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## PROVIDER BULLETIN

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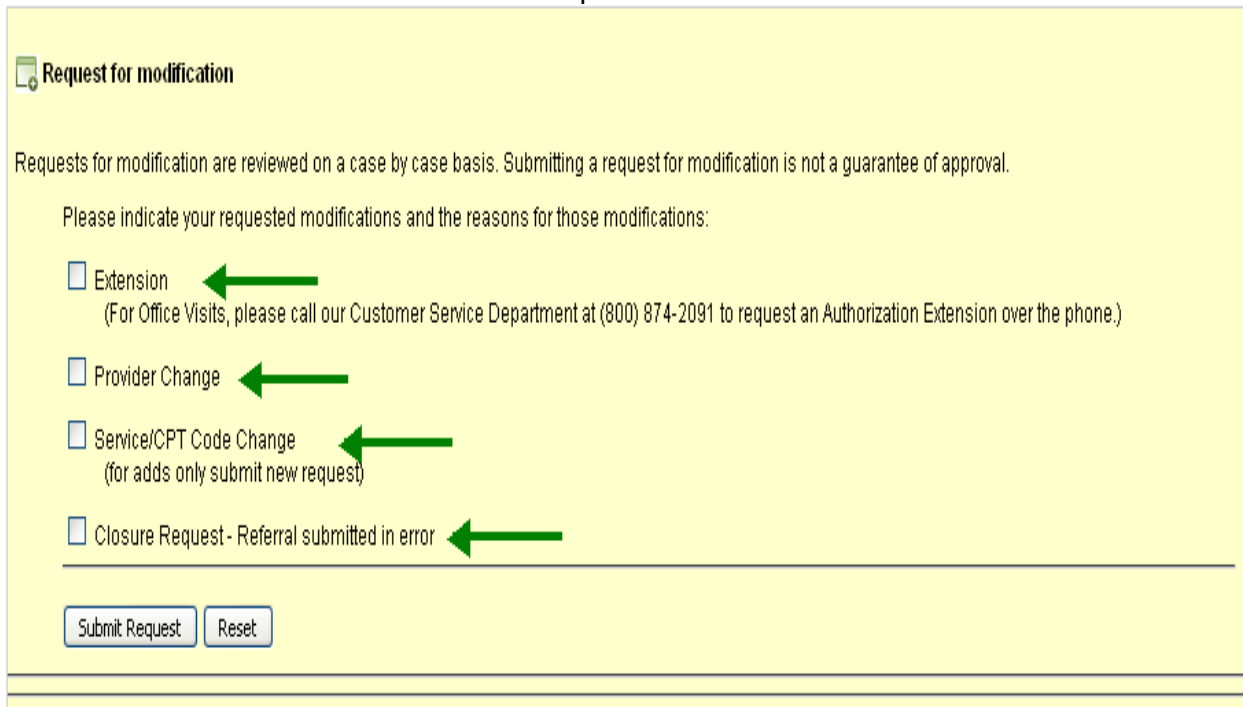
### ON-LINE REFERRAL AUTHORIZATION SYSTEM SCHEDULED UPDATE – ~ REFERRAL MODIFICATION CHANGES ~ ~ EFFECTIVE MARCH 14, 2016 ~

We are implementing a system enhancement to improve the modification request process, simply sign on as usual to see these changes on MARCH 14, 2016. These changes are designed to be as user friendly as possible, this bulletin describes the new options and process in detail for your reference.

#### General Modification Rules:

- Referral modification requests are reviewed on a case by case basis. Submitting a request for modification is not a guarantee of approval.
- Referral modifications can only be opened for referrals with an original referral date less than 6 months old.
- Each type of referral modification can be requested only once per referral.
- Referral modification requests may not be submitted for any referral with a claim already paid against that referral.
- Providers may only make referral modification requests for referrals they have submitted.
- Each modification request is submitted to the utilization management department for review and decision.

This screen shows the referral modification options available:



**Request for modification**

Requests for modification are reviewed on a case by case basis. Submitting a request for modification is not a guarantee of approval.

Please indicate your requested modifications and the reasons for those modifications:


- Extension (For Office Visits, please call our Customer Service Department at (800) 874-2091 to request an Authorization Extension over the phone.)
- Provider Change
- Service/CPT Code Change (for adds only submit new request)
- Closure Request - Referral submitted in error

**ON-LINE REFERRAL AUTHORIZATION SYSTEM SCHEDULED UPDATE –  
~ REFERRAL MODIFICATION CHANGES ~  
~ EFFECTIVE MARCH 14, 2016 ~**

**MODIFICATION REQUEST FOR DATE EXTENSION**


If the original referral request is approved for an office visit only, the request may not be submitted online. Please call our customer service department at (800) 874-2091 to request an authorization extension over the phone.



For original referral requests approved for a non-office place of service, click the extension modification type to see the message “what is the patient’s appointment date?”

 **Request for modification**

Requests for modification are reviewed on a case by case basis. Submitting a request for modification is not a guarantee of approval.

Please indicate your requested modifications and the reasons for those modifications:

Extension   
(For Office Visits, please call our Customer Service Department at (800) 874-2091 to request an Authorization Extension over the phone.)

What is the patient's appointment date?  


Provider Change

Service/CPT Code Change  
(for adds only submit new request)

Closure Request - Referral submitted in error

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Click the calendar icon to enter patient's appointment date.

 **Request for modification**

Requests for modification are reviewed on a case by case basis. Submitting a request for modification is not a guarantee of approval.

Please indicate your requested modifications and the reasons for those modifications:

Extension  
(For Office Visits, please call our Customer Service Department at (800) 874-2091 to request an Authorization Extension over the phone.)

What is the patient's appointment date?   

Provider Change

Service/CPT Code Change  
(for adds only submit new request)

Closure Request - Referral submitted in error

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# ON-LINE REFERRAL AUTHORIZATION SYSTEM SCHEDULED UPDATE – ~ REFERRAL MODIFICATION CHANGES ~ ~ EFFECTIVE MARCH 14, 2016 ~


Select the desired appointment date (or estimated appointment date, if unknown).

**Request for modification**

Requests for modification are reviewed on a case by case basis. Submitting a request for modification is not a guarantee of approval.

Please indicate your requested modifications and the reasons for those modifications:

Extension  
 (For Office Visits, please call our Customer Service Department at (800) 874-2091 to request an Authorization Extension over the phone.)

What is the patient's appointment date?  

Provider Change

Service/CPT Code Change  
 (for adds only submit new request)

Closure Request - Referral submitted in error

March
2016

March 2016

Mo	Tu	We	Th	Fr	Sa	Su
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			


The Date selected will populate the Patient's Appointment Date Field. Click the Submit Request Button to complete the extension modification request.

**Request for modification**

Requests for modification are reviewed on a case by case basis. Submitting a request for modification is not a guarantee of approval.

Please indicate your requested modifications and the reasons for those modifications:

Extension  
 (For Office Visits, please call our Customer Service Department at (800) 874-2091 to request an Authorization Extension over the phone.)

What is the patient's appointment date?  

Provider Change

Service/CPT Code Change  
 (for adds only submit new request)

Closure Request - Referral submitted in error

**ON-LINE REFERRAL AUTHORIZATION SYSTEM SCHEDULED UPDATE –  
~ REFERRAL MODIFICATION CHANGES ~  
~ EFFECTIVE MARCH 14, 2016 ~**

**MODIFICATION REQUEST FOR PROVIDER CHANGE**

The modification menu now specifies the reason for the provider change request as shown below.

**Request for modification**

Requests for modification are reviewed on a case by case basis. Submitting a request for modification is not a guarantee of approval.

Please indicate your requested modifications and the reasons for those modifications:

Extension  
(For Office Visits, please call our Customer Service Department at (800) 874-2091 to request an Authorization Extension over the phone.)

**Provider Change** ←

Select one of the provider change options below: ←

No Appointments for 2 months or longer  
 Provider does not see member's age  
 Provider too far  
 Referred to provider not accepting the referral

Service/CPT Code Change  
(for adds only submit new request)

Closure Request - Referral submitted in error

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You may choose one of the four options shown and click on the Submit Request Button as indicated by the arrows on the screen below:

**Request for modification**

Requests for modification are reviewed on a case by case basis. Submitting a request for modification is not a guarantee of approval.

Please indicate your requested modifications and the reasons for those modifications:

Extension  
(For Office Visits, please call our Customer Service Department at (800) 874-2091 to request an Authorization Extension over the phone.)

**Provider Change**

Select one of the provider change options below:

**No Appointments for 2 months or longer** ←  
 Provider does not see member's age  
 Provider too far  
 Referred to provider not accepting the referral

Service/CPT Code Change  
(for adds only submit new request)


Closure Request - Referral submitted in error

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←

**ON-LINE REFERRAL AUTHORIZATION SYSTEM SCHEDULED UPDATE –  
~ REFERRAL MODIFICATION CHANGES ~  
~ EFFECTIVE MARCH 14, 2016 ~**

The Referral Modification Request will be updated with your provider change option. Click on the Submit Request Button to process your request.

 **Request for modification**

Requests for modification are reviewed on a case by case basis. Submitting a request for modification is not a guarantee of approval.

Please indicate your requested modifications and the reasons for those modifications:

Extension  
(For Office Visits, please call our Customer Service Department at (800) 874-2091 to request an Authorization Extension over the phone.)

Provider Change  
 ←

Service/CPT Code Change  
(for adds only submit new request)


Closure Request - Referral submitted in error

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**MODIFICATION REQUEST FOR SERVICE/CPT CODE CHANGES**

The modification menu for CPT code changes has been added to allow providers to delete unnecessary codes and add new required codes.

For changes to “add” new codes only, submit a new referral request.

 **Request for modification**

Requests for modification are reviewed on a case by case basis. Submitting a request for modification is not a guarantee of approval.

Please indicate your requested modifications and the reasons for those modifications:

Extension  
(For Office Visits, please call our Customer Service Department at (800) 874-2091 to request an Authorization Extension over the phone.)

Provider Change

Service/CPT Code Change  
(for adds only submit new request) ←

Delete codes and add new codes ←

Closure Request - Referral submitted in error

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# ON-LINE REFERRAL AUTHORIZATION SYSTEM SCHEDULED UPDATE – ~ REFERRAL MODIFICATION CHANGES ~ ~ EFFECTIVE MARCH 14, 2016 ~

Click the Delete codes and add new codes Radio Button to update the code(s) originally requested.

**Request for modification**

Requests for modification are reviewed on a case by case basis. Submitting a request for modification is not a guarantee of approval.

Please indicate your requested modifications and the reasons for those modifications:

Extension  
(For Office Visits, please call our Customer Service Department at (800) 874-2091 to request an Authorization Extension over the phone.)

Provider Change

Service/CPT Code Change  
(for adds only submit new request)

Delete codes and add new codes

Please separate codes by comma.

Codes to be deleted:

Codes to be added:  Quantity:

Closure Request - Referral submitted in error

Enter the code no longer desired in the Codes to be Deleted Field, then enter the desired code in the Codes to be Added field and click the Add Code Button.

**Request for modification**

Requests for modification are reviewed on a case by case basis. Submitting a request for modification is not a guarantee of approval.

Please indicate your requested modifications and the reasons for those modifications:

Extension  
(For Office Visits, please call our Customer Service Department at (800) 874-2091 to request an Authorization Extension over the phone.)

Provider Change

Service/CPT Code Change  
(for adds only submit new request)

Delete codes and add new codes

Please separate codes by comma.

Codes to be deleted:

Codes to be added:  Quantity:

Closure Request - Referral submitted in error

# ON-LINE REFERRAL AUTHORIZATION SYSTEM SCHEDULED UPDATE – ~ REFERRAL MODIFICATION CHANGES ~ ~ EFFECTIVE MARCH 14, 2016 ~

The requested change will be reflected on the Modification Request screen, click on the Submit Request Button to process the request.

**Request for modification**

Requests for modification are reviewed on a case by case basis. Submitting a request for modification is not a guarantee of approval.

Please indicate your requested modifications and the reasons for those modifications:

- Extension  
(For Office Visits, please call our Customer Service Department at (800) 874-2091 to request an Authorization Extension over the phone.)
- Provider Change
- Service/CPT Code Change  
(for adds only submit new request)

Delete codes and add new codes

Please separate codes by comma.

Codes to be deleted:

Codes to be added:  Quantity:

Closure Request - Referral submitted in error

The Referral Modification Request will be updated with the Service/CPT Code Change selected as indicated by the arrows on the Screen below:

**Request for modification**

Requests for modification are reviewed on a case by case basis. Submitting a request for modification is not a guarantee of approval.

Please indicate your requested modifications and the reasons for those modifications:

- Extension  
(For Office Visits, please call our Customer Service Department at (800) 874-2091 to request an Authorization Extension over the phone.)
- Provider Change
- Service/CPT Code Change  
(for adds only submit new request)

Codes to be deleted: 99205

Codes to be added:  
99204 - OFFICE/OUTPATIENT VISIT NEW Qty: 1

Closure Request - Referral submitted in error

**ON-LINE REFERRAL AUTHORIZATION SYSTEM SCHEDULED UPDATE –  
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**MODIFICATION REQUEST FOR REFERRAL CLOSURE**

You may now submit a request to close a referral that was submitted in error. Examples include referral submitted for incorrect patient, referral request submitted in error, referral request no longer needed, etc.

Click the Closure Request option, enter in the free form text box the reason for the closure request.

To complete the Closure Request Modification click the Submit Request Button.

**Request for modification**

Requests for modification are reviewed on a case by case basis. Submitting a request for modification is not a guarantee of approval.

Please indicate your requested modifications and the reasons for those modifications:

- Extension  
(For Office Visits, please call our Customer Service Department at (800) 874-2091 to request an Authorization Extension over the phone.)
- Provider Change
- Service/CPT Code Change  
(for adds only submit new request)
- Closure Request - Referral submitted in error

Reason for closing:

Please retain this bulletin for future reference, it is also available on the Referral Authorization portal for your convenience.

If you have any questions about these changes, please call Provider Relations at 818-265-0800.

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**Medical Management Department Contact Numbers:**

**Phone: (800) 874-2091**

**Fax: (800) 874-2093**