



# **Affinity Provider Portal Training Manual**

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# Affinity Provider Portal

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## Authorization

This section allows the provider and office staff to request, check which codes require prior authorization and view the authorization status of their members.

## Authorization Requests


This function is currently not available for users. Providers and their office staff are required to contact the Medical Management department to request authorizations of services for our members.

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### Authorization Requests



On line Authorization feature is coming soon. In the interim, to request prior authorization, please contact Affinity's Medical Management Department by calling **1-866-247-5678**.

Click [here](#) to return to your Home page

# Affinity Provider Portal

## Codes Requiring Prior Authorization

This page allows users to confirm which procedure codes require prior authorization based on the selection criteria of medical vs. hospital and place of service.

### Codes Requiring Prior Authorization – Search

The following sections and fields are required to be entered to conduct a search:

#### Member Information Section

1. Member ID
2. Line of Business  
OR
3. First Name
4. Last Name
5. Date of Birth

#### Servicing Provider Information Section

1. Provider ID  
OR
2. First Name
3. Last Name

#### Service Information Section

1. CPT/HCPS Code
2. CPT/HCPS Code Description
3. Outpatient Medical/Hospital
4. Place of Service

**Search Codes Requiring Prior Authorization**

Please enter all required \* fields and click "Search"

**Member**

Member ID: 1237364585

Line of Business: Essential Plan

OR

First Name: Mickey

Last Name: Mouse

Date of Birth: 12/14/1975

**Servicing Provider**

Provider ID: 345394576

OR

First Name: John

Last Name: Smith

**Service Information**

CPT/HCPS Code and Description \*: A0021 Ambulance service, outside state per mile, transport

Outpatient Medical/Hospital \*: Medical

Place of Service: II - Office

Search Cancel Clear

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## Codes Requiring Prior Authorization – Results Page

This page provides the results of the search conducted notifying the user if authorization is required or not.

The following fields are displayed in the search results section:

1. Member ID
2. Member Name
3. DOB – Date of Birth
4. LOB – Line of Business
5. Servicing Provider ID
6. CPT/HCPS Code
7. Outpatient Medical/Hospital
8. Place of Service
9. Authorization Required – “Yes” or “No” response

The screenshot displays the Affinity Health Plan Provider Portal interface. The main heading is "Codes Requiring Prior Authorization". Below this is a search form titled "Search Codes Requiring Prior Authorization". The form includes several input fields: Member ID (123756-4585), Member First Name (Mickey), Member Last Name (Mouse), Date of Birth (12/14/1975), Line of Business (Essential Plan), Servicing Provider ID (345394576), Servicing Provider First Name (John), Servicing Provider Last Name (Smith), CPT/HCPS Code and Description (A0021 - Ambulance service, outside state per mile, transport), Outpatient Medical/hospital (Medical), and Place of Service (II - Office). Below the form are buttons for "Search", "Cancel", and "Clear".

**Search Results**

Member ID	Member Name	DOB	LOB	Servicing Provider ID	Servicing Provider Name	CPT/HCPS Code	Outpatient Medical/Hospital	Place of Service	Authorization Required
123756-4585	Mickey Mouse	12/14/1975	EP	723467224672284	John Smith	A0021	Medical	II - Office	YES

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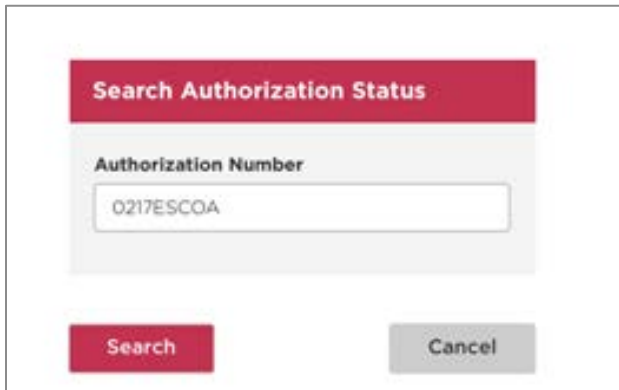
## View Authorization Status

This page provides the details and status of the medical services requested under a authorization.

### View Authorization Status – Search

The user is required to do the following:

1. Enters the authorization number
2. Clicks on “Search”
3. Authorization Results Page is displayed

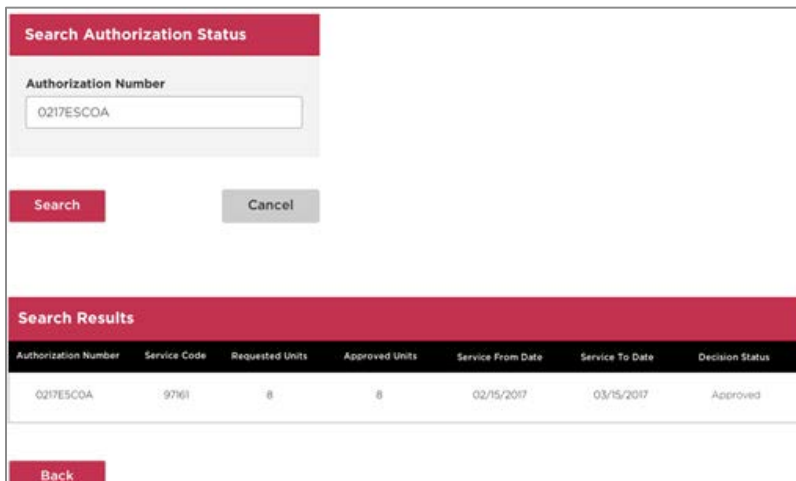


A screenshot of a web form titled "Search Authorization Status". The form has a red header bar with the title. Below the header, there is a label "Authorization Number" and a text input field containing the value "0217ESCOA". At the bottom of the form, there are two buttons: a red "Search" button and a grey "Cancel" button.

### View Authorization Status – Results Page

The following fields are displayed:

1. Authorization Number
2. Service Code
3. Requested Units
4. Approved Units
5. Service From Date
6. Service To Date
7. Decision Status = Approved, Denied, Pending or Partial Approval



A screenshot of the "Search Results" page. It features a red header bar with the title "Search Results". Below the header is a table with the following data:

Authorization Number	Service Code	Requested Units	Approved Units	Service From Date	Service To Date	Decision Status
0217ESCOA	9761	8	8	02/15/2017	03/15/2017	Approved

At the bottom of the page, there is a red "Back" button.