### VillageCareMAX-Altruista Health Provider Authorization Portal

The Provider Authorization Portal integrates with GuidingCare Care Management and is a tool for providers to electronically submit authorizations, step through criteria and receive automated responses and real-time updates. Providers can check on the status of authorizations, add supporting documentation for authorizations, update authorizations with discharge information and submit appeals on authorizations in one easy-to-use interface.

#### How do I sign up?
- Click Request Access link to display Provider Portal Registration page.
- Select ID type from drop-down list, Enter ID in text field, and click Search.
- Enter Provider First and Last Name, User Name, Password, and Email, then Click Register.

#### Features of the Portal
Once registered, providers will be able to do the following electronically:
- Request new authorizations, and check status of all authorizations.
- Update, add additional info, discharge info, request extensions, withdraw, or appeal authorization requests.
- View messages regarding authorizations.


### Request Authorization
- From Home page, under Start a New Request, click New Inpatient Request or New Outpatient Request, and the Member Search page displays.
- Search by 1) Member ID or by 2) First and Last Name, and Date of Birth, then Find Member.
- Select Member from list, then Member Eligibility from the Authorization Basics page (click Show Active drop-down to see active eligibilities only).
- Select Authorization Type/Priority, enter Provider information, and select or enter authorization info, as applicable e.g. Admission/Discharge Date and Time, Type/Place of Service, Diagnosis/Procedure Descriptions, Codes,Modifiers, Service Start/End Dates, Units, and Notes (for text or images).
- Click Add Attachments if applicable, and click Submit. Message will appear with system-generated authorization number and status.
- Service Authorization Timeframes: Standard within 3-14 calendar days; Expedited within 72 hours.
- For Home Health Care requests, Initial visit must occur within 24 hours of request.
- For Social Adult Day Care requests, placement must occur within 14 days of request.
- Once an authorization is closed, a new service request must be submitted; a retro authorization is not applicable.

### Check Authorization Status
From Home page, you can see the count of in-progress authorizations. Click Inpatient or Outpatient Auth in Progress or View All Inpatient or Outpatient Authorizations to view your Authorization List. Use Member ID field to filter list.

### Add Discharge Planning Details
Option available when inpatient authorization is in any status except N/A. Click blue circle with arrow to expand authorization, click +Discharge Information, select Discharge Date, location to Discharge To, and click Submit to save.

### Add Additional Information
Option available for authorizations with statuses of Approved, Pending, or Appeal Overtunred from the Authorization List or Messages. To add information or request a modification to an existing service, expand authorization, click +Additional Information, and Enter Note or Add Attachments. Click Submit to save.

### Request an Authorization Extension
To request an extension on a service, click the Home button to be redirected to the Home page. Please refer to above Request Authorization to submit a New Request.

### Messaging Center
From Home page, click envelope icon on left menu to view Messages from reviewers to providers. Unread messages will have a red indicator with count of unread messages on icon. Click message on left to open full text in reading pane on right. Auth ID link opens additional information.

### Appeal an Authorization Determination
Claims Appeals or payment disputes must be submitted in writing to: ILS – VillageCareMAX, Provider Services Department, P.O. Box 21516. In-network Providers may submit requests via provider portal 24 hours a day, 7 days a week at [https://secure.healthx.com/villagecareprovider](https://secure.healthx.com/villagecareprovider)

For authorization questions, please call 1-800-469-6292.
For Assistance or Training of Provider staff on using Portal, please email ProviderRelations@villagecare.org or call 718-517-2783.

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