

Quick Reference Guide: Inpatient Notification Submission and Inquiry

TO SUBMIT AN INPATIENT NOTIFICATION:

Step 1: Log on to CarePartners of Connecticut's secure Provider <u>portal</u>.

Step 2: From the list of self-service options select "NOTIFICATIONS" from the menu.

Step 3: A pop-up box will appear informing you that you are being redirected to our medical management system's website (MHK Care Prominence). Click "PROCEED TO MHK" to continue.

| ELIGIBILITY & BENEFITS CLAIMS REFERRALS AUTHORIZATIONS NOTIFICATIONS BEHAVIORAL HEALTH RESOURCES | | | | | | |
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| ELIGIBILITY & BENEFITS CLAIMS REFERRALS AUTHORIZATIONS NOTIFICATIONS BEHAVIORAL HEALTH RESOURCES Home > Notifications > Inpatient Admission Notification Image: Care Partners Portal Image: Caree Partners P | | | | | | |

Step 4: The Request Prior Authorization or Notifications screen will then appear.

Step 5: Click "Request PA or Notification" on the left side of the *Request Prior Authorization or Notification* screen.

Step 6: Under *Search for Member*, enter "Member First Name," "Member Last Name," "Member Date of Birth," and "Member ID." **Note:** All fields must be completed. Click "Search" and select the member.

| | Request Prior Author | Request Prior Authorization or Notification | | | |
|--------------------------------|--|---|----------------------|-------|--|
| 🔦 Medical/Behav | ioral Health | | | | |
| A Request PA of Notification | or Member First Name * : | | Member Last Name * : | | |
| Level View/Update Requests | e All | Mambas ID * . | | | |
| View/Update Inpatient Reque | e Open Ists Member DOB (mm-dd-yyyy) | wember iD " : | | | |
| View/Update Service Request | t Open Is | | | Clear | |

Step 7: Proceed by entering information in the presented fields. **Note:** All fields marked with an asterisk (*) are mandatory and must be completed to submit the notification.

TO PERFORM AN INPATIENT NOTIFICATION INQUIRY:

Step 1: Select "View/Update All Requests" on the left side of the *Request Prior Authorization or Notification* screen. Notifications will then be presented in list form.

Step 2: Click a "Reference" number to view the details for that specific notification. Click "Show Search Fields" to access additional options that can be used to narrow your search results.

Revised 1/2024