



## **Altura MSO Connect:** Altura's secure referral portal

IPA USER GUIDE

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**CONNECT is Altura MSO's secure, HIPAA compliant web portal for electronic transactions. You can use it to verify member eligibility, submit authorizations, check claims, and view capitation reports.**

In order to use Altura MSO CONNECT, your computer must be set up properly. You will need:

- JavaScript and pop-ups enabled on your browser
- Internet Explorer 11 or higher, Firefox 46 or higher, or Chrome 50 or higher
- Adobe Reader v. 9 or higher

### **To register as a new provider:**

You must be a registered user in order to access Altura MSO CONNECT.

1. Click **Register** on the Home page and select **PROVIDER**.
2. Complete all of the required fields on the Registration Form.
3. Read and accept the HIPAA regulations and User Access Agreement at the bottom of the form.
4. Click the **Submit** button at the bottom of the form to complete the registration process.
5. On the next screen, click the button to print the form. Sign the form and FAX it to the number listed on the page. Altura's Web Portal team will contact you within 48 hours.

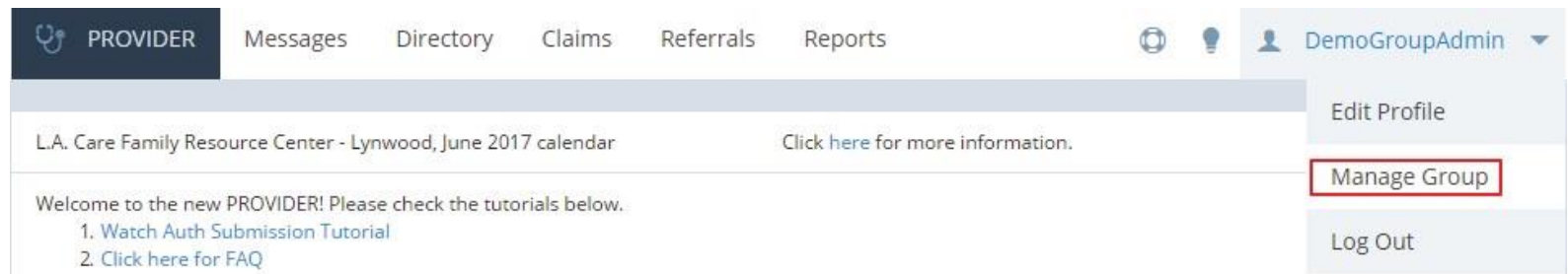
### **To log into your PROVIDER account:**

1. Go to **<https://connect.alturamso.com>**
2. On top page, click **Login** and select **PROVIDER**.
3. Enter your username and password.
4. Enter the CAPTCHA verification.
5. Click **Login**.

As a registered user, you can change personal information such as your email, password and other information associated with the account.

Creating a New User Account - as a Group Administrator:

1. Click on username on top right and select **Manage Group**.



2. Click **+ ADD NEW USER**
3. Enter User Profile - First and last name, username, password, etc.
4. Select User Roles
  - **Eligibility** - Allows a user to check member eligibility.
  - **Authorization & Consult Submission** - Allows user to submit new authorizations or consults.
  - **Authorization & Consult Search** - Allows user to search for authorizations or consults.
  - **Claims** - Allows user to search for claims.
  - **Capitation Reports** - Allows user to access capitation reports.
  - **Admin** - Gives administrator privileges to a user.
5. Assign Provider
  - Click **+** to assign a provider.
  - Click **All +** to assign all providers.
  - Click **×** to unassign provider from a user.
6. Click **CREATE USER**

**NOTE:** HIPAA regulations require you to change your passwords every 90 days. The system will alert you to change your password. Altura CONSULT allows providers to coordinate the care of a patient through the online exchange and review of clinical data. Please contact your Provider Rep for more details.

#### Editing a User as an Administrator:

1. Click on username on top right and select **Manage Group**.
2. Under Group Users, select the user you want to edit.
3. Edit user profile, role, or assigned providers.
4. To inactivate a user, uncheck the Active checkbox.
5. Click **SAVE CHANGES**.

#### Editing a User as an Administrator:

1. Click on username on top right and select **Edit Profile**.
2. Edit user profile, role, or assigned providers.
3. Click **SAVE CHANGES**.

#### Editing a User as an Administrator:

1. Click on username on top right and select **Edit Profile**.
2. Edit user profile. Regular user cannot modify role or assigned providers.
3. Click **SAVE CHANGES**.

---

**NOTE:** A user's password or security answer and question cannot be edited by an admin. An administrator can initiate the reset password process for a user, however, by clicking [Reset Password](#).

## Dashboard

The Dashboard will be the first screen a user sees once they login. It will display the following types of messages:

- Maintenance - System outages due to maintenance or emergency fixes will always be displayed on top.
- Announcements - will be displayed beneath maintenance messages.
- Action items - Displays attestations, unfinished auths/consults, and unread inquiries.

## Messages

Click Messages to view correspondence sent by you or any user in your group.

To search for a message:



1. Click the **Messages** tab on the top of the page
2. Click **Search**
3. Filter your search by inquiry type, IPA, and date. The inquiry types are Auth, Claim, Member, Provider, and General. Change **To** from **Just Me** to **My Group** to display inquiries from other users in your group.

The screenshot shows a web application interface with a top navigation bar. The 'Messages' tab is selected and highlighted in blue. Other tabs include 'PROVIDER', 'Directory', 'Claims', 'Referrals', and 'Reports'. On the right side of the navigation bar, there are icons for a globe, a lightbulb, and a user profile labeled 'DemoGroupAdmin'. Below the navigation bar, the 'Messages' section is displayed. It features a search bar with a 'Search' button and a close 'X' icon. Below the search bar, there are several filters: 'To' (a dropdown menu with 'Just Me' selected and highlighted with a red border), 'Inquiry Types' (a dropdown menu with 'All' selected), 'IPA' (a dropdown menu with 'All' selected), 'Date From' (a date picker showing '03/08/2017'), and 'Date To' (a date picker showing '06/07/2017'). A large 'SEARCH' button is located at the bottom right of the filter section.

## Directory

The directory will allow you to verify a member's eligibility, search for providers, search for ICD/CPTs, and view your most recent Member and Provider Not Found submitted inquiries.

To verify a member's eligibility:

1. Click the **Directory** tab on the top of the page.
2. Under Member Eligibility Search, search by the member's name, ID, or DOB.
3. Click **SEARCH** to display the results.
4. Click on the Action items on the right **+** to start a new authorization or   to search for an authorization/claim.

To search for a provider:

1. Click the **Directory** tab on the top of the page.
2. Under Provider Lookup, search by the provider's name, ID, City, or Specialty.
3. Click **SEARCH** to display the results.

To lookup an ICD or CPT:

1. Click the **Directory** tab on the top of the page.
2. Under [ICD/CPT Reference](#), select the ICD or CPT radio button.
3. Enter the code or description.
4. Click **SEARCH** to display the results.

To view your Recently Submitted Provider or Member Not Found Inquiries:

1. Click the **Directory** tab on the top of the page.
2. Under [Recently Submitted Inquiries](#), select the message you want to view.

---

**NOTE:** Click **MEMBER NOT FOUND/PROVIDER NOT FOUND** to send an inquiry about a missing member/provider. Click the provider name and **View Provider Details** to display details or send an inquiry about the provider.

## Claims

To search for a claim:

1. Click **Claims** tab on the top of the page.
2. Click the **Search** on the right side of the page to start a search.
3. Enter your search parameters and click **SEARCH**.
4. Click on the claim number to display details or send an inquiry about the claim.

**Claims** Search X

Group Providers: DEMOIPA

Search By: Date

Date From: 3/10/2017

Date To: 6/8/2017

☒ Any ☐ Processed ☐ Unprocessed

☒ Service Date Range ☐ Paid Date Range

**SEARCH**

| Date       | Claim # | IPA    | Health Plan  | Member           | Provider      | Prov Claim | Status    | Billed | Net     |
|------------|---------|--------|--------------|------------------|---------------|------------|-----------|--------|---------|
| 04/19/2017 | ...0108 | DEM... | HEALTH NET.. | Martinez, All... | BLAKE MD, ... | 50045      | Pre-Audit | 200.00 | Pending |
| 04/17/2017 | ...0100 | DEM... | BLUE CROSS.. | Prieto Vazqu..   | BLAKE MD, ... | 50025      | Pre-Audit | 300.00 | Pending |

[Claim Not Found Inquiry](#)

**NOTE:** Click [Claim Not Found Inquiry](#) to send an inquiry about a missing claim.



## Referrals

The Referrals tab on the AltaMed CONNECT dashboard enables you to manage data and information related to authorizations. You can submit new authorizations and search for existing authorizations.

To verify a member's eligibility:

1. Click the **Referrals** tab on the top of the page.
2. Click the **BEGIN NEW AUTH SUBMISSION** to begin the Authorization wizard.

|                              |             |           |             |             |                |                 |               |           |                |
|------------------------------|-------------|-----------|-------------|-------------|----------------|-----------------|---------------|-----------|----------------|
| PROVIDER                     | Messages    | Directory | Claims      | Referrals   | Reports        |                 |               |           | DemoGroupAdmin |
| BEGIN NEW AUTH SUBMISSION    |             |           |             |             |                |                 |               |           |                |
| Recently Submitted Referrals |             |           |             |             |                |                 |               |           | Search         |
| ⬆ Date                       | ⬆ Referral  | ⬆ IPA     | ⬆ Member ID | ⬆ Member    | ⬆ Req Provider | ⬆ Auth Provider | ⬆ Created By  | ⬆ Status  |                |
| 05/30/2017                   | AUTH...0001 | DEM...    | 58K38N2D7   | Kim, Javier | Ahey, Ahey     | Blake, Donald   | Account, T... | Requested |                |

1. Search for the member's information by entering Last Name or Full Name, Member ID, or DOB.
2. Click the **SEARCH** button. The system displays a list of members matching your search. If a red dot appears next to member, it indicates that the member is not currently enrolled.

1 MEMBER 2 PHYSICIAN 3 DIAGNOSIS 4 REFERRAL 5 POS 6 INFO 7 DOCUMENTS 8 SUBMIT




Member Search:  Group Providers:

3. Click the arrow to select a member. The system will proceed to the next step.

| 1  | 2            | 3           | 4          | 5            | 6       | 7         | 8          |
|--|--------------|-------------|------------|--------------|---------|-----------|------------|
| MEMBER   | PHYSICIAN    | DIAGNOSIS   | REFERRAL   | POS          | INFO    | DOCUMENTS | SUBMIT     |
| <div> <div>Member Search</div> <div> <input type="text" value="kim"/> </div> <div>Group Providers</div> <div> <input type="text" value="All"/> </div> <div>SEARCH</div> </div> |              |             |            |              |         |           |            |
| ▲ Last Name  | ▲ First Name | ▲ Member ID | ▲ DOB      | ▲ PCP        | ▲ IPA   | ▲ HP      | ▲ Enrolled |
| Kim  | Beverly      | MOZLIQ76    | 09/02/1957 | BXDB, BXDB   | DEMOIPA | HNH       | 12/01/2015 |
| Kim  | Javier       | 58K38N2D7   | 03/03/1948 | OVAS, OVAS B | DEMOIPA | LACM      | 04/01/2012 |

**NOTE:** If you are unable to locate a member, click the [Submit a member not found inquiry](#) hyperlink. Complete the form and an inquiry will be sent to the eligibility team to update the member status.

1. Select the referring physician from the list by clicking the green arrow beside their name.

| 1<br>Kim, Javier<br>58K38N2D7  | 2<br>PHYSICIAN | 3<br>DIAGNOSIS | 4<br>REFERRAL | 5<br>POS | 6<br>INFO | 7<br>DOCUMENTS | 8<br>SUBMIT |
|--|----------------|----------------|---------------|----------|-----------|----------------|-------------|
| <div> <div>  <div> <b>Blake, Donald A</b><br/> 20813 </div> </div> <div>Physical Medicine And Rehab</div> <div> 2693 E Washington Blvd<br/> Pasadena, Ca 911071412 <div>&gt;</div> </div> <div> 82013 Dr Carreon Blvd #A<br/> Indio, Ca 922014832 <div>&gt;</div> </div> </div> <div> <div>  <div> <b>Mccoy, Henry</b><br/> 20A13553 </div> </div> <div>Otolaryngology</div> <div> 1700 E Cesar E Chavez Ave S...<br/> Los Angeles, Ca 900332434 <div>&gt;</div> </div> <div> 1577 E Chevy Chase Dr Ste 3...<br/> Glendale, Ca 912064743 <div>&gt;</div> </div> <div> 850 S Atlantic Blvd #305<br/> Monterey Park, Ca 917546714 <div>&gt;</div> </div> </div> <div> <div>  <div> <b>Strange, Doctor</b><br/> 20486 </div> </div> <div>Podiatry</div> <div> 711 W College St Ste 520<br/> Los Angeles, Ca 900121246 <div>&gt;</div> </div> <div> 650 W Duarte Rd Ste 104<br/> Arcadia, Ca 910077628 <div>&gt;</div> </div> <div> 455 N Garfield Ave 2Nd Flr<br/> Monterey Park, Ca 917541201 <div>&gt;</div> </div> </div> |                |                |               |          |           |                |             |

**NOTE:** The wizard will usually skip this step and automatically choose the member's assigned Primary Care Physician (PCP). If the provider is not automatically selected, please follow the instructions and choose the appropriate provider.

1. Search for an ICD by code or description, then select the appropriate code.

|                               |   |                       |               |          |           |                |             |
|-------------------------------|---|-----------------------|---------------|----------|-----------|----------------|-------------|
| ✓<br>Kim, Javier<br>58K38N2D7 | ✓<br>Blake, Donald A<br>2693 E Washington Bl... | <b>3</b><br>DIAGNOSIS | 4<br>REFERRAL | 5<br>POS | 6<br>INFO | 7<br>DOCUMENTS | 8<br>SUBMIT |
|-------------------------------|---|-----------------------|---------------|----------|-----------|----------------|-------------|

ICD Search

Exceeded max results. Please refine your search.

|   |  |
|---|--|
| <b>S40.812A</b><br>ABRASION OF LEFT UPPER <b>ARM</b> , INITIAL E... | <b>S40.812S</b><br>ABRASION OF LEFT UPPER <b>ARM</b> , SEQUELA     |
| <b>S40.812D</b><br>ABRASION OF LEFT UPPER <b>ARM</b> , SUBSEQ...    | <b>S40.811A</b><br>ABRASION OF RIGHT UPPER <b>ARM</b> , INITIAL... |

2. Search for the CPT by code or description.

|                               |   |                       |               |          |           |                |             |
|-------------------------------|---|-----------------------|---------------|----------|-----------|----------------|-------------|
| ✓<br>Kim, Javier<br>58K38N2D7 | ✓<br>Blake, Donald A<br>2693 E Washington Bl... | <b>3</b><br>DIAGNOSIS | 4<br>REFERRAL | 5<br>POS | 6<br>INFO | 7<br>DOCUMENTS | 8<br>SUBMIT |
|-------------------------------|---|-----------------------|---------------|----------|-----------|----------------|-------------|

CPT Search

|  |   |
|--|---|
| <b>00172</b><br>ANESTH <b>CLEFT</b> PALATE REPAIR      | <b>00102</b><br>ANESTH REPAIR OF <b>CLEFT</b> LIP     |
| <b>33722</b><br>CLOS OF AORTICO- <b>LEFT</b> VENTRICUL | <b>33572</b><br>CORONARY ENDARTERCTOMY OF <b>LEFT</b> |

ICD **S40.812A** ABRASION OF LEFT UPPER ARM, INITIAL EN...

NEW CPT

NEW ICD

3. Select the modifier and quantity.
4. Click **ADD CPT CODE**.
5. Continue to add CPTs to your current ICD or add a new ICD by clicking **NEW ICD**.
6. Click **CONTINUE** once you are done to proceed to the next step.

|                               |   |                                |               |          |           |                |             |
|-------------------------------|---|--------------------------------|---------------|----------|-----------|----------------|-------------|
| ✓<br>Kim, Javier<br>58K38N2D7 | ✓<br>Blake, Donald A<br>2693 E Washington Bl... | ✓<br>ICD S40.812A<br>CPT 00172 | 4<br>REFERRAL | 5<br>POS | 6<br>INFO | 7<br>DOCUMENTS | 8<br>SUBMIT |
|-------------------------------|---|--------------------------------|---------------|----------|-----------|----------------|-------------|

00172 ANESTH CLEFT PALATE REPAIR

ICD S40.812A ABRASION OF LEFT UPPER ARM, INITIAL EN...

None
25 E&M SERVICE BY PHY O...
26 PROF, COMPONENT
50 BILATERAL PROCEDURE
51 MULTIPLE PROCEDURES
59 DISTINCT PROCEDURAL..
80 ASSISTANT SURGEON
AI PRINCIPAL PHYSICIAN O..
GP OP PT SERVICES
LT LEFT SIDE
NU NEW EQUIPMENT
RR RENTAL (DME)
RT RIGHT SIDE
TC TECHNICAL COMPONE...

NEW CPT
NEW ICD

1 2 3 4 5 6
7 8 9 10 11 12
1

ADD CPT CODE

< BACK
CONTINUE >

**NOTE:** Frequently used diagnosis codes may be added to your favorites list by selecting the star icon in CPT/ICD search. Click EDIT CODES to delete or rearrange your selections.

1. Select the provider/facility you are referring the patient to. You can search by name, Provider ID, city or specialty. If provider has more than one location select the circle in front of the address and then click the arrow to complete provider selection.

✓  
Kim, Javier  
58K38N2D7

✓  
Blake, Donald A  
2693 E Washington Bl...

✓  
ICD S40.812A  
CPT 00172

4  
REFERRAL

5  
POS

6  
INFO

7  
DOCUMENTS

8  
SUBMIT

NAME

ID

CITY

Name

FAMILY PRACTICE ▾

SEARCH

| Provider     | Provider ID | All Specialties ▾ | Location   | Distance           |
|--------------|-------------|-------------------|--|--------------------|
| Amog, Amog   | 10023       | Family Practice   | 3208 Santa Anita Ave Ste 200, South El Monte, Ca 91733...  | 7.74mi >           |
| Bxdb, Bxdb   | A101548     | Family Practice   | <div> <input checked="" type="radio"/> 2661 E Washington Blvd, Pasadena, Ca 911071412                             <input type="radio"/> 3208 Santa Anita Ave #200, El Monte, Ca 917331360                         </div> | 0.04mi<br>7.73mi > |
| Ekwe, Ekwe A | A50855      | Family Practice   | 4450 W Century Blvd, Inglewood, Ca 903041504   | 20.56mi >          |
| Fpxd, Fpxd M | 20250       | Family Practice   | 14135 Francisquito Ave Ste 106, Baldwin Park, Ca 91706...  | 10.31mi >          |

1. Select the Place Of Service or location where the requested service will be rendered.

|                               |   |                                |   |                 |           |                |             |
|-------------------------------|---|--------------------------------|---|-----------------|-----------|----------------|-------------|
| ✓<br>Kim, Javier<br>58K38N2D7 | ✓<br>Blake, Donald A<br>2693 E Washington Bl... | ✓<br>ICD 540.812A<br>CPT 00172 | ✓<br>Blake, Donald A<br>2693 E Washington Bl... | <b>5</b><br>POS | 6<br>INFO | 7<br>DOCUMENTS | 8<br>SUBMIT |
|-------------------------------|---|--------------------------------|---|-----------------|-----------|----------------|-------------|

|   |  |                                   |                                   |                                    |                                      |  |
|---|--|-----------------------------------|-----------------------------------|------------------------------------|--------------------------------------|--|
| <b>41</b><br>Ambulance - Land                 | <b>24</b><br>Ambulatory Surgery Center | <b>25</b><br>Birthing Center      | <b>61</b><br>Comp Inpatient Rehab | <b>62</b><br>Comp Outpatient Rehab | <b>33</b><br>Custodial Care Facility | <b>23</b><br>Emergency Room Hospital         |
| <b>50</b><br>Fed Qualified Health Center      | <b>14</b><br>Group Home                | <b>12</b><br>Home                 | <b>34</b><br>Hospice              | <b>49</b><br>Independent Clinic    | <b>81</b><br>Independent Laboratory  | <b>21</b><br>Inpatient Hospital              |
| <b>51</b><br>Inpatient Psychiatric Facility   | <b>60</b><br>Mass Immunization Center  | <b>15</b><br>Mobile Unit          | <b>32</b><br>Nursing Facility     | <b>11</b><br>Office                | <b>22</b><br>Outpatient Hospital     | <b>52</b><br>Psych Facility Partial Hospital |
| <b>65</b><br>Renal Disease Treatment Facility | <b>31</b><br>Skilled Nursing Facility  | <b>20</b><br>Urgent Care Facility |                                   |                                    |                                      |  |

|        |            |
|--------|------------|
| < BACK | CONTINUE > |
|--------|------------|

1. Select the type of referral and the type of services requested. Please include notes in the [Notes](#) section.

|                               |   |                                |  |                            |                  |                       |                    |
|-------------------------------|---|--------------------------------|--|----------------------------|------------------|-----------------------|--------------------|
| ✓<br>Kim, Javier<br>58K38N2D7 | ✓<br>Blake, Donald A<br>2693 E Washington BL... | ✓<br>ICD S40.812A<br>CPT 00172 | ✓<br>Bxdb, Bxdb<br>2661 E Washington BL... | ✓<br>49-Independent Clinic | <b>6</b><br>INFO | <b>7</b><br>DOCUMENTS | <b>8</b><br>SUBMIT |
|-------------------------------|---|--------------------------------|--|----------------------------|------------------|-----------------------|--------------------|

Type of Referral

6  
Retro

**4**  
Routine

3  
Urgent (within 72 hrs)

Service Provided by Referral

|                                   |                            |                               |                         |  |                        |                               |
|-----------------------------------|----------------------------|-------------------------------|-------------------------|--|------------------------|-------------------------------|
| 58<br>Ambulance                   | BH<br>Behavioral Health    | <b>3</b><br>Consultation Exam | 35<br>Dental Care       | DT<br>Diagnostic Testing               | 76<br>Dialysis         | 12<br>DME Purchase            |
| 18<br>DME Rental                  | 42<br>Home Health          | 45<br>Hospice                 | 80<br>Immunizatio...    | LT<br>Long Term Care/ Support Services | 1<br>Medical Treatment | PO<br>Prostehteics/ Orthotics |
| RH<br>PT/OT/ST/SLP Rehabilitation | AG<br>Skilled Nursing Care | AI<br>Substance Abuse         | 2<br>Surgical Treatment | AL<br>Vision (Optometry)               |                        |                               |

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CONTINUE >

**NOTE:** You MUST select both **Type of Referral** and **Service Provided by Referral**. Justification is required for urgent requests. Please explain why a routine request would seriously jeopardize the life or health of the member.



1. Ensure to upload additional documentation for your authorization request. *This is crucial for the timely process of the authorization.* This may be done by selecting **UPLOAD**, select document type and then locate necessary documents. Compatible document formats include doc, docx, pdf, jpg, gif, bmp and tiff.

Once document is uploaded, you will see **Doc type**, file name and option to **REMOVE** file if needed.

2. Documents may also be faxed to support your authorization request. A fax cover sheet will be provided after you submit the authorization.

3. Once all documents have been uploaded, click **CONTINUE**.

Kim, Javier  
SBK38N2D7

Blake, Donald A  
2693 E Washington Bl...

ICD S40.812A  
CPT 00172

Blake, Donald A  
2693 E Washington Bl...

24-Ambulatory Surg C...

4-Routine (5 Bus Days)  
42-(42) Home Health

7  
DOCUMENTS

8  
SUBMIT

HPINFO  
Chrysanthemum.jpg  
03/17/2021 4:14 PM  
REMOVE

FACESHEET  
Desert.jpg  
03/17/2021 4:14 PM  
REMOVE

PCPNOTES  
Hydrangeas.jpg  
03/17/2021 4:14 PM  
REMOVE

UPLOAD

No documents? No problem. A fax cover page is provided after submission.

< BACK

CONTINUE >

**NOTE:** If you choose to FAX the medical records, you must use the FAX cover page on the authorization details page by clicking the **Download Fax Cover Sheet**. This unique FAX cover page contains an important number linking the additional documents to the specific case. Do NOT substitute this unique cover page with another or your authorization may not be processed.

All information inputted in Steps 1-7 may be reviewed at this step.

1. Corrections may be made by clicking any of the **EDIT** buttons or the corresponding step on the navigation bar.
2. Once completed, click **CONTINUE** to return to Step 8.
3. When a review is completed, check the [I agree with Authorization Submission Terms and Conditions](#) box and click **FINISH** to submit the authorization request.

|                               |   |                                |   |                              |  |                        |             |
|-------------------------------|---|--------------------------------|---|------------------------------|--|------------------------|-------------|
| ✓<br>Kim, Javier<br>58K38N2D7 | ✓<br>Blake, Donald A<br>2693 E Washington Bl... | ✓<br>ICD S40.812A<br>CPT 00172 | ✓<br>Blake, Donald A<br>2693 E Washington Bl... | ✓<br>24-Ambulatory Surg C... | ✓<br>4-Routine (5 Bus Days)<br>42-(42) Home Health | ✓<br>1 Doc<br>Attached | 8<br>SUBMIT |
|-------------------------------|---|--------------------------------|---|------------------------------|--|------------------------|-------------|


Please review the following information carefully before submitting your referral

|                      |             |        |              |     |            |             |         |     |
|----------------------|-------------|--------|--------------|-----|------------|-------------|---------|-----|
| Member               | Kim, Javier | NAME   | OVAS, OVAS B | PCP | LACM       | HEALTH PLAN | DEMOIPA | IPA |
| <a href="#">EDIT</a> | 58K38N2D7   | MEM ID | 03/03/1948   | DOB | 04/01/2012 | ENROLLMENT  |         |     |

|                      |  |                           |                      |  |                           |
|----------------------|--|---------------------------|----------------------|--|---------------------------|
| Referred From        | Blake, donald a                                | Physical Medicine And ... | Referred To          | Blake, donald a                                | Physical Medicine And ... |
| <a href="#">EDIT</a> | 2693 E Washington Blvd, Pasadena, Ca 911071412 |                           | <a href="#">EDIT</a> | 2693 E Washington Blvd, Pasadena, Ca 911071412 |                           |

|                      |                                  |           |               |      |   |
|----------------------|----------------------------------|-----------|---------------|------|---|
| Diagnosis Codes      | ICD S40.812A<br>ABRASION OF LE.. | CPT 00172 | ANESTH CLE... | None | 1 |
| <a href="#">EDIT</a> |                                  |           |               |      |   |


|                      |                                    |                      |                              |                           |
|----------------------|------------------------------------|----------------------|------------------------------|---------------------------|
| Place of Service     | 24<br>Ambulatory<br>Surgery Center | Info                 | 4<br>Routine (5 Bus<br>Days) | 42<br>(42) Home<br>Health |
| <a href="#">EDIT</a> |                                    | <a href="#">EDIT</a> |                              |                           |

|                      |   |
|----------------------|---|
| Attached Files       | <br>User handb...l 2.pdf<br>06/08/2017 5:58 PM<br><a href="#">REMOVE</a> |
| <a href="#">EDIT</a> |   |

☒ I agree with Authorization Submission Terms and Conditions

|        |                          |
|--------|--------------------------|
| < BACK | <a href="#">FINISH</a> > |
|--------|--------------------------|

Upon submission, you will receive the following notification. Click **View Auth Details** to view the details of the authorization. Click **Download Fax Cover Sheet** to download a fax cover sheet if you choose to fax in medical records. You can also find a link to the fax cover sheet on the authorization details page. Your submitted authorization request will be displayed under [Recently Submitted Referrals](#).



**Your Auth for Javier Kim has now been REQUESTED**

This request is Routine (5 Bus Days) and will be processed in 5 business days  
or up to 14 days for Medicare

[View Auth Details](#)
[Download Fax Cover Sheet](#)

[BEGIN NEW AUTH SUBMISSION](#)

### Recently Submitted Referrals

| Date       | Referral                       | IPA    | Member ID | Member         | Req Provider    | Auth Provider | Created By    | Status    |
|------------|--------------------------------|--------|-----------|----------------|-----------------|---------------|---------------|-----------|
| 06/08/2017 | <a href="#">AUTH...0016</a>    | DEM... | 58K38N2D7 | Kim, Javier    | Blake, Donald A | Blake, Donald | Account, T... | Requested |
| 06/08/2017 | <a href="#">CONSULT...0015</a> | DEM... | 7LHN804EH | Lee, Francisco | Anwa, Anwa A    | Blake, Donald | Other         | New       |
| 06/08/2017 | <a href="#">AUTH...0014</a>    | DEM... | 7LHN804EH | Lee, Francisco | Anwa, Anwa A    | Blake, Donald | Other         | Requested |

**NOTE:** *Recently Submitted Referrals* section displays the 20 most recent authorization requests sorted by date.

1. Click the **Referrals** tab on the top of the page.
2. Enter your search parameters and select IPA/Region when applicable
3. Click **SEARCH**.

**NOTE:** Click **Auth Not Found Inquiry** at the bottom right to send an inquiry about a missing authorization. Repeat steps 1 and 2 and click **Advanced** to conduct an authorization search with additional parameters.

4. Click on the authorization number to display details or submit an inquiry about the authorization

PROVIDER Messages Directory Claims Referrals DemoUser

BACK TO SEARCH RESULTS

Authorization #20210129500099800001 [Short Printable Version \(PDF\)](#)

|                 |            |                 |           |                   |
|-----------------|------------|-----------------|-----------|-------------------|
| Status          | Req Date   | Auth Date       | Auth Type | POS               |
| Requested       | 01/29/2021 | 01/29/2021      | Routine   | 11-Office         |
| Name            | ID         | DOB             | Sex       | Age               |
| Kim, Michelle   | 12345      | 03/12/1980      | F         | 40.89             |
| HP              | IPA        | Phone           | Address   |                   |
| Demo Healthplan | DEMO       |                 |           |                   |
| Expiration Date | LOS        | Member Language | HP Option | HP Effective Date |
| 03/30/2021      | D          |                 | A         | 01/01/2018        |

See an issue? Cancel this referral or Submit a referral modification

**Services**

ICD D59 Acquired Hemolytic Anemia

CPT 99213 M Q 9 Office/Outpatient Visit Est

**Referral Notes**

01/29/2021 12:32 DemoAdmin... Indication For Referral: ahldhdldhd

**Requested Provider**

Name: Lee, Mark Provider ID: 34567

Cardiology

Address: 817 Valley Blvd Los Angeles, Ca 90037

Phone: Fax:

**Member's Primary Care Physician** + SHOW MORE

Name: SMITH, JOHN ID: 123456

Address ... Phone ... Fax ...

**Files**

FAX COVER PAGE

HPINFO Chysalmonum.jpg 03/17/2021 4:14 PM REMOVE

FACESHEET Desert.jpg 03/17/2021 4:14 PM REMOVE

PCPNOTES Hydrangea.jpg 03/17/2021 4:14 PM REMOVE

SPECNOTES 03/17/2021 4:15 PM REMOVE

UPLOAD


- Click on **Short Printable Version** to print copy
- Options to cancel or submit referrals modifications are found in Auth Details screen.
- Uploaded documents can be found in Files section. **Document type** and file name are displayed.
- Upload additional documents if needed by clicking on **UPLOAD**
- Submit inquiry** by entering Subject line, Message and click on SUBMIT. Manage all inquiries in Messages tab

To access your capitation and member enrollment reports:

1. Click on the **Reports** tab on the top of the page.
2. Select the IPA/provider you want the report to be run for.
3. Select the type of report.
4. Click **CREATE REPORT**.

The screenshot displays a web application interface with a top navigation bar and two main content panels. The navigation bar includes a dark blue 'PROVIDER' tab with a stethoscope icon, and several light blue tabs: 'Messages', 'Directory', 'Claims', 'Referrals', and 'Reports'. The 'Reports' tab is currently selected. To the right of the tabs are three icons (a globe, a lightbulb, and a person) followed by the text 'DemoGroupAdmin' and a dropdown arrow. The main content area is divided into two panels. The left panel, titled 'Capitation Reports' in green, contains a dropdown menu with 'DEMO - MIKE SMITH MD', another dropdown menu with 'Capitation Summary Report', and a blue 'CREATE REPORT' button. The right panel, titled 'Enrollment Reports' in green, contains a dropdown menu with 'DEMOIPA', another dropdown menu with 'Enrollment Report by Health Plan', and a blue 'CREATE REPORT' button.

| Section            | Provider/Entity      | Report Type                      | Action        |
|--------------------|----------------------|----------------------------------|---------------|
| Capitation Reports | DEMO - MIKE SMITH MD | Capitation Summary Report        | CREATE REPORT |
|                    |                      |                                  |               |
| Enrollment Reports | DEMOIPA              | Enrollment Report by Health Plan | CREATE REPORT |
|                    |                      |                                  |               |

1. Click  to view Announcements, Contacts, Provider Resources, and Tutorials.
  - **ANNOUNCEMENTS** - Click to view all announcements including items you've hidden on the dashboard.
  - **CONTACT US** - Click to view phone numbers for various departments at AltaMed. You can also submit a general inquiry or an inquiry about a missing authorization, claim, member, or provider.
  - **PROVIDER RESOURCES** - Click to view helpful guides and forms to help providers manage healthcare.
  - **TUTORIALS** - Click to view tutorials on PROVIDER.