fit their needs and their budget!

Learn more about our plan options, including NEW Ambetter Value plans.

Find the Ambetter plan that works best for you.

[See if you're eligible to enroll](#)

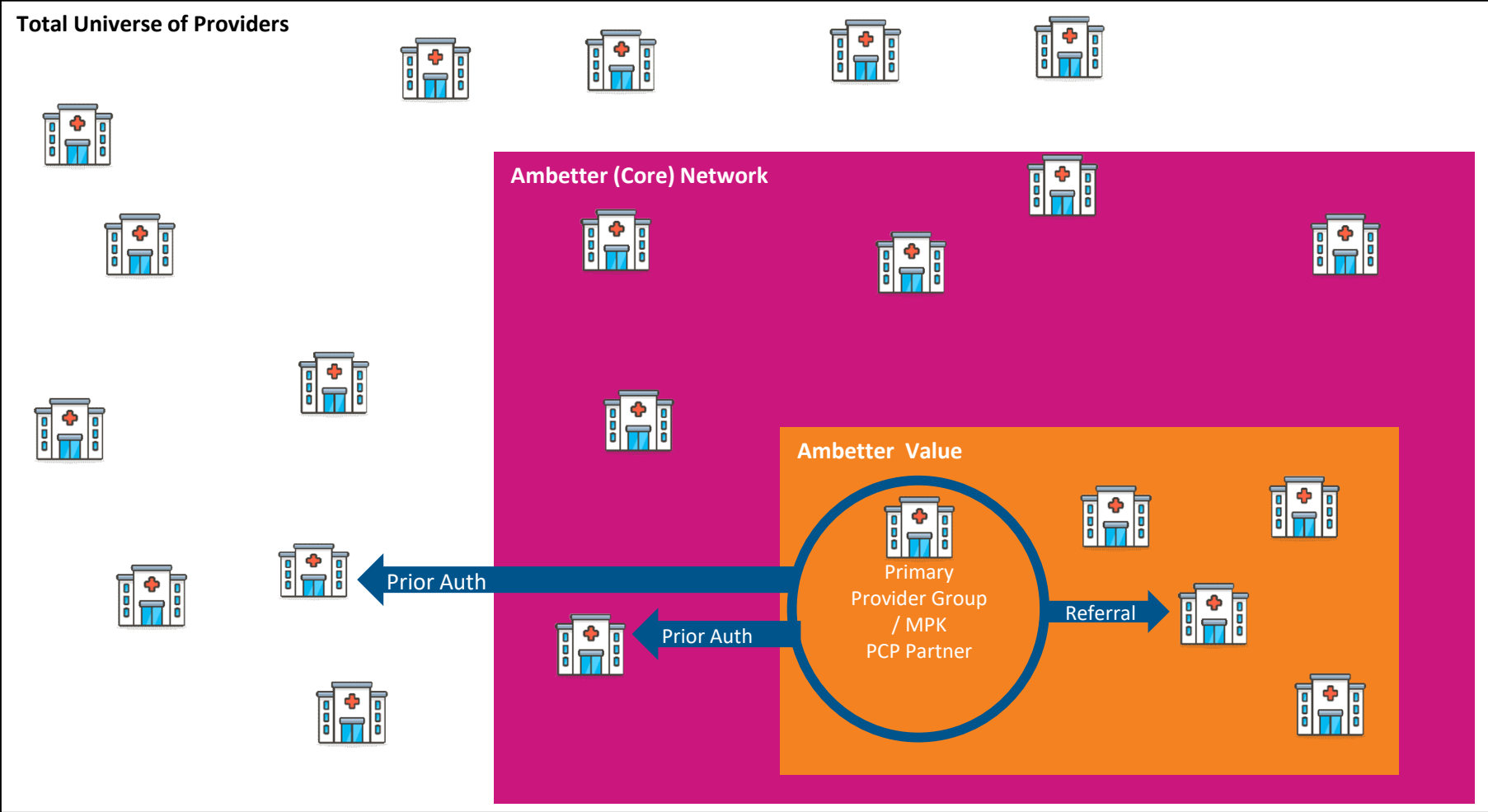

Ambetter Essential, Balanced
and Secure Care Plans
[Learn More](#)


Ambetter Value
Plan
[Learn More](#)

Ambetter Value: Network Key Points

1. In network for Value means in network for all Value networks, but OON for everything else, including providers in the Core Ambetter network.
 - a) Members cannot self-direct care outside of PCP care
 - b) Non-emergent, non-authorized, out-of-network is not covered, and claims are denied
 - c) Emergent & Authorized Services OON are covered and should price at Core rate, if applicable
2. Members can only go to their assigned provider group, or need referrals otherwise (other than ER/exceptions)
3. Core Providers are OON, Value members see Value providers

Ambetter Value: Network Visualization



Ambetter Referral Requirements

- Some Ambetter plans have referral requirements.
- For services to be covered under these plans, they must be provided by or referred by a PCP.
- If a referral is not initiated, services performed outside of the member's assigned provider or primary care group will be denied.
- Prior authorization requirements will also apply, as necessary.
- Referral requirements are reiterated throughout the Ambetter Guide and member access experiences to ensure members understand the rules associated with their plan.
- Referring providers can use our Secure Provider Portal to initiate referrals on behalf of members.

Exemptions to Referral Requirements

The following services are **exempt** from referral requirements:

- Emergency or urgent care services
- In-network mental, behavioral health and substance abuse disorder services
- Obstetrical or gynecological services
- Labs, X-Ray/Imaging, Anesthesiology

Prior authorization requirements will also apply, as necessary.

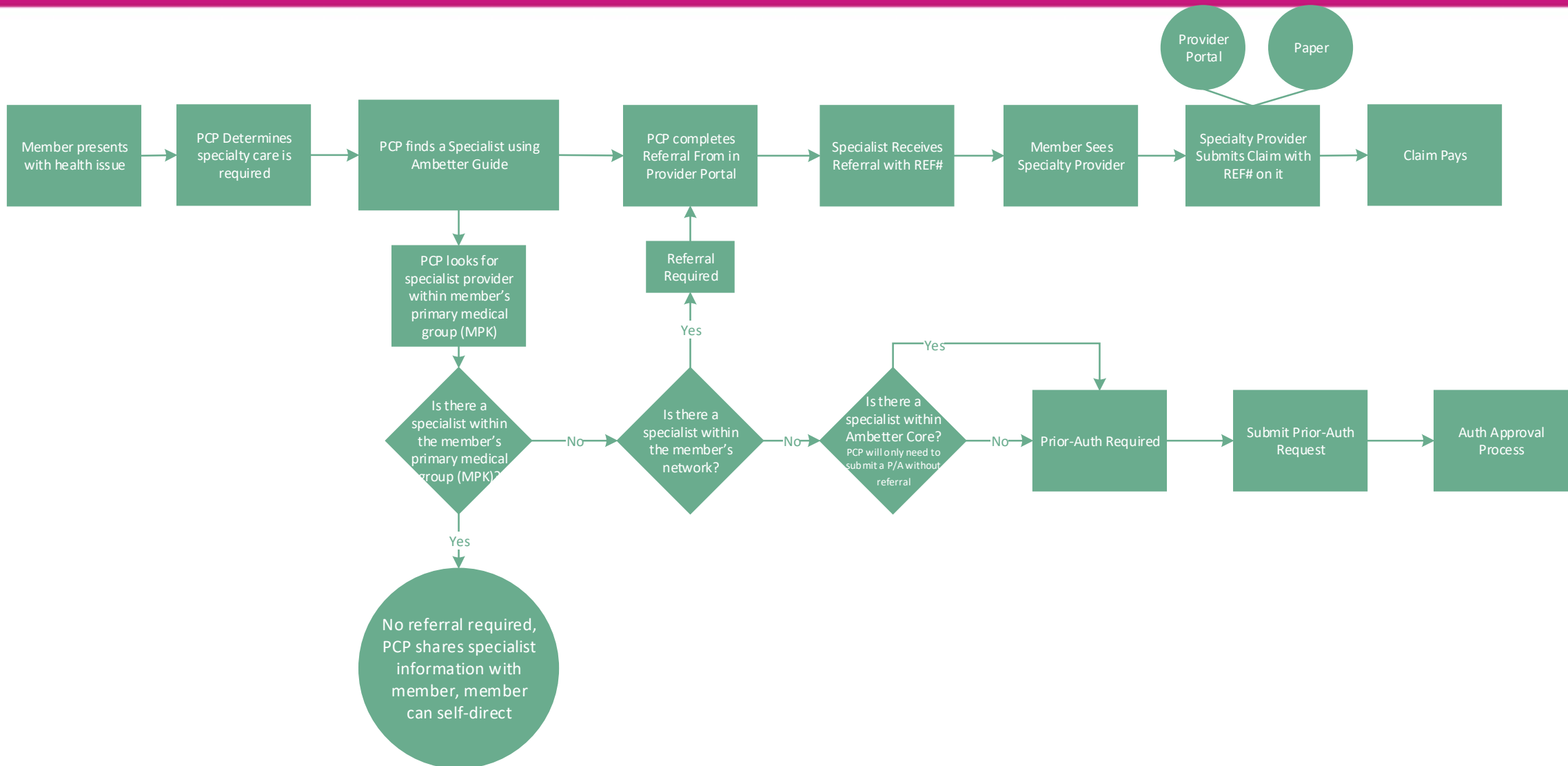
Ambetter Value: PCP Referral Flow - Walkthrough

1. Provider identifies member requires specialty care (care outside of PCP services) and a referral is required
2. Only providers within member's primary provider group can submit referrals
3. Referrals are not required for:
 1. Urgent/Emergent services
 2. BH/SUD
 3. OB/GYN
 4. Labs, X-ray/Imaging, Anesthesiology
4. Users logs into to Provider Portal
5. Click on the 'PCP Referrals' Tab at the Top
 1. Or can search for the member's eligibility first, go to the member details then navigate PCP Referral tab
6. Search for Member (Required: Member ID/Last Name and DOB)
7. Click Create a Referral
 1. REF# unique identifier to be created at the time of submission
8. Confirm referring provider identity (NPI, TIN, MPK, Name, Phone #, location)

Ambetter Value: PCP Referral Flow - Walkthrough

9. Using Ambetter Guide, search by Specialty type
 - If there is a specialty in the Primary Provider Group (MPK), PCP will direct the member to seek the specialty care with that provider, no referral required. If there is no specialty within the member's Primary Provider Group (MPK), look for specialties within the Value network, referral is required.
10. Input Specialty Provider information found on Ambetter Guide (NPI, TIN, MPK, Name, Phone #, location) into the Referral Intake Form
11. Enter Date Span (not required field, default to 90 days)
 - No start date default since PCP can backdate
12. Consult or Treatment check box/radio button (Referral Type)
13. Enter # of Visits
14. Additional Notes - Free text field
15. Review/Confirm referral information
 - Disclaimers before being allowed to submit referral:
 - Provider cannot change anything on the referral after submission
 - Review servicing provider information and confirm, the referral will go to the servicing provider immediately
16. Submit Referral, go back to Referral Landing Page to see REF#
17. Once the referral is submitted by the Referring provider, the member will set up an appointment with the referred to provider.
18. Provider submits claim, including REF# in box 23 on HCFA 1500

Primary Care Provider (PCP) Referral Flow – High Level



Public Website: Find a doctor Begins

The screenshot shows the Ambetter Sunshine Health website. At the top, there is a navigation bar with links for "Our Health Plans", "Join Ambetter", "For Members", "For Providers", "For Brokers", and "Shop Our Plans". The main header features a large image of a woman and a child, with text on the left stating "Enrollment begins November 1st. Get ready today." and a "Compare Plans" button. Below this, a section titled "As America's #1 Marketplace health insurance*, we offer benefits such as:" lists six benefits with icons: "\$0 Preventive Care", "Preventive Dental and Vision Care**", "Great Doctors in Your Area", "24/7 Telehealth with \$0 Copays***", "My Health Pays® Rewards", and "Mental Health Coverage for All Plans". A teal banner below reads "Big change in your life?" with a link to "See if you qualify.". At the bottom, there are four action buttons: "Pay Now" (with a dollar sign icon), "Find a Doctor" (with a medical icon and highlighted by a red box), "See if You Qualify" (with a magnifying glass icon), and "Learn More" (with a checkmark icon).

Click on Find doctors tab to begin your search.

Ambetter Guide – Doctor Page

Ambetter Virtual Access Example

Doctors Plan: Ambetter Value Silver Provider network: Value Referral required

Primary Care

Your Primary Care

Community Medical Group
Primary Care Provider Group
(888) 829-8550
PCP Copay - \$10 per visit

Community Medical Group (CMG) is your Primary Care Provider. For all medical needs outside of an emergency, please contact CMG.

[View All PCPs](#)

Looking for specialist care?
You must first get a referral from a CMG PCP before you can see a specialist.

Search for in-network doctors, specialists, hospitals, urgent care clinics, and pharmacies.

[Ambetter Guide](#)

Ambetter Value Provider Example

Doctors Plan: Ambetter Select Silver Provider network: Select

Primary Care

Your Primary Care [Change PCP](#)

Dr. Fredrick Jones
Internal Medicine
123 Carnival Blvd, Suite 4000 NW, DC 20008 (2.1 mi away)
NPI: 17705030

Male
Open Weekends : Yes
Accepting new patients

[View profile](#) [Schedule appointment](#)

Looking for specialist care?
Search for in-network, specialists, hospitals, urgent care clinics, and pharmacies.

[Ambetter Guide](#)

Ambetter Value Doctor Example

Ambetter Guide – Network Identification

Step 1: Identify Provider Network

Identification options support both members (network lookup by authentication, member ID or SSN) and shoppers (network selection by state)

The screenshot shows the 'Ambetter Guide' login page. At the top, it says 'Find nearby in-network care'. Below that, a note states 'Logging in helps us find you the most accurate results for your plan.' There is a prominent purple 'Login' button. Below the button is a link for 'Forgot username/password'. Further down, there is a section titled 'Search without logging in by giving us a bit of info to help you get started:' with three input fields: 'Ambetter member ID number', 'Last 6 of your SSN', and 'Your home state', each with a right-pointing arrow. At the bottom, there is a yellow button that says 'Don't have a plan?'.

Step 2*: Choose network by state and year

*this step is skipped if user enables Ambetter to lookup network (Authenticate, Member ID, or SSN)

This is a modal window titled 'Search other networks'. It contains a blue notification box with a lock icon and text: 'It is important to select the provider network associated with your plan, as in-network providers can vary between networks.' Below this, there are two tabs: 'LOCATION' (selected) and 'MEMBER ID'. Under the 'LOCATION' tab, there is a 'Select your state' dropdown menu with 'Select a state' as the current selection. Below that is a 'Coverage year' dropdown menu. At the bottom, there is a 'Filter by county' dropdown menu. Two buttons are at the bottom right: 'Cancel' and 'Set network'.

NOTE – network options vary by state

This is a continuation of the 'Search other networks' modal. It shows the 'Available networks in your area:' section. There is a 'Filter by county' dropdown menu. Below it are three radio button options: 'SELECT 2023', 'VALUE 2023' (which is selected), and 'Ambetter Virtual Access 2023'. Each option has a short description. At the bottom, there are 'Cancel' and 'Set network' buttons.

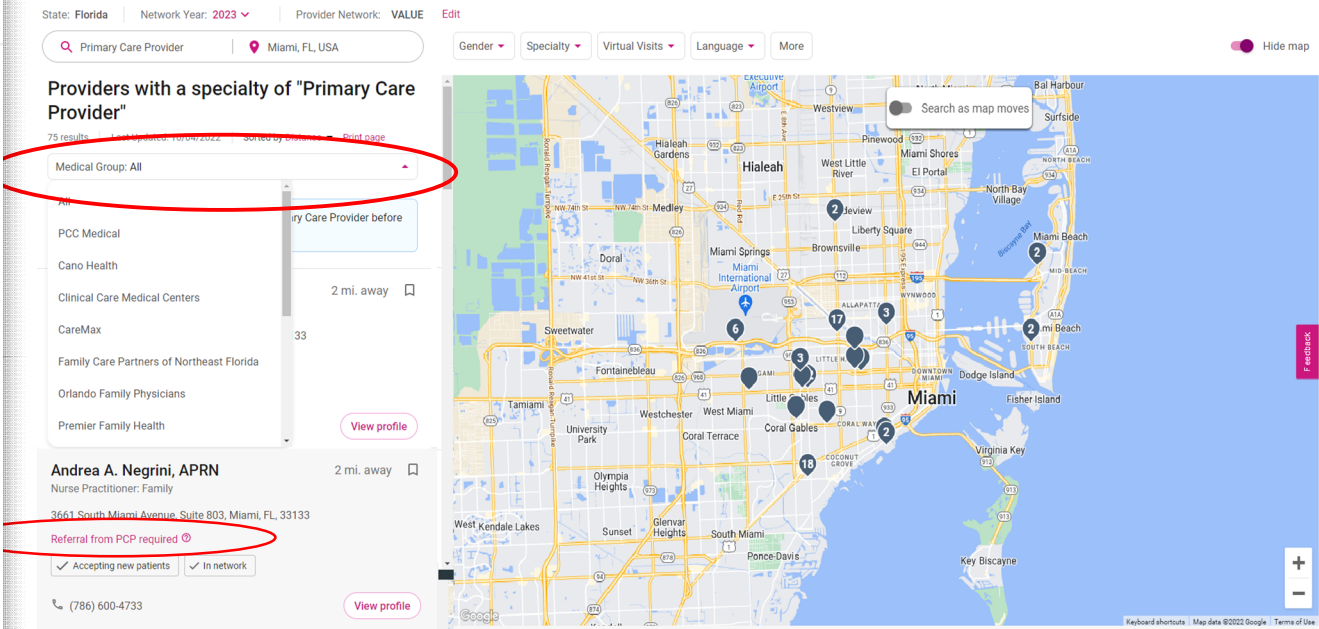
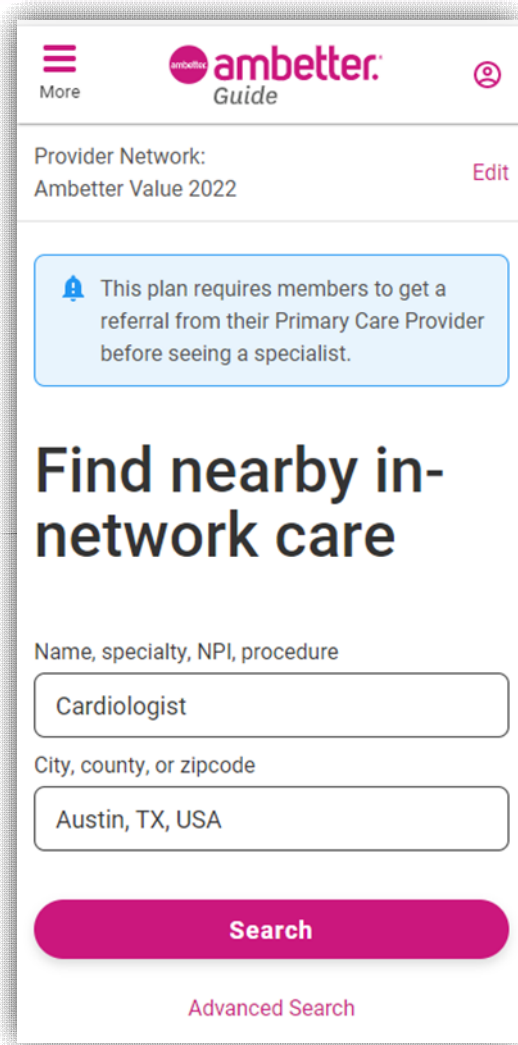
Step 3: Search

This is a screenshot of the Ambetter search results page. At the top, there is a navigation bar with 'ambetter: Guide', 'Find Care', 'Advanced Search', 'Saved Providers', 'Sign up', and 'Log In'. Below the navigation bar, it shows 'Provider Network: VALUE Edit' and 'Network Year: 2023'. There is a blue notification box with a lock icon and text: 'This plan may require a referral from a Primary Care Provider before seeing some providers.' Below that is the heading 'Find nearby in-network care'. There is a search input field with the placeholder 'Search by name, specialty, NPI, procedure'. Below the input field is a red error message: 'Please enter a search term'. There is another input field for 'City, county, or zipcode' with 'Miami, FL, USA' entered. At the bottom, there is a purple 'Search' button and a link for 'Advanced Search'.

Ambetter Guide – Referral Disclaimers

Referrals

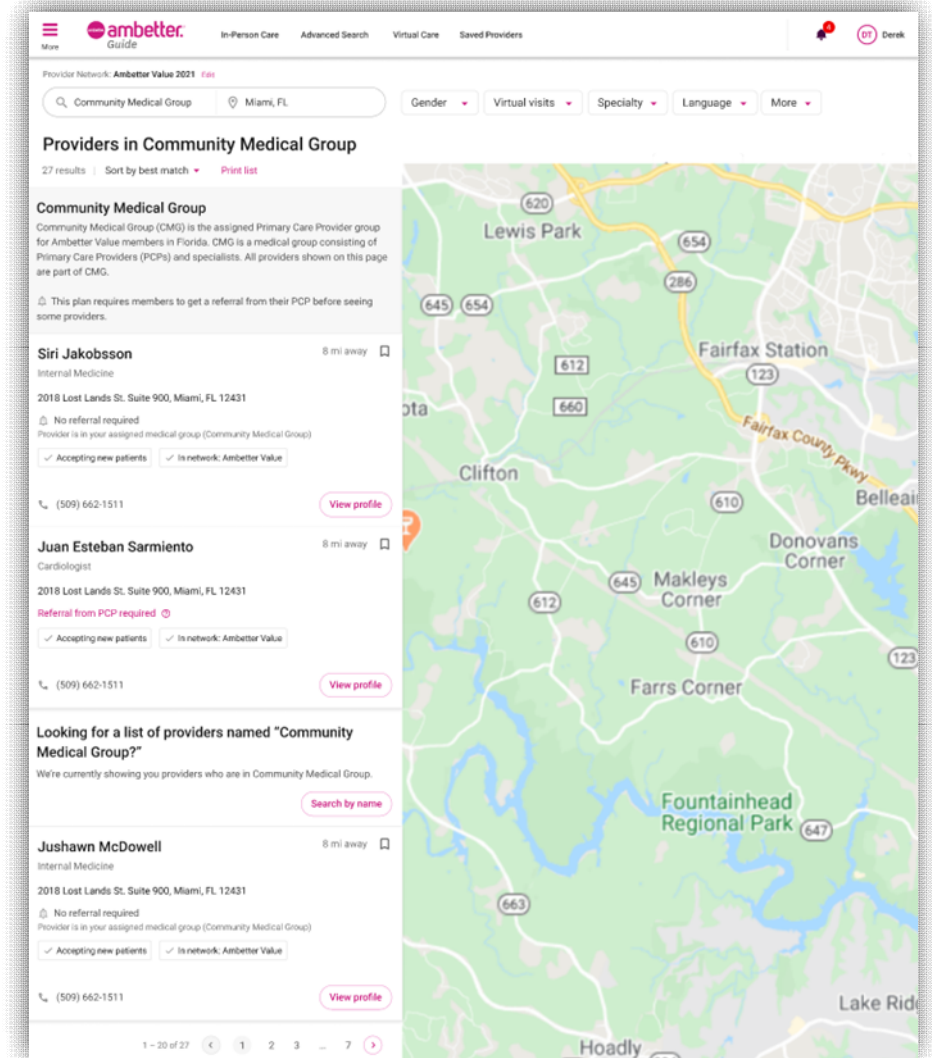
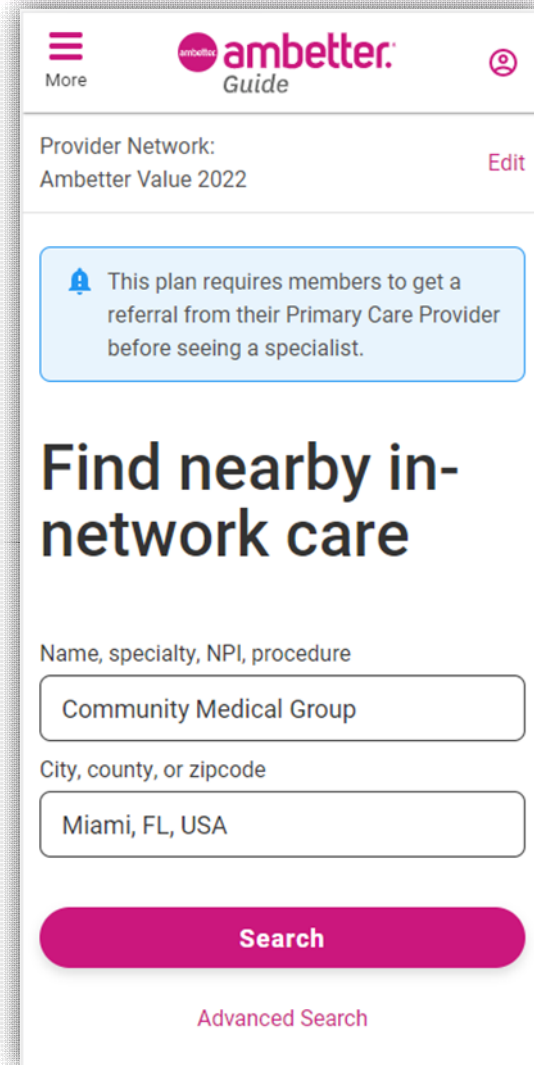
- Referral requirements are reiterated throughout the Guide and Member Access experiences to ensure members understand the rules associated with their plan
- In the Guide, referral disclaimers are visible prior to the search and on each relevant practitioner record for gatekeeper provider networks



Ambetter Guide – Medical Groups

Medical Groups

- **Concept** – Once the VALUE member selects a medical group as their PCP, members can see any PCP within their assigned medical group without a referral but must get a referral from their PCP to see a specialist.
- **Guide Enhancement** – enable Medical Group searches (If a member searches for their medical group, Guide will return all providers associated with that medical group)



Primary Provider Group

- Primary Provider Group will be added to the Member Details which is only available after Provider searches for Member Eligibility
- Fields included/mapping
 - Primary Provider Group Name
 - Primary Provider Group #

Back to Referrals JANE DOE

Overview

- Cost Sharing
- Benefit Tracker
- Assessments
- Health Record
- Authorizations
- Care Referrals
- Coordination of Benefits
- Ambetter Referrals
- Care Plan
- Claims
- Document Center
- Notes

Eligibility Status: This patient is eligible as of today, Aug 12, 2022 [Print Eligibility Overview](#)

Patient Information

Name: JANE DOE
Gender: F
Birth Date: Dec 9, 1995
Age: 25
Member #: 123456789
Address: 123 Main St, APT 2a, Atlanta, GA 30301

PCP Information

Name: Paul McDoe
Address: 1108 South Valdosta, Marieta, GA 30063
Practice Type: Family Medicine
Phone Number: 678-888-7545
Primary Medical Group: Family Doctors of Marieta
Primary Medical Group #: 6655544401

[View PCP History](#)

Eligibility History

Start Date	End Date	Product Name
Oct 29, 2020	Ongoing	Ambetter Virtual

EPSDT



Care Gaps

Due for a wellness checkup
 Due for a checkup on or before Dec 15.


Allergies

None On File

PCP Referral Flow – Design Experience

More  

Provider Network: Ambetter Value 2022 Edit

 This plan requires members to get a referral from their Primary Care Provider before seeing a specialist.

Find nearby in-network care

Name, specialty, NPI, procedure

City, county, or zipcode

Search

[Advanced Search](#)

ambetter Guide


In-Person Care Advanced Search Virtual Care Saved Providers



Provider Network: Ambetter Value 2021 Edit



Cardiologist Miami, FL Gender Virtual visits Specialty Language More



Providers with a specialty of "Cardiologist"



27 results Sort by best match Print list


 This plan requires a referral from a Primary Care Provider before seeing most specialists.

Ronalda Stach DO 8 mi away 
Cardiologist
2018 Lost Lands St. Suite 900, Miami, FL 12431
Referral from PCP required 
 Accepting new patients In network: Ambetter Value
(509) 662-1511 View profile

Deborah Smith 8 mi away 
Cardiologist
2018 Lost Lands St. Suite 900, Miami, FL 12431
Referral from PCP required 
 Accepting new patients In network: Ambetter Value
(509) 662-1511 View profile

Anna Fali 8 mi away 
Cardiologist
2018 Lost Lands St. Suite 900, Miami, FL 12431
Referral from PCP required 
 Accepting new patients In network: Ambetter Value
(509) 662-1511 View profile

Lidmila Vilenky 8 mi away 
Cardiologist
2018 Lost Lands St. Suite 900, Miami, FL 12431
Referral from PCP required 
 Accepting new patients In network: Ambetter Value
(509) 662-1511 View profile



1 - 20 of 27 1 2 3 ... 7 >


ambetter from Peach State Health Plan


Manage Practice Eligibility Patients Referrals Authorizations Claims Messaging Olivia Manager


Viewing Referrals For: TIN 12345678 Plan Type Ambetter GO Create Referral


Referral

Patient Name **Jane Doe** Member ID **384917562** Birth Date **12/09/1995**
Plan **Ambetter Virtual** Primary Medical Group **The Medical Group**


 A Prior Auth *will* be needed for these services in addition to the referral. Please refer to the following URL – <http://priorauthsforGA.gov>

 A Prior Auth *may* be needed for these services in addition to the referral. Please refer to the following URL – <http://priorauthsforGA.gov>


 A referral is *not required* for the Specialty and Specialist selected

 **Referring Provider**


Name **Harvey Doctor**
TIN ****4240 NPI 1699961102
Provider Medical Group **The Medical Group**
Provider Group Number 92039475
Phone (228) 896-6640

 **Referral Type**


Treatment


 **Referred To Provider**

Name **Samuel L Bronkowitz**
TIN ****9385 NPI 92837465
Provider Medical Group **Family Doctors of Marieta**
Provider Group Number 92039475
Phone (404) 896-6640

 **Referred To Provider's Specialty**

Hematology & Oncology

 **Dates & Visits** Dates **10/14/2021 - 12/31/2021** Visits **1**

 **Notes (optional)**

"I've never really even liked calamari. I just order it because I like the breadding and the sauce."

BACK SUBMIT

PCP Referral Flow – Ambetter Guide Instructions

As a Referring Provider in the Value network...

1. Go to Ambetter Guide: <https://guide.ambetterhealth.com/>
2. Click the option for “Your Home State”
3. On the next screen, set the state field to the member’s home state. If a year field is present (e.g., during Open Enrollment), set it to the current year. Click the button to advance.
4. On the next screen, select the Ambetter Value option. Click the button to advance.
 1. If you do not see an Ambetter Value option, go back to the prior screen and make sure you have the state (and year, if present) set correctly.
5. The next screen includes fields for (1) a search term and (2) the search location.
 1. (1) The search term field has no default. Enter the member-facing name of the appropriate medical group (e.g., Community Medical Group in FL, Ambetter Value Medical Group in TX, USHS in NV).
 2. (2) The search location field defaults to the location set by your internet service provider. Set the search location to a ZIP or city appropriate for the member.
6. Submit the search.
7. On the results page, use the “Specialty” filter to narrow the results to the specific specialty you need.
8. Click through on any result to see full details about the provider, including their NPI.

Referral Location – Top Bar

PCP Referrals in Top Bar

The screenshot displays the Ambetter web portal interface. At the top, the navigation bar includes the Ambetter logo, a search bar, and several menu items: Manage Practice, Eligibility, Patients, Referrals (highlighted with a red box), Authorizations, Claims, and Messaging. Below the navigation bar, there are search filters for TIN (12345678), Plan Type (Ambetter), Member ID or Last Name (123456789), and Date of Birth (MM/DD/YYYY). A green 'GO' button and an orange 'Find' button are also present.

The main content area is titled 'Referrals' and has two tabs: 'Referrals Received' (selected) and 'Referrals Made'. A table of referral data is displayed below the tabs, with a 'Filter...' button on the right. The table has the following columns: Submitted, Referral ID, Status, Member Name, Plan, Start - End Dates, and Specialty. The data rows are as follows:

Submitted	Referral ID	Status	Member Name	Plan	Start - End Dates	Specialty
07/18/2022	REF23456789	Open	Philip Alpha	Ambetter Virtual	07/20/2022 - 12/31/2022	Oncology
07/17/2022	REF34567890	Closed	Jennifer Superlonglastname	Ambetter Value	07/20/2022 - 07/25/2022	Surgery
06/10/2022	REF45678901	Closed	U Thant	Ambetter Value	06/12/2022 - 08/12/2022	Neuromusculoskeletal Medicine
05/16/2022	REF56789012	Cancelled	Yun-A O	Ambetter Value	05/20/2022 - 10/20/2022	Pediatric Otolaryngology
05/01/2022	REF67890123	Inactive	Barbara Gordon	Ambetter Virtual	05/01/2022 - 06/01/2022	Physical Therapist Geriatrics

At the bottom right of the table, there is a pagination control showing 'Rows per page: 5' and '1-5 of 13' with navigation arrows.

Please Note: A Referral cannot be started for a non-eligible Member

Provider Portal: Referrals Made

Viewing Referrals For: TIN Plan Type Member ID or Last Name Date of Birth

Referrals

Referrals Received Referrals Sent

Filter...

Submitted	Referral ID	Status	Member Name	Plan	Start - End Dates	Specialty
07/21/2021	REF93048573	Active	Harold Arnold	Ambetter Virtual	10/01/2021 - 10/30/2021	Surgery
07/20/2021	REF29384756	Active	Reginald Longbottom III, Esq.	Ambetter Premium	12/28/2021 - 01/13/2022	Oncology
06/10/2021	REF01748392	Active	Donald Draper	Ambetter Select	01/20/2022 - 02/03/2022	Physical Therapist Geriatrics
05/16/2021	REF19485736	Cancelled	Bert Cooper	Ambetter Value	11/12/2021 - 11/25/2021	Pediatric Otolaryngology
05/01/2021	REF92837462	Expired	Richard Whitman	Ambetter Virtual	12/21/2021 - 12/22/2021	Neuromusculoskeletal Medicine

Rows per page: 5 1-5 of 10 < >

Status Type Explanation

ACTIVE: The referral is still within the start date and end date
EXPIRED: The end date for the referral has passed
CANCELLED: The referral has been cancelled by the referring provider
CLOSED: The referral number was submitted with a claim

Provider Portal: Referrals Received

Viewing Referrals For: TIN Plan Type

Member ID or Last Name Date of Birth

Referrals

Referrals Received Referrals Sent

Filter...

Submitted	Referral ID	Status	Member Name	Plan	Start - End Dates	Specialty
07/18/2022	REF23456789	Active	Phillip Harlow	Ambetter Virtual	07/20/2022 - 12/31/2022	Oncology
07/17/2022	REF34567890	Active	Jennifer Lynn Grice McMillan, Esq	Ambetter Value	07/20/2022 - 07/25/2022	Surgery
06/10/2022	REF45678901	Active	Paul Thomas Anderson	Ambetter Value	06/12/2022 - 08/12/2022	Neuromusculoskeletal Medicine
05/16/2022	REF56789012	Cancelled	Robert Bresson	Ambetter Value	05/20/2022 - 10/20/2022	Pediatric Otolaryngology
05/01/2022	REF67890123	Expired	Barbara Gordon	Ambetter Virtual	05/01/2022 - 06/01/2022	Physical Therapist Geriatrics

Rows per page: 5 1-5 of 13 < >

Status Type Explanation

ACTIVE: The referral is still within the start date and end date
EXPIRED: The end date for the referral has passed
CANCELLED: The referral has been cancelled by the referring provider
CLOSED: The referral number was submitted with a claim

To begin a new referral, click on Create Referral in the upper right corner and enter the member's last name or ID Number and their date of birth.

Identifying “Referring Provider”

Viewing Referrals For: TIN 12345678 Plan Type Ambetter GO Create Refe

Create Referral

Patient Name Jane Doe Member ID 384917562 Birth Date 12/09/1995
Plan Ambetter Virtual Primary Medical Group The Medical Group

Please create the referral using the form below. All fields are required except Notes.
If you need to find a provider for your referral, please use the [Ambetter Guide](#).

No referral necessary for the following Specialties:

- Urgent or Emergent services
- Behavioral Health/Substance Use Disorder
- Obstetrics and Gynecology
- Labs
- Radiology (X-ray, Imaging)
- Anesthesiology

Referring Provider

111|

ENTER NAME OR NPI

BLOCKED

Please enter the full NPI number or name to enable

Referral Type

SELECT AN OPTION

Name

TIN NPI

Primary Medical Group

Primary Group Number

Phone

User must have access privileges for the Provider who is Referring
Error displayed for not inputting enough information to find Referring Provider

Full NPI put in resulting in a match

Viewing Referrals For: TIN 12345678 Plan Type Ambetter GO Create Refe

Create Referral

Patient Name Jane Doe Member ID 384917562 Birth Date 12/09/1995
Plan Ambetter Virtual Primary Medical Group The Medical Group

Please create the referral using the form below. All fields are required except Notes.
If you need to find a provider for your referral, please use the [Ambetter Guide](#).

No referral necessary for the following Specialties:

- Urgent or Emergent services
- Behavioral Health/Substance Use Disorder
- Obstetrics and Gynecology
- Labs
- Radiology (X-ray, Imaging)
- Anesthesiology

Referring Provider

Harvey Doctor

ENTER NAME OR NPI

Referral Type

SELECT AN OPTION

Name

TIN NPI

Primary Medical Group

Primary Group Number

Phone

Selecting "Referring Provider"

Create Referral

Select a Referring Provider

Filter...

Name	Location	NPI	TIN	Specialty	Plans	
Harvey Doctor	Community Action Corporation of South Texas 3130 S Alameda Corpus Christi TX 78405	1699961102	****4240	Pediatrics	Ambetter Select Ambetter Value Ambetter Virtual	→
Harvey Doctor Medical Group	Cleveland Clinic Martin South Hospital 200 SE Hospital Stuart FL 34994	1194790055	****7874	General Acute Care Hospital	Ambetter Core Ambetter Select	→
Harvey Doctor	WELLSTAR KENNESTONE HOSPITAL 677 Church St NE Mariette GA 30060-1101	1649248626	****2904	General Acute Care Hospital	Ambetter Core Ambetter Select Ambetter Select Wellstar Ambetter Value Ambetter Virtual	→

Rows per page: 5 1-5 of 13 < >

Referring Provider now populated in referral form:

Create Referral

Patient Name **Jane Doe** Member ID **384917562** Birth Date **12/09/1995**
Plan **Ambetter Virtual** Primary Medical Group **The Medical Group**

Please create the referral using the form below. All fields are required except Notes.
If you need to find a provider for your referral, please use the [Ambetter Guide](#).

No referral necessary for the following Specialties:

- Urgent or Emergent services
- Behavioral Health/Substance Use Disorder
- Obstetrics and Gynecology
- Labs
- Radiology (X-ray, Imaging)
- Anesthesiology

Referring Provider

ENTER NAME OR NPI

Name **Harvey Doctor**
TIN ******4240** NPI **1699961102**
Primary Medical Group **The Medical Group**
Primary Group Number **92039475**
Phone **(228) 896-6640**

Referral Type

SELECT AN OPTION

Referring Provider selection screen once narrowed down to NPI and/or Name

Assigning the Referral Type

Viewing Referrals For: TIN 12345678 Plan Type Ambetter GO Create Referral

Create Referral

Patient Name Jane Doe Member ID 384917562 Birth Date 12/09/1995
Plan Ambetter Virtual Primary Medical Group The Medical Group

Please create the referral using the form below. All fields are required except Notes.
If you need to find a provider for your referral, please use the [Ambetter Guide](#).

No referral necessary for the following Specialties:

- Urgent or Emergent services
- Behavioral Health/Substance Use Disorder
- Obstetrics and Gynecology
- Labs
- Radiology (X-ray, Imaging)
- Anesthesiology

Referring Provider

ENTER NAME OR NPI

Name Harvey Doctor
TIN ****4240 NPI 1699961102
Primary Medical Group The Medical Group
Primary Group Number 92039475
Phone (228) 896-6640

Referral Type

- Consult
- Treatment
- Consult & Treatment

Consult: One visit only available for a consult with “referred to” specialist.

Treatment: Consult already occurred and a specific # of visits and/or duration of time to receive treatment with specialist is available.

Consult & Treatment: Combination of the above with a preset # of visits and duration of time to obtain those visits is allocated.

Identifying the “Referred To” Provider

Referred To Provider

ENTER NAME OR NPI

Name

TIN NPI

Primary Medical Group

Primary Group Number

Phone

Referred To Provider's Specialty

SELECT AN OPTION

Dates & Visits

Start Date End Date Visits

10/14/2021 12/31/2021 1

Notes (optional)

Enter some notes here . . .

0/400

Note: Payment of claims is dependent on eligibility, covered benefits, provider contracts, correct coding and billing practices. For specific details, please refer to the provider manual.

CANCEL **NEXT**

Blue arrow: Good to go. Provider can be selected without deviation.
Red exclamation: Warning Message(s) applies
Grey circle w/line: Blocked provider

Viewing Referrals For: TIN: 12345678 Plan Type: Ambetter GO Create Referral

Create Referral

Select a Referred To Provider

Filter...

Name	Location	NPI	TIN	Specialty	Plans	
Samuel L Bronkowitz	Community Action Corporation of South Texas 3130 S Alameda Corpus Christi TX 78405	1699961102	****4240	Hematology & Oncology	Ambetter Select Ambetter Value Ambetter Virtual	
Samuel L Bronkowitz	Cleveland Clinic Martin South Hospital 200 SE Hospital Stuart FL 34994	1194790055	****7874	General Acute Care Hospital	Ambetter Core Ambetter Select	
Samuel L Bronkowitz	WELLSTAR KENNESTONE HOSPITAL 677 Church St NE Mariette GA 30060-1101	1649248626	****2904	General Acute Care Hospital	Ambetter Core Ambetter Select Ambetter Select Wellstar Ambetter Value Ambetter Virtual	

Rows per page: 5 1-5 of 13 < >

Selecting the “Referred To” Provider & Notes

Choose applicable Provider Specialty being referred

PCP can enter any notes for the “Referred To” provider to read:

Referred To Provider

ENTER NAME OR NPI

Name **Samuel L Bronkowitz**
TIN ****9385 NPI 92837465
Primary Medical Group **Family Doctors of Marieta**
Primary Group Number **92039475**
Phone **(404) 896-6640**

Referred To Provider's Specialty

Hematology & Oncology
Medical Oncology
Pediatrics Pediatric Hematology-Oncology

10/14/2021 12/31/2021

Notes (optional)

Enter some notes here . . .

0/400

Referred To Provider

ENTER NAME OR NPI

Name **Samuel L Bronkowitz**
TIN ****9385 NPI 92837465
Primary Medical Group **Family Doctors of Marieta**
Primary Group Number **92039475**
Phone **(404) 896-6640**

Referred To Provider's Specialty

Hematology & Oncology

SELECT AN OPTION

Dates & Visits

Start Date	End Date	Visits
10/14/2021	12/31/2021	1

Notes (optional)

I've never really even liked calamari. I just order it because I like the breading and the sauce.

97/400

Note: Payment of claims is dependent on eligibility, covered benefits, provider contracts, correct coding and billing practices. For specific details, please refer to the provider manual.

Note: Payment of claims is dependent on eligibility, covered benefits, provider contracts, correct coding and billing practices. For specific details, please refer to the provider manual.

Referral Form Review & Confirmation

The screenshot shows the 'Referral' form review page. At the top, there is a navigation bar with 'ambetter. from Peach State Health Plan' and menu items: 'Manage Practice Eligibility', 'Patients', 'Referrals', 'Authorizations', 'Claims', 'Messaging', and 'Olivia Manager'. Below the navigation bar, there are dropdown menus for 'Viewing Referrals For: TIN' (12345678) and 'Plan Type' (Ambetter), with a 'GO' button and a 'Create Referral' button.

Referral

Patient Name **Jane Doe** Member ID **384917562** Birth Date **12/09/1995**
Plan **Ambetter Virtual** Primary Medical Group **The Medical Group**

- A Prior Auth **will** be needed for these services in addition to the referral. Please refer to the following URL – <http://priorauthsforGA.gov>
- A Prior Auth **may** be needed for these services in addition to the referral. Please refer to the following URL – <http://priorauthsforGA.gov>
- A referral is **not required** for the Specialty and Specialist selected

Referring Provider
Name **Harvey Doctor**
TIN ****4240 NPI 1699961102
Provider Medical Group **The Medical Group**
Provider Group Number 92039475
Phone (228) 896-6640

Referral Type
Treatment

Referred To Provider
Name **Samuel L Bronkowitz**
TIN ****9385 NPI 92837465
Provider Medical Group **Family Doctors of Marieta**
Provider Group Number 92039475
Phone (404) 896-6640

Referred To Provider's Specialty
Hematology & Oncology

Dates & Visits Dates **10/14/2021 - 12/31/2021** Visits **1**

Notes (optional)
"I've never really even liked calamari. I just order it because I like the breading and the sauce."

BACK SUBMIT

The screenshot shows the 'Referrals' confirmation page. At the top, there is a navigation bar with 'ambetter. from Peach State Health Plan' and menu items: 'Manage Practice Eligibility', 'Patients', 'Referrals', 'Authorizations', 'Claims', 'Messaging', and 'Olivia Manager'. Below the navigation bar, there are dropdown menus for 'Viewing Referrals For: TIN' (12345678) and 'Plan Type' (Ambetter), with a 'GO' button and a 'Create Referral' button.

Referrals created successfully.

Referrals

Referrals Received Referrals Made

Filter...

Submitted	Referral ID	Status	Member Name	Plan	Start - End Dates	Specialty
10/14/2021	REF93847284	Active	Jane Doe	Ambetter Virtual	10/14/2021 - 12/31/2022	Hematology & Oncology
07/21/2021	REF93048573	Active	Harold Arnold	Ambetter Virtual	10/01/2021 - 10/30/2021	Surgery
07/20/2021	REF29384756	Active	Reginald Longbottom III, Esq.	Ambetter Premium	12/28/2021 - 01/13/2022	Oncology
06/10/2021	REF01748392	Active	Donald Draper	Ambetter Select	01/20/2022 - 02/03/2022	Physical Therapist Geriatrics
05/16/2021	REF19485736	Cancelled	Bert Cooper	Ambetter Value	11/12/2021 - 11/25/2021	Pediatric Otolaryngology

Rows per page: 5 1-5 of 10

Status Type Explanation

ACTIVE: The referral is still within the start date and end date
EXPIRED: The end date for the referral has passed
CANCELLED: The referral has been cancelled by the referring provider
CLOSED: The referral number was submitted with a claim

Referral Cancellation

Find Referral that needs to be cancelled:

Viewing Referrals For: TIN 93829304 Plan Type Ambetter GO Create Referral

Back to Referrals JANE DOE

Overview Cost Sharing Benefits Usage Assessments Health Record Care Plan Authorizations Pharmacy PDL Care Management Referrals **PCP Referrals** Coordination of Benefits Claims Benefit Documents Document Resource Center Notes

PCP Referrals CREATE REFERRAL

Submitted	Status	Referral ID	Start - End Dates	Specialty
07/18/2022	Active	REF384917562	07/20/2022 - 07/25/2022	Oncology
07/17/2022	Closed	REF345678901	07/20/2022 - 07/25/2022	Surgery
07/16/2022	Cancelled	REF456789012	07/20/2022 - 07/25/2022	Neuromusculoskeletal Medicine & OMM
07/16/2022	Cancelled	REF567890123	07/20/2022 - 07/25/2022	Pediatric Otolaryngology
07/16/2022	Expired	REF678901234	05/20/2022 - 05/25/2022	Physical Therapist Geriatrics

Rows per page: 5 1-5 of 13

Status Type Explanation
ACTIVE: The referral is still within the start date and end date
EXPIRED: The end date for the referral has passed
CANCELLED: The referral has been cancelled by the referring provider
CLOSED: The referral number was submitted with a claim

Cancel Referral option:

Viewing Referrals For: TIN 93829304 Plan Type Ambetter GO Create Referral

Back to Referrals JANE DOE

Overview Cost Sharing Benefits Usage Assessments Health Record Care Plan Authorizations Pharmacy PDL Care Management Referrals **PCP Referrals** Coordination of Benefits Claims Benefit Documents Document Resource Center Notes

REF93847284 CANCEL REFERRAL

Patient Name Jane Doe Member ID 384917562 Birth Date 12/09/1995
Plan Ambetter Virtual Primary Medical Group The Medical Group

Referring Provider Harvey Doctor
Name Harvey Doctor
TIN ****4240 NPI 1699961102
Provider Medical Group The Medical Group
Provider Group Number 92039475
Phone (228) 896-6640

Referral Type Treatment

Referred To Provider Samuel L Bronkowitz
Name Samuel L Bronkowitz
TIN ****9385 NPI 92837465
Provider Medical Group Family Doctors of Marieta
Provider Group Number 92039475
Phone (404) 896-6640

Referred To Provider's Specialty Hematology & Oncology

Dates & Visits Dates 10/14/2021 - 12/31/2021 Visits 1

Notes (optional)
"I've never really even liked calimari. I just order it because I like the breading and the sauce."

Referral Cancellation, continued

Verification before Cancelling:

The screenshot shows the Ambetter web portal interface. At the top, there are navigation tabs for 'Manage Practice', 'Eligibility', 'Patients', 'Referrals', 'Authorizations', 'Claims', and 'Messaging'. The user is logged in as 'Olivia Manager'. Below the navigation, there are filters for 'Viewing Referrals For: TIN' (93829304) and 'Plan Type' (Ambetter), with a 'GO' button and a 'Create Referral' button. A modal dialog box is open in the center, asking 'ARE YOU SURE YOU WOULD LIKE TO CANCEL?' with 'NO' and 'YES' buttons. A 'CANCEL REFERRAL' button is visible in the background. The main content area shows details for a referral for Jane Doe, including patient information, referring provider (Harvey Doctor), and referred to provider (Samuel L Bronkowitz).

Cancellation Confirmation:

The screenshot shows the Ambetter web portal interface after a referral has been cancelled. The navigation and user information are the same as in the previous screenshot. The main content area shows the details for the cancelled referral for Jane Doe. The referral ID 'REF93847284' is highlighted with a red box, and the status 'REFERRAL CANCELLED' is displayed next to it. The patient information, referring provider (Harvey Doctor), and referred to provider (Samuel L Bronkowitz) details are visible. The dates and visits information shows 'Dates 10/14/2021 - 12/31/2021' and 'Visits 1'. A note is present: 'I've never really even liked calimari. I just order it because I like the breading and the sauce.'

Referral Locations – Member Details

PCP Referrals in Member Details

The screenshot displays the Ambetter web portal interface. At the top, the logo 'ambetter: from Peach State Health Plan' is visible. The navigation bar includes links for 'Manage Practice', 'Eligibility', 'Patients', 'Referrals', 'Authorizations', 'Claims', and 'Messaging'. The user is identified as 'Olivia Manager'. Below the navigation bar, there are search filters for 'Viewing Referrals For: TIN' (12345678) and 'Plan Type' (Ambetter), with a 'GO' button.

The main content area is titled 'JANE DOE' and includes a 'Back to Referrals' button. A sidebar menu on the left lists various options, with 'PCP Referrals' highlighted in a red box. The main content area displays a table of PCP Referrals with the following data:

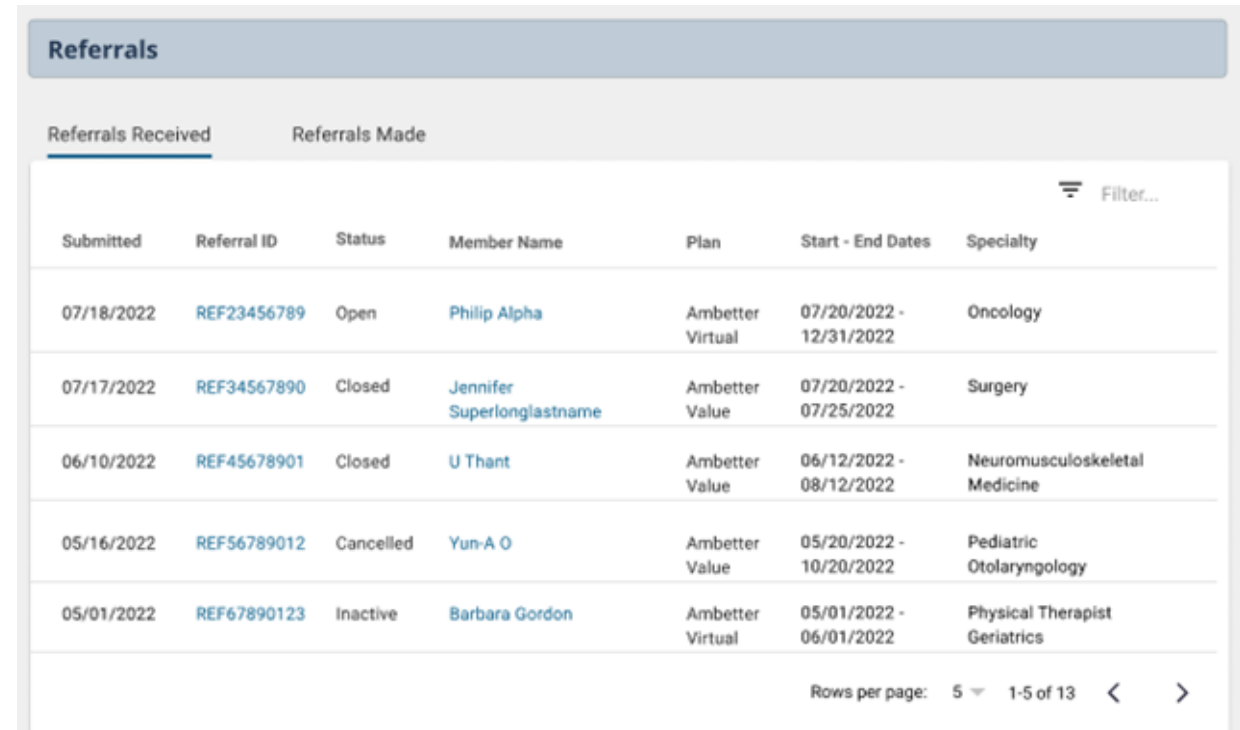
Submitted	Referral ID	Start - End Dates	Specialty
07/18/2022	REF234567890	07/20/2022 - 07/25/2022	Oncology
07/17/2022	REF345678901	07/20/2022 - 07/25/2022	Surgery
07/16/2022	REF456789012	07/20/2022 - 07/25/2022	Neuromusculoskeletal Medicine & OMM
07/16/2022	REF567890123	07/20/2022 - 07/25/2022	Pediatric Otolaryngology
07/16/2022	REF678901234	07/20/2022 - 07/25/2022	Physical Therapist Geriatrics

At the bottom of the table, there is a pagination control showing 'Rows per page: 5' and '1-5 of 13' with navigation arrows.

Please Note: A Referral cannot be started for a non-eligible Member

Referred To/Specialist Referral Process

1. Once the referral is submitted by the Referring provider, the member will set up an appointment with the referred to provider.
2. Referred To Provider will log into provider portal
3. Navigate to Referrals tab at the top
4. Referred To Provider will see the 'Received' referral tracking table
5. When Referred To Provider is ready to submit claim, they will reference this table for the REF#
6. Referred To Provider will then submit Claims form with the REF#
7. If no REF# is submitting with a claim for a visit that needs a referral, claim will be denied

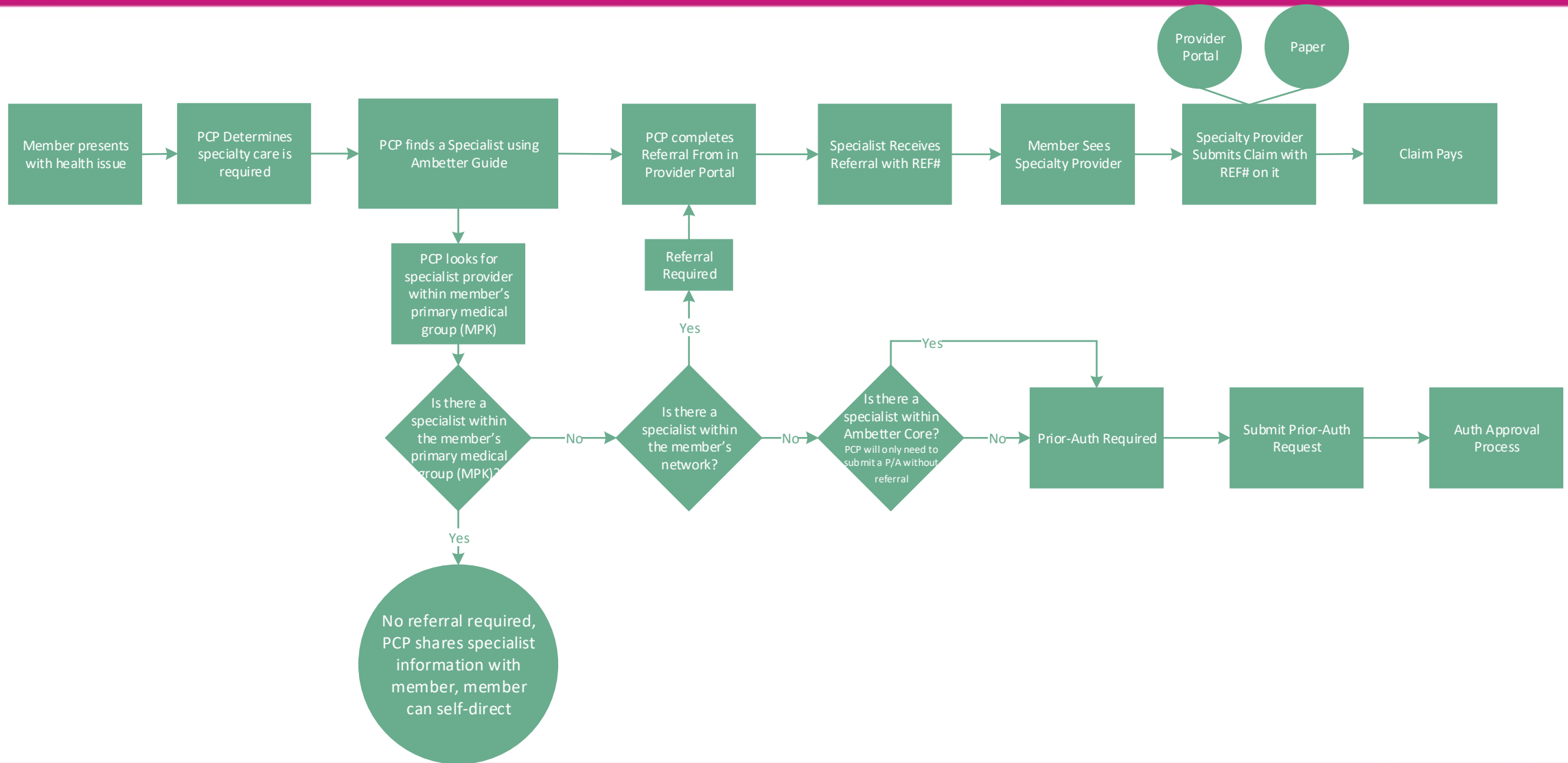


The screenshot shows a 'Referrals' dashboard with two tabs: 'Referrals Received' (selected) and 'Referrals Made'. A table displays the following data:

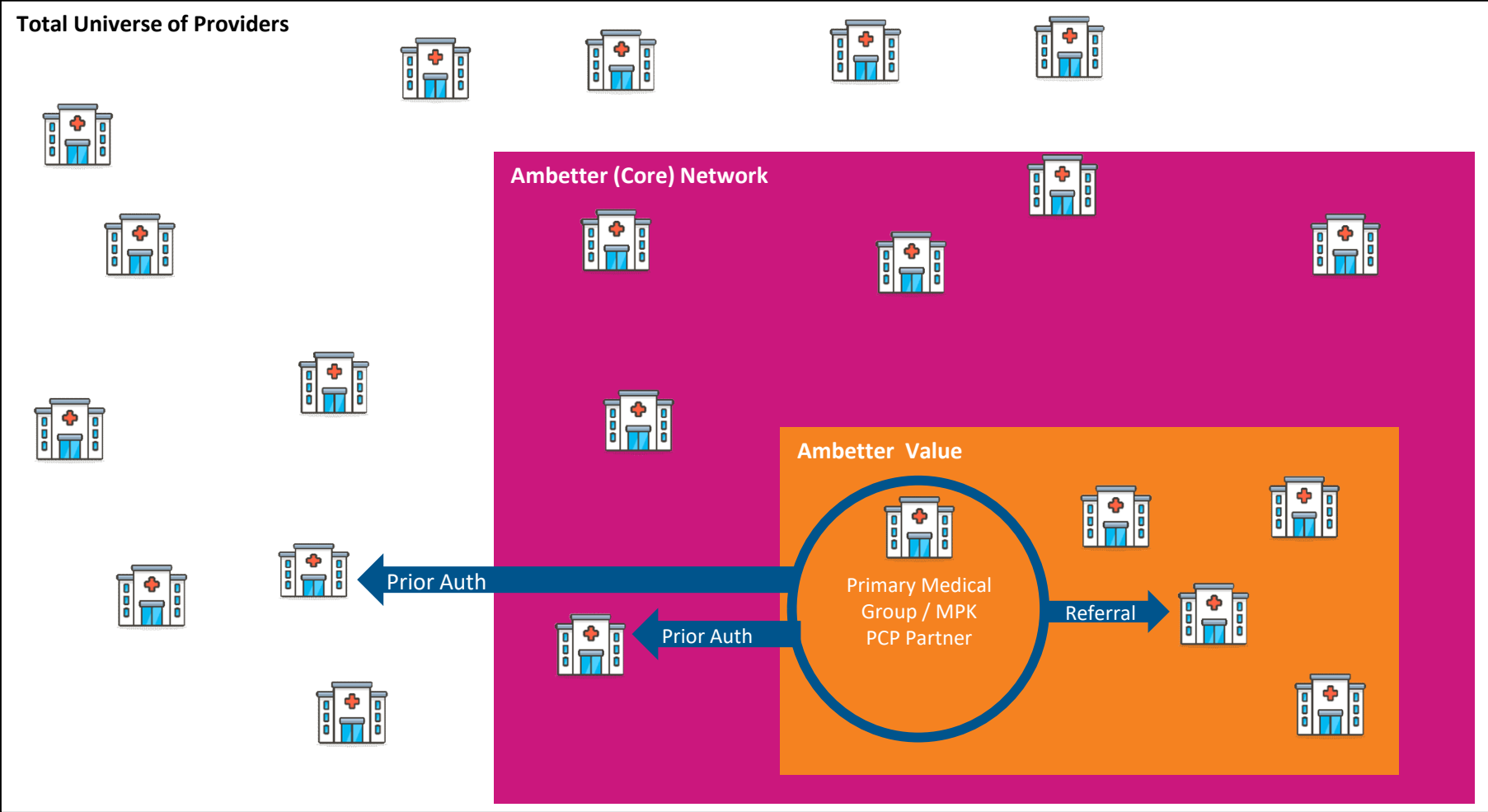
Submitted	Referral ID	Status	Member Name	Plan	Start - End Dates	Specialty
07/18/2022	REF23456789	Open	Philip Alpha	Ambetter Virtual	07/20/2022 - 12/31/2022	Oncology
07/17/2022	REF34567890	Closed	Jennifer Superlonglastname	Ambetter Value	07/20/2022 - 07/25/2022	Surgery
06/10/2022	REF45678901	Closed	U Thant	Ambetter Value	06/12/2022 - 08/12/2022	Neuromusculoskeletal Medicine
05/16/2022	REF56789012	Cancelled	Yun-A O	Ambetter Value	05/20/2022 - 10/20/2022	Pediatric Otolaryngology
05/01/2022	REF67890123	Inactive	Barbara Gordon	Ambetter Virtual	05/01/2022 - 06/01/2022	Physical Therapist Geriatrics

At the bottom right of the table, it indicates 'Rows per page: 5' and '1-5 of 13' with navigation arrows.

Primary Care Provider (PCP) Referral Flow – High Level



Network Visualization



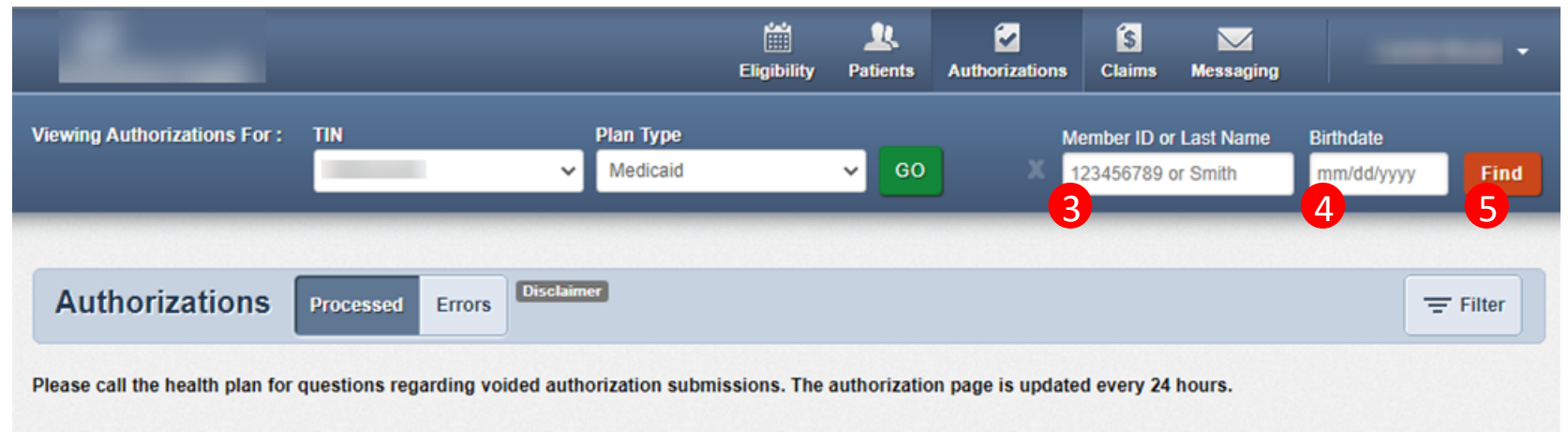
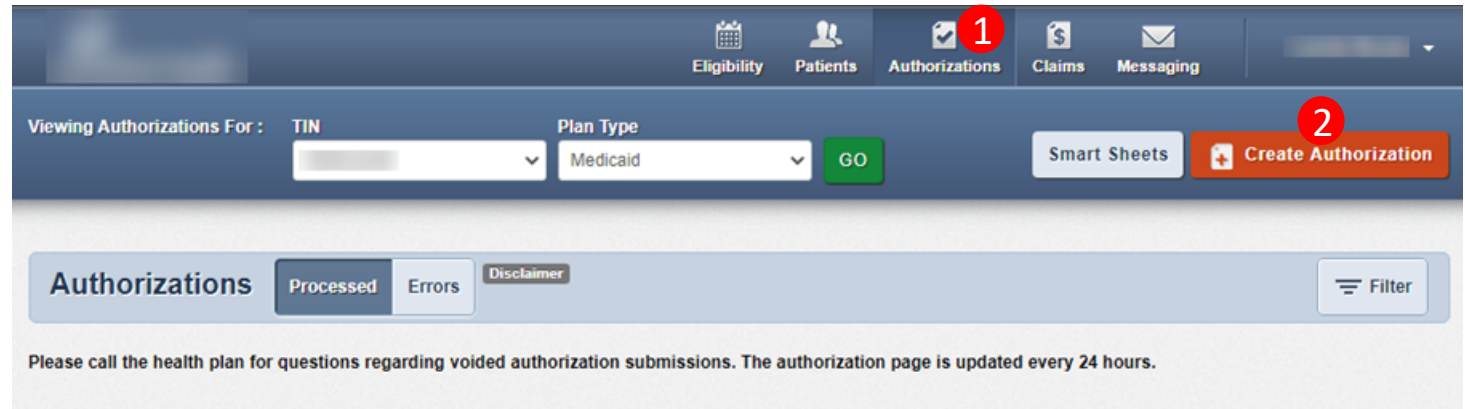
Ambetter Value: Prior Authorization Guide

1. Go to Ambetter Guide: <https://guide.ambetterhealth.com/>
2. Click the option for “Your Home State”
3. On the next screen, set the state field to the member’s home state. If a year field is present (e.g., during Open Enrollment), set it to the current year. Click the button to advance
4. On the next screen, select the member’s plan and click the button to advance
5. The next screen includes fields for (1) a search term and (2) the search location
 - Note: the search location field defaults to the location set by your internet service provider. Set the search location to a ZIP or city appropriate for the member
6. Submit the search. Results will load on the next screen
7. Click through on any result to see full details about the provider, including their NPI
8. Enter the NPI into the Provider Portal Prior Authorization Intake field to find the provider you chose
9. Complete the remaining fields in the Prior Authorization form

Ambetter Value: Create Authorization (Web Authorization Request)

To begin a web authorization request:

1. Click **Authorizations**.
2. Click **Create Authorization**.
3. Enter **Member ID or Last Name**.
4. Enter Member's **Birthdate**.
5. Click **Find**. If the Member is found, the web authorization request displays.



Tip: You cannot create a web authorization on an ineligible member.

Ambetter Value: Web Authorization Request

The Web Authorization request has three sections:

1. Provider Request
2. Service Line
3. Finish Up



Tip: Use the **Tab** key (on your keyboard) to move to fields in a web authorization request.

The screenshot shows the Ambetter web authorization request interface. At the top, there is a navigation bar with icons for Eligibility, Patients, Authorizations, Claims, and Messaging. Below this, a header section displays "Viewing Authorizations For:" with a dropdown menu for "TIN" and a dropdown menu for "Plan Type" set to "Medicaid". A green "GO" button is next to the "Plan Type" dropdown. To the right of the header are buttons for "Smart Sheets" and "Create Authorization".

The main content area is divided into two columns. The left column is titled "Authorization For" and contains two informational boxes. The first box states: "After hours emergent and urgent admissions, inpatient notifications or requests will need to be provided telephonically. Electronic requests will not be monitored after hours and will be responded to on the next business day. Please contact our NurseWise line at 855-694-4663 for after-hours urgent admission, inpatient notifications or requests." The second box states: "Home State Health Plan values the relationships we have with our provider partners, and our Secure Provider Portal is a key component, enabling providers to conduct business with Home State Health Plan from the convenience of their desktops. To that end, we are pleased to announce, effective 07/01/19, the web authorization redesign will be available in our Secure Provider Portal, adding features that will simplify the provider experience. For more information, we encourage you to visit the Provider News section of Home State Health Plan's website at <https://www.homestatehealth.com/providers/tools-resources.html>".

The right column is titled "Enter Authorization" and is divided into three sections. The first section, "1. PROVIDER REQUEST", contains a dropdown menu labeled "Select an Authorization Type" and a "NEXT >" button. The second section, "3. FINISH UP", is currently empty.

Ambetter Value: Prior Authorization Guide

Prior Authorization Steps

- Authorization Type-driven
- Streamlined
- *All Plan Types
 - Medicaid
 - Behavioral Health (BH) Medicaid
 - Allwell
 - Ambetter

The screenshot displays the Ambetter Prior Authorization system interface. At the top, there is a navigation bar with icons for Eligibility, Patients, Authorizations, Claims, and Messaging. Below this, a header section shows 'Viewing Authorizations For:' with a TIN dropdown and a Plan Type dropdown set to 'Medicaid', followed by a 'GO' button. To the right are 'Smart Sheets' and a 'Create Authorization' button.

The main content area is divided into three vertical sections:

- Medical:** A dropdown menu for 'Select an Authorization Type' with options 'Inpatient Medical' and 'Outpatient Medical'.
- BH:** A dropdown menu for 'Select an Authorization Type' with options 'Outpatient Behavioral' and 'Inpatient Behavioral'.
- Medical & BH:** A dropdown menu for 'Select an Authorization Type' with options 'Inpatient Medical', 'Outpatient Medical', 'Inpatient Behavioral', and 'Outpatient Behavioral'.

On the right side, there is a 'Enter Authorization' section titled '1. PROVIDER REQUEST'. It contains a dropdown for 'Select an Authorization Type' and a 'NEXT >' button. A red dashed line indicates a flow from the dropdown to the button, and another red dashed line points back to the left, suggesting a return path. At the bottom of this section, '3. FINISH UP' is visible.

Ambetter Value: Prior Authorization Guide

When Provider information is entered in a web authorization Provider / Facility field, the **Select a Provider** pop-up displays. **NOTE:** If the NPI or name is not loaded in our system, the **No providers found** pop-up displays.

Provider Location Address added to improve accurate provider selection, when there are multiple locations.

PAR / Non-PAR Indicator

PROVIDER NAME	PHONE NUMBER	TAX ID	PROVIDER LOCATION ADDRESS	NPI	SPECIALTY DESC	IN NETWORK	SELECT
Medical Center Inc...	6300	*****2830		3205	General Acute Care Hospital	✓	Select
Hospital	6300	*****2830		3205	General Acute Care Hospital	✗	Select

Click **Select**, to choose Provider / Facility.

Close



Tip: For best results, enter the Provider / Facility NPI, instead of name.

Ambetter Value: Prior Authorization Guide


Completed Service Line(s), will also include:

- Selected Provider's network status
- Auth Req'd
- Review Needed
- Review Completed

Authorization For


DOB: | MEDICAID NBR: |




PROVIDER REQUEST

 **Medical Center Inc.**
Primary Diagnosis: J03.01: ACUTE RECUR STREP TONSILLITIS
NPI: |
TIN: |
Phone: |

SERVICE LINES

Service Line 1

 **Medical Center Inc.**
Dates: 10/29/2020 - 10/31/2020
NPI: |
TIN: *****2830
Participating: **Yes**
Phone: |

Procedure Code	Service Type	Auth Req'd?	Review Needed?	Review Completed?
42821	Surgical	 Yes	 Yes	 No

Enter Authorization


1. PROVIDER REQUEST [EDIT](#)
2. SERVICE LINE [EDIT](#)
3. FINISH UP

CONTACT IQC

Phone

Fax

Email

 Add Comments

Attachment:
Upload any relevant attachments. (5Mb limit)
Attachment name cannot contain any spaces or special characters.
[Choose File](#) No file chosen

Ambetter Value: Prior Authorization Guide

Currently, **Auth Req'd** and **Review Needed** are hardcoded to display **Yes**, and may not align with the **Pre-Auth Needed?** tool.




Tip: The **Pre-Auth Needed?** tool is the source of truth.

Authorization For


DOB: | MEDICAID NBR:

PROVIDER REQUEST

 **Medical Center Inc.**
Primary Diagnosis: J03.01: ACUTE RECUR STREP TONSILLITIS
NPI:
TIN:
Phone:

SERVICE LINES

Service Line 1

 **Medical Center Inc.**
Dates: 10/29/2020 - 10/31/2020
NPI:
TIN: *****2830
Participating: Yes
Phone:

Procedure Code	Service Type	Auth Req'd?	Review Needed?	Review Completed?
42821	Surgical	Yes	Yes	No

Ambetter Value: Prior Authorization Guide

Complete a medical necessity review, via InterQual Connect™ (where available).

Click **Complete Now** to launch InterQual Connect (IQC).



Tip: When you complete InterQual Connect (IQC), the Medical Review will be included with your web authorization submission.

Authorization For

DOB: | MEDICAID NBR: |

PROVIDER REQUEST

Primary Diagnosis: J03.91: ACUTE RECURRENT TONSILLITIS UNS
NPI: |
TIN: |
Phone: |

SERVICE LINES

Service Line 1

Dates: 08/06/2020 - 08/08/2020
NPI: |
TIN: *****3493
Participating: Yes
Phone: |

Procedure Code	Service Type	Auth Req'd?	Review Needed?	Review Completed?
42825	Surgical	Yes	Complete Now	No

Enter Authorization

1. PROVIDER REQUEST [EDIT](#)
2. SERVICE LINE [EDIT](#)
3. FINISH UP

CONTACT IQC

Phone

Fax

Email

Add Comments

Attachment:
Upload any relevant attachments. (5Mb limit)
Attachment name cannot contain any spaces or special characters.
Choose File No file chosen

Ambetter Value: Accessing Authorizations

To access authorization information or create and submit a web authorization request, click **Authorizations**. The Authorizations Summary displays.

The screenshot shows the Ambetter Value web application interface. At the top, there is a navigation bar with icons for Eligibility, Patients, Authorizations (highlighted with a red box), Claims, Messaging, and Help. Below the navigation bar, there is a section for 'Viewing Dashboard For:' with a TIN dropdown menu and a Plan Type dropdown menu set to 'Medicaid', followed by a 'GO' button. The main content area is divided into three sections: 'Quick Eligibility Check for Medicaid' with input fields for Member ID or Last Name (123456789 or Smith) and Birthdate (mm/dd/yyyy), and a 'Check Eligibility' button; 'Recent Claims' with a table showing claim details; and a 'Welcome' sidebar with links for 'Add a TIN to My ACCOUNT', 'Manage Accounts', 'Reports', 'Patient Analytics', and 'Provider Analytics', along with a 'Recent Activity' section.

STATUS	RECEIVED DATE	MEMBER NAME	CLAIM NO.
\$	05/15/2020		T136
\$	05/18/2020		T139
\$	05/18/2020		T139



Tip: The member drives Plan Type selection. For example, an Ambetter member will not pull up under Medicaid. To find an Ambetter member, the Plan Type must be 'Ambetter'.

Ambetter Value: Authorizations Summary

Viewing Authorizations For : TIN [dropdown] Plan Type [Medicaid dropdown] [GO](#) [Create Authorization](#)

Authorizations [Processed](#) [Errors](#) [Disclaimer](#) [Filter](#)

Displays authorizations submitted under TIN, for the last 90 days, regardless of how they were submitted.

Please call the health plan for questions regarding voided authorization submissions. The authorization page is updated every 24 hours.

STATUS	AUTH ID	MEMBER	FROM DATE	TO DATE	DIAGNOSIS	AUTH TYPE	SERVICE
APPROVE	IP186	[blurred]	05/12/2020	12/31/9999	M16.11	INPATIENT	Surgical
APPROVE	IP190	[blurred]	02/28/2020	12/31/9999	Z79.2	INPATIENT	Skilled Nursing
APPROVE	OP18	[blurred]	02/27/2020	03/27/2020	M21.961	OUTPATIENT	Outpatient Surgery
APPROVE	OP18	[blurred]	02/19/2020	03/21/2020	S83.512A	OUTPATIENT	Outpatient Surgery
APPROVE	IP187	[blurred]	02/17/2020	12/31/9999	R10.2	INPATIENT	Surgical
PEND	IP190	[blurred]	02/11/2020	12/31/9999	D57.00	INPATIENT	Medical
APPROVE	IP190	[blurred]	02/08/2020	12/31/9999	J18.9	INPATIENT	Medical
APPROVE	OP19	[blurred]	02/07/2020	05/07/2020	E66.01	OUTPATIENT	Outpatient Services
APPROVE	IP190	[blurred]	02/07/2020	02/11/2020	J10.1	INPATIENT	Medical

Click an **Auth ID** to view authorization details

Click **Filter** to access filter options



Tip: Click a Member's Name to access their Patient Record.

Ambetter Value: Authorization Details

[Back to Authorizations](#)

Overview

Cost Sharing

Assessments

Health Record

Care Plan

Authorizations

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Coordination of Benefits

Claims

Document Resource Center

Notes

Auth Status: APPROVE
Auth Nbr: IP19[REDACTED]
Admit Date: 05/12/2020
Provider of Service(s): [REDACTED]
Diagnosis Code(s): T21.31XA

Explanation: Pay
Auth Type: INPATIENT
Service: Surgical
Discharge Date: 05/20/2020
Procedure Code(s): 99221

Notes & Attachments: [View](#)

Line Item	Service type	From Date	To Date	Stay Level	Location	Status	Medical Necessity	Decision Date
1	Medical	05/12/2020	05/13/2020	Med/Surg	Inpatient Hospital	APPROVE	Met as requested	05/13/2020
2	Medical	05/13/2020	05/14/2020	Med/Surg	Inpatient Hospital	APPROVE	Met as requested	05/14/2020
3	Medical	05/14/2020	05/15/2020	Med/Surg	Inpatient Hospital	APPROVE	Met as requested	05/15/2020
4	Medical	05/15/2020	05/18/2020	Med/Surg	Inpatient Hospital	APPROVE	Met as requested	05/18/2020
5	Surgical	05/18/2020	05/19/2020	Med/Surg	Inpatient Hospital	APPROVE	Met as requested	05/19/2020
6	Surgical	05/19/2020	05/20/2020	Med/Surg	Inpatient Hospital	APPROVE	Met as requested	05/20/2020

[Back to Authorization List](#)

Authorization Details Links and Pop-Up

Back to Authorizations

Overview

Auth Status: APPROVE
Auth Nbr: IP195
Admit Date: 05/12/2020
Provider of Service(s): HOSPITAL

Cost Sharing

Assessments

Health Record

Care Plan

Authorizations

Referrals

Coordination of Benefits

Claims

Explanation: Pay
Auth Type: INPATIENT
Service: Surgical
Discharge Date: 05/20/2020

Procedure Code(s): 99221
99231

Notes & Attachments: [View](#)

Click hyperlink(s) to view additional codes

Hover your mouse over a Line Item to view the CPT, REV or HCPC code associated with it

Diagnosis and Procedure Codes

Primary Diagnosis Code: T21.31XA
Additional Diagnosis Codes: R69 T21.11XA
Primary Procedure Code: 99221
Additional Procedure Codes: 99221

Line Item	Service type	From Date	Medical Necessity	Decision Date
1	Medical	05/12/2020	Met as requested	05/13/2020
2	Medical	05/13/2020	Met as requested	05/14/2020
3	Medical	05/14/2020	Met as requested	05/15/2020
4	Medical	05/15/2020	Met as requested	05/18/2020

Ambetter Value: Prior Authorization Guide

1. Go to Ambetter Guide: <https://guide.ambetterhealth.com/>
2. Click the option for “Your Home State”
3. On the next screen, set the state field to the member’s home state. If a year field is present (e.g., during Open Enrollment), set it to the current year. Click the button to advance
4. On the next screen, select the members plan. Click the button to advance
5. The next screen includes fields for (1) a search term and (2) the search location
 - Note: the search location field defaults to the location set by your internet service provider. Set the search location to a ZIP or city appropriate for the member
6. Submit the search. Results will load on the next screen
7. Click through on any result to see full details about the provider, including their NPI
8. Enter the NPI into the Provider Portal Prior Authorization Intake field to find the provider you chose
9. Complete the remaining fields in the Prior Authorization form

QUESTIONS