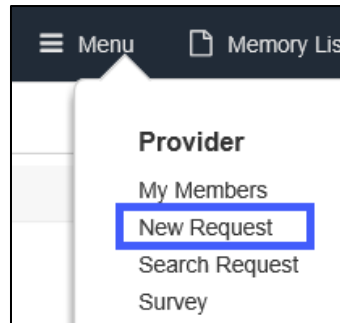


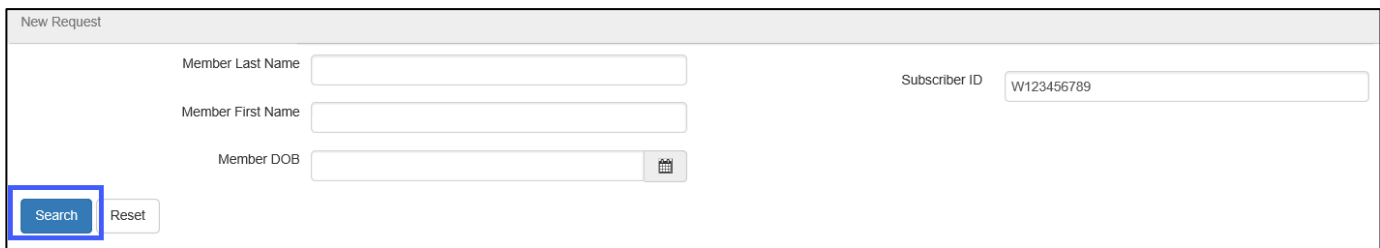
# WELLMARK MEDICAL AUTHORIZATION TOOL: QUICK GUIDE FOR SUBMITTING INPATIENT (IP) REQUESTS

\*This is an abridged version of the [Wellmark Medical Authorization Tool Guide for End Users](#).

Start a new request by selecting New Request from the Jiva Menu.



Enter the Subscriber ID and click Search to search for the member.

A screenshot of the 'New Request' form. It contains several input fields: 'Member Last Name', 'Member First Name', and 'Member DOB' (with a calendar icon). To the right, there is a 'Subscriber ID' field containing the value 'W123456789'. At the bottom left, there are two buttons: 'Search' (highlighted with a blue box) and 'Reset'.

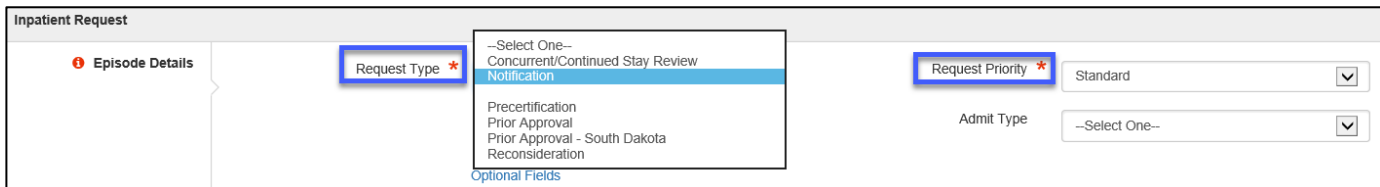
You can also search by First Name, Last Name and Member DOB

When results appear, chose the request type from the dropdown.

A screenshot of a table showing search results. The table has several columns with some cells containing redacted information (black boxes). One cell contains the name 'SMITH, JOHN'. To the right of the table, there is a dropdown menu (highlighted with a blue box) with the following options: 'Add Request', 'Case Management', 'Inpatient', and 'Outpatient'.

## Episode Details

Chose the appropriate Request Type and Request Priority.

A screenshot of the 'Episode Details' form. On the left, there is a tab labeled 'Episode Details'. In the center, there is a 'Request Type' dropdown menu (highlighted with a blue box) with a red asterisk. The dropdown menu is open, showing options: '--Select One--', 'Concurrent/Continued Stay Review', 'Notification' (highlighted), 'Precertification', 'Prior Approval', 'Prior Approval - South Dakota', and 'Reconsideration'. Below the dropdown, it says 'Optional Fields'. To the right, there is a 'Request Priority' dropdown menu (highlighted with a blue box) with a red asterisk, showing the option 'Standard'. Below that, there is an 'Admit Type' dropdown menu with the option '--Select One--'.

## Coverage Details

This will default to the member's primary coverage.

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## Diagnosis

Add all appropriate diagnosis codes by searching by code or text description.

**Diagnosis**

Code Type \*

**Diagnosis** \*

| Primary Dx | Code Type | Diagnosis  |
|------------|-----------|--|
| ★          | ICD10     | R51.0--Headache with orthostatic component, not elsewhere classified |

- M41.00--Infantile idiopathic scoliosis, site unspecified
- M41.02--Infantile idiopathic scoliosis, cervical region
- M41.04--Infantile idiopathic scoliosis, thoracic region
- M41.06--Infantile idiopathic scoliosis,

## Provider Details

Click Attach Providers

Enter the provider's NPI and click Search. When the search results appear to the right, chose the appropriate Provider Role, then click the and choose Multiple Attach.

Provider Last Name

Provider First Name

**NPI**

Provider ID

[Advanced Search](#)

Search Results

|  | Provider ID | Provider Name     | Location  | Type         | Provider Role                         | Specialty        |
|--|-------------|-------------------|---|--------------|---------------------------------------|------------------|
|  | 000000001   | Provider, Generic | 1331 Grand Ave<br>Des Moines, IA - 50309-2901<br>US | Not Eligible | <input type="button" value="Admit!"/> | General Practice |

- + Single Attach
- + Multiple Attach

Repeat this process for all appropriate providers.

Inpatient requests require **Admitting** and **Facility/Vendor** provider roles.

Outpatient requests require **Treating** and **Facility/Vendor** provider roles.

Once the appropriate providers are displayed under Selected Provider List, click Attach.

**Selected Providers List** ?

|   | Provider ID | Provider Name     | Location  | Provider Role                                  | In Network? |
|---|-------------|-------------------|---|--|-------------|
| - | 000000001   | Provider, Generic | 1331 Grand Ave<br>Des Moines, IA - 50309-2901<br>US | <input type="button" value="Admitting"/>       | N           |
| - | 000000001   | Provider, Generic | 1331 Grand Ave<br>Des Moines, IA - 50309-2901<br>US | <input type="button" value="Facility/Vendor"/> | N           |

1/14/21

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## Stay Request

Enter Service Type, Requested Level of Care, either Expected or Actual Admit Date and LOS Requested.

|              |                           |                              |                     |            |
|--------------|---------------------------|------------------------------|---------------------|------------|
| Stay Request | Service Type *            | Inpatient - Medical/Surgical | Expected Admit Date | 12/31/2020 |
|              | Place of Service          | --Select One--               | Actual Admit Date   |            |
|              | Requested Level Of Care * | Medical Acute                | LOS Requested       | 4          |
|              |                           |                              |                     |            |

## Service Request

Only add services if they require Prior Approval.

Once all details are entered, click Check for Review.

Check For Review

You will see a pop-up regarding episodes in draft mode. This does not impact your request. Click OK.

Message from webpage

Episodes saved in draft mode will be deactivated after 7 days.

OK Cancel

The system will refresh and take you to the top of the request screen. Scroll down to the **Stay Request** section. You will now have a green button that says Review. Click this button to launch InterQual® (IQ).

|              |                           |                              |                     |            |
|--------------|---------------------------|------------------------------|---------------------|------------|
| Stay Request | Service Type *            | Inpatient - Medical/Surgical | Expected Admit Date | 12/31/2020 |
|              | Place of Service          | --Select One--               | Actual Admit Date   |            |
|              | Requested Level Of Care * | Medical Acute                | LOS Requested       | 4          |
|              | Review Status             |                              |                     |            |
|              |                           |                              |                     |            |

Review

You will see another pop-up regarding edits. No edits are allowed once you click OK.

Message from webpage

Click OK only after all diagnoses, stay and/or service detail lines are completed. Edits are not permitted after clicking OK. Click Cancel to edit or OK to continue.

OK Cancel

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**InterQual Guideline Selection**

Choose the appropriate guideline and click OK.

InterQual Guideline Selection

Code : R51.0

Guideline :  Infection: General, LOC:Acute Adult  
 Infection: General, LOC:Acute Pediatric

Ok Cancel

InterQual will populate in a new tab in your web browser. Click Medical Review to begin the review process.



Once you are finished with IQ, click Review Summary to view a final summary.



After reviewing the IQ summary, click Complete to save and complete the IQ.



Click YES on the warning box acknowledging completion of the review.

**Warning**

Completing the Medical Review will lock it from any further edits.

Continue?

YES NO

You will see one final pop-up. Click OK and then close the tab that has IQ open. Do not close the entire browser window.

Message from webpage

The review has been completed. Please close this browser to return to auth request screen.( VC201907201230)

OK

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Jiva will update the Review Status field.

Review Status InterQual review completed

### Documents

Add a Document Title. Click Browse and find the document you want to attach. Once selected, click Open to attach. The name will display next to the Browse button once attached properly. (This step is not required if the status is Automatic Approval.)

Documents

Document Title \*  Document Description

Document Type

Select Document  John Clinical.pdf

### Requestor Attestation

Read the attestation and select Yes.

As the submitter of this request, I attest that I have reviewed the Wellmark Authorization table, checked the member's benefits, and verified the member's coverage eligibility for this request.

Requestor Attestation

As the submit...

Yes

No

### Expedited Priority Rationale

Choose the appropriate priority rationale for the request.

Expedited Priority Rationale

--Select One--  
Standard N/A  
Seriously jeopardize the life or health of the member or the member's ability to regain maximum function  
Subject the member to severe pain that cannot be adequately managed without the care or treatment requested

### Contact Information for Request

Complete all 3 required fields.

Contact Information for Request

Requestor Name \*  Requestor Phone \*  Is this voice mail confidential?

### Notes

Include any additional relevant information or clinical not attached in a document. (This step is not required if the status is Automatic Approval.)

Notes

Note Type  Note Encounter Date

Note Encounter Time

Note Text

File Edit View Format Tools

**B** *I* U

Additional relevant information or clinical not attached as a document.

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When finished, click the green Submit button.

Submit Save as Draft Delete Cancel

You will once again see the draft message. Click OK to continue.


If there were any errors, an appropriate message would be displayed at this point.

### Request Details

Once submitted, you will be navigated to the Request Details screen. Here you will be able to see the reference number (labeled as Certification #) as well as the initial decision.

| Expected Decision Date :<br>01/27/2021 | Authorization Type : <a href="#">IP</a> | Episode Number : 284346 | Episode Status : OpenRequest | Certification # 21100167 |                 |               |                              |          |
|--|---|-------------------------|------------------------------|--------------------------|-----------------|---------------|------------------------------|----------|
| Stay Request                           | Stay ID                                 | LOS Requested#          | LOS Assigned#                | LOS Denied               | Auth Start Date | Auth End Date | Service Type                 | Decision |
|  | 104562                                  | 3                       | 0                            | 0                        | 01/13/2021      | 01/16/2021    | Inpatient - Medical/Surgical | Pending  |

You can click on the Authorization Type hyperlink ([IP](#)) to navigate into the request to add additional notes or documents.

Be sure to hit the  to close out of the request when you are done. If you are in the request, Wellmark cannot complete their review.

This request will now be reflected once you refresh your Dashboard.



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