Simpra Advantage

Quick Guide Provider Portal Handbook for SNFs

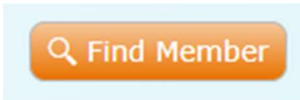
Acuitynxt

Version 2.1
6-6-2025

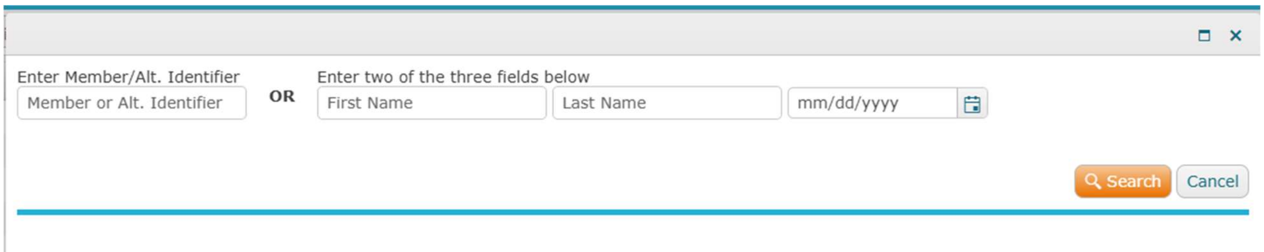
Table of Contents

Requesting Authorization

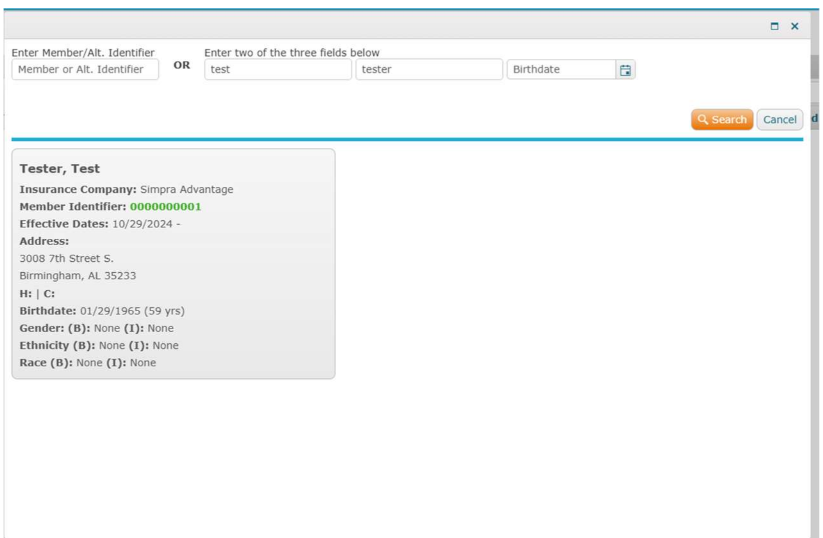
1) Upon logging into the Portal you will land on your Portal home screen.
2) Select the "Find Member" button from the home screen.



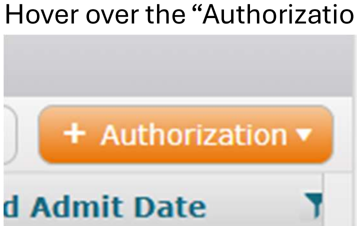
3) Find the member via search



4) Double click the member's tile



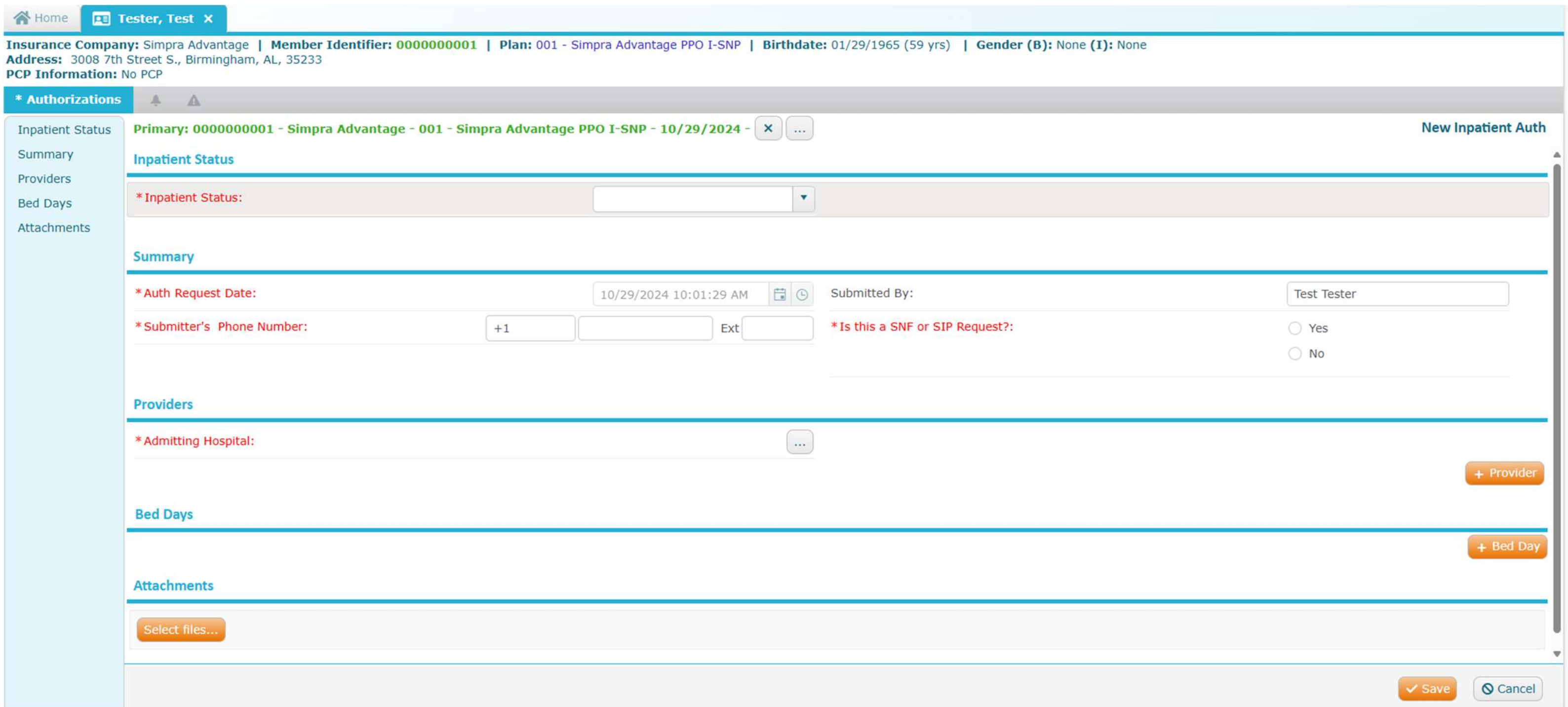
5) Hover over the "Authorization" button.



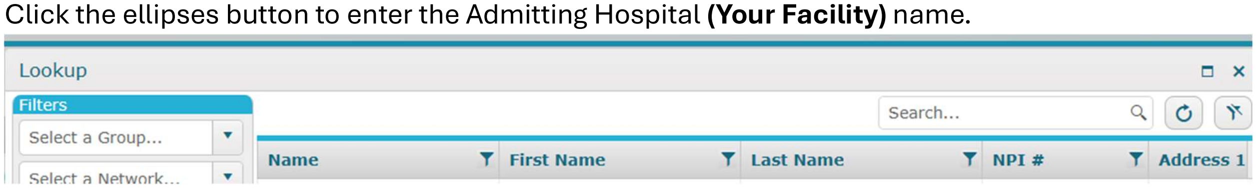
6) From the drop-down menu select "Inpatient," "Outpatient," or "Referral".
   a. **Inpatient**- SNF A, Skill in Place, Acute Hospital Admissions
   b. **Outpatient**- Part B Therapy, Home Health, Outpatient Procedures/Services
   c. **Referral**- ED Visit Notification Only

SNF A and Skill in Place Requests

Once you select your authorization type (Inpatient) you will land on the "Authorizations" template.



1) Select the "Inpatient Status" drop down arrow and choose either "Admitted," or "Expected".
    a. Admitted- The member is currently admitted to the service.
    b. Expected- The member will be admitted to the service at a later date.
2) Enter the "Admit Date"
3) Enter the "Submitter's Phone Number
4) Select **"Yes"** to answer the question "Is this a SNF or SIP Request?"
5) Select the Auth Type (SIP or SNF A)
6) Click the ellipses button to enter the Admitting Hospital **(Your Facility)** name.



7) Click to highlight the admitting hospital/Your facility name and click the orange "Select" at the bottom right of the screen.
8) Click the orange **"Bed Day"** button to add the following service details:
    a. **Primary Diagnosis**
        i. If there is a secondary diagnosis you may add it by clicking the orange "Diagnosis" button and repeating the step above.
    b. Leave the "Bed Day" radio button (default) selected.
    c. **Requested Bed level**- Begin typing the REV code (SNF A 0022) (SIP 0559) and select either SIP or SNF A from the list.

d. **Requested Units**- Type or select the number of **Bed Days** using the text field or arrows.

9) Upload Documentation/Clinical
   a. Click the "Select files" button to choose and upload documents or clinical information. You may upload files (.jpeg, .png, .doc, .pdf) of any size. You may also upload more than one file separately.
   b. Your file will display in the "Attachments" section if successfully uploaded.
      i. If you wish to remove a file, just click the garbage can button next to the file to delete it from the attachments.

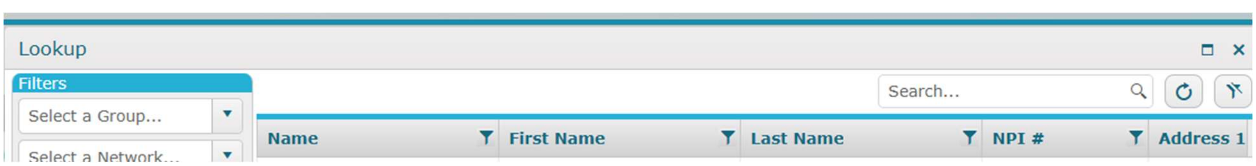
10) Click "Save" to save and send your request for Simpra review.
   a. Your screen will switch to the home page where you will see your pending request in the list of authorizations. Click the refresh button if your request does not immediately appear on the list.

Outpatient Procedures and Services

(Part B Therapy, Home Health, Outpatient Procedures and Services)

Once you select your authorization type (Outpatient) you will land on the "Authorizations" template.

1) Select the ellipses button to enter the Requesting Provider's name.
2) You may type the facility name in the "Search" field, or you may filter using any of the column filters (i.e., NPI #).



3) Select the ellipses button and **repeat step 1** to enter the Servicing Provider's name.
4) Click the "Service" button to add the service details:
   a. **Request is:** Standard or Expedited (Expedited should only be used in situations where waiting for standard turnaround time would jeopardize the member's life or limb).
   b. **Primary Diagnosis**- Begin typing the diagnosis description or code in the space or click the ellipses button to search and select the primary diagnosis.
      i. If there is a secondary diagnosis you may add it by clicking the orange "Diagnosis" button and repeating the step above.

c. **Requested Service Type**: Select the appropriate service type from the list.
d. **Requested Code**- Type or click the ellipses button to search for the appropriate REV code, CPT code, or HCPCS code you are requesting.
e. **Requested Units**- Type or select the number of Units using the text field or arrows.
f. **Requested Units**- Select **Units** or **Visits** (**units** for outpatient procedures or services, **visits** for home health and Part B therapy)
g. **Requested Service From**- Click the calendar to select the start date of service or enter it manually in the text field in mm/dd/yyyy format. You may also double-click on the field for the current date.
h. **Requested Service To**- Click the calendar to select the start date of service or enter it manually in the text field in mm/dd/yyyy format. You may also double-click on the field for the current date.

NOTE: To add additional service lines, click the orange "Service" button and repeat the steps above.

5) Upload Documentation/Clinical
   a. Click the "Select files" button to choose and upload documents or clinical information. You may upload files (.jpeg, .png, .doc, .pdf) of any size. You may also upload more than one file separately.
   b. Your file will display in the "Attachments" section if successfully uploaded.
      i. If you wish to remove a file, just click the garbage can button next to the file to delete it from the attachments.

6) Click **"Save"** to save and send your request for Simpra review.
   a. Your screen will switch to the home page where you will see your pending request in the list of authorizations. Click the refresh button if your request does not immediately appear on the list.

Requesting an Authorization Extension

To request an authorization extension, log onto the Portal, select the "Authorization" tab and select the appropriate authorization from the authorization list.

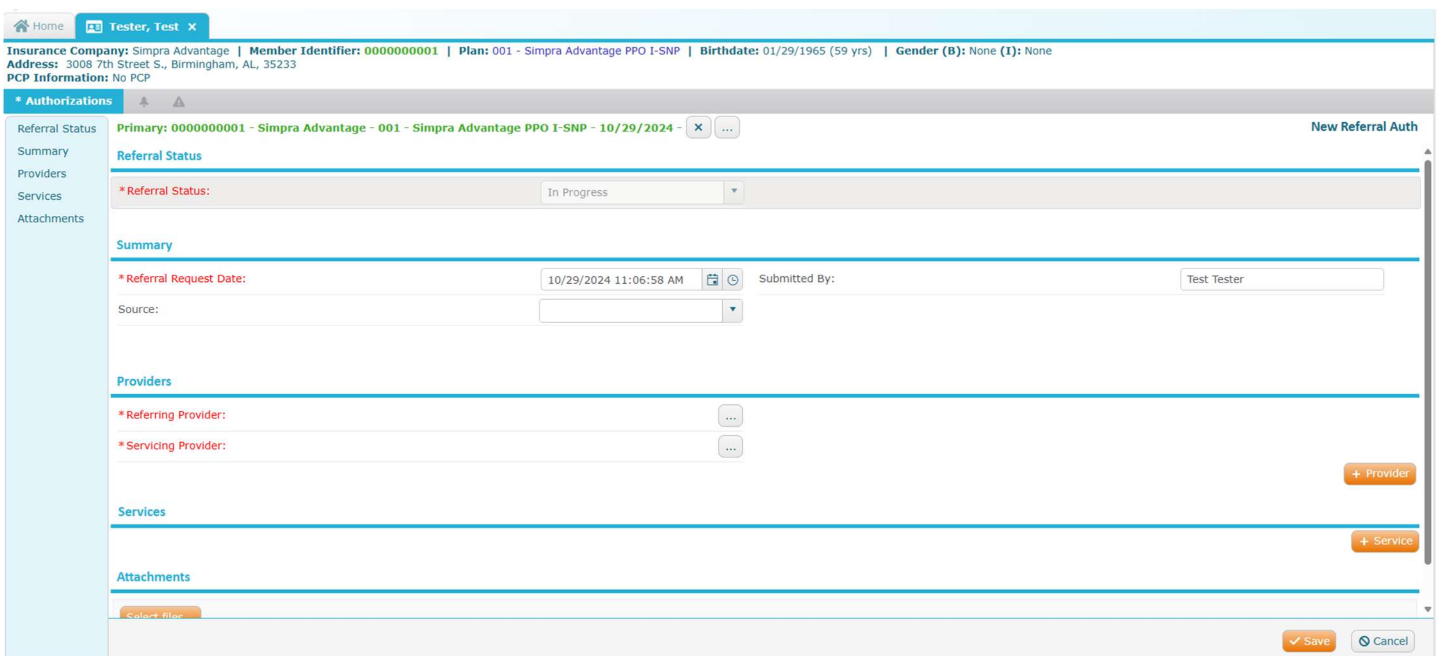
1) Locate and double click on the appropriate authorization.
2) Scroll down to the **"Bed Day"** section for **Inpatient** authorizations and the **"Services"** section for **Outpatient** authorizations.
3) Click the **+ Service** or **+ Bed Day** button.
4) Complete the fields identified by red font with an asterisk.

5) Click **"Save"** if you are requesting an extension for only one procedure or service. Click **"Save and Duplicate"** if you are requesting an extension for more than one procedure or service and update the applicable details.
6) Click **"Save and Close"**
    a. You will see your new service line on the authorization under the "Services" section.
7) Add any applicable Attachments (clinical documentation)
8) Click the "x" next to the member's name to exit the authorization.

Referrals (Reporting Emergency Department (ED)Visits)

You may utilize the Portal to notify Simpra when a member returns to the facility after an ED visit. You do not need to notify Simpra when a member is admitted from the ED or placed under OBS from the ED. This notification should only be completed when the member was sent to the ED and returned back to the facility from the ED. All notifications must be received within one business day of the member's return to the facility.

1) Search and select the appropriate member from the home screen.
2) Click the "Authorization" button and select "Referral"
    a. The referral template will appear.



3) Complete the following fields on the Referral form:
    a. **Referring Provider**- Search and select the **facility where the member resides**.
    b. **Servicing Provider**- Search and select the **hospital ED department the member returned from**.
4) Click the orange **"Service"** button
    a. **Diagnosis**- search and select the appropriate diagnosis.

b. **Requested Units**- Enter **"1"** and Select **"Visit"** from the drop-down list
c. **Requested Service From**- Enter the date the member visited the ED.

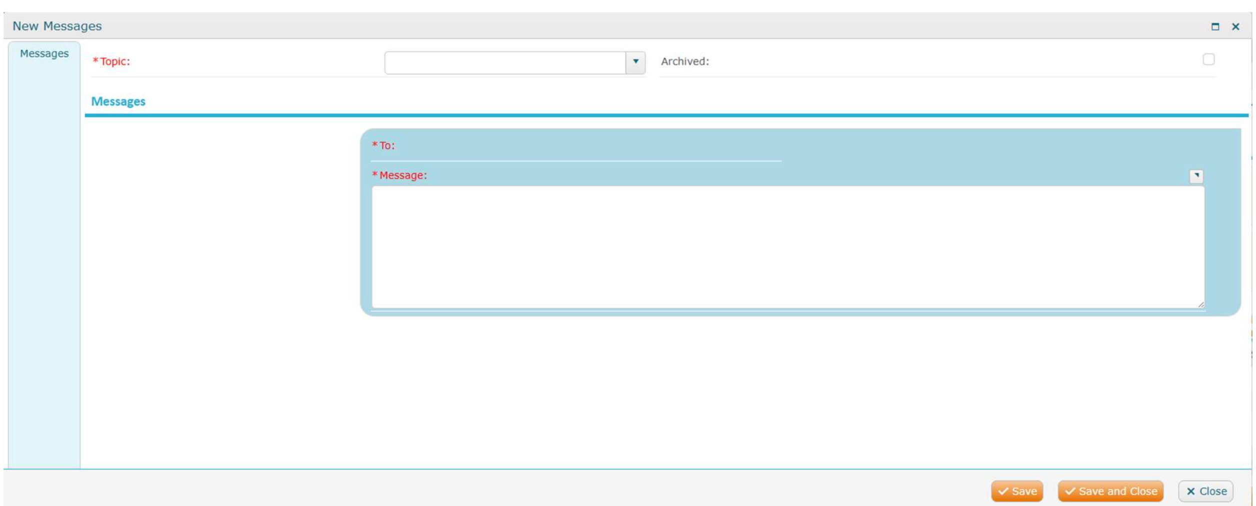
5) Click "Select Files" to add documents if needed.
6) Click **"Save"**

Message Simpra UM via the Portal

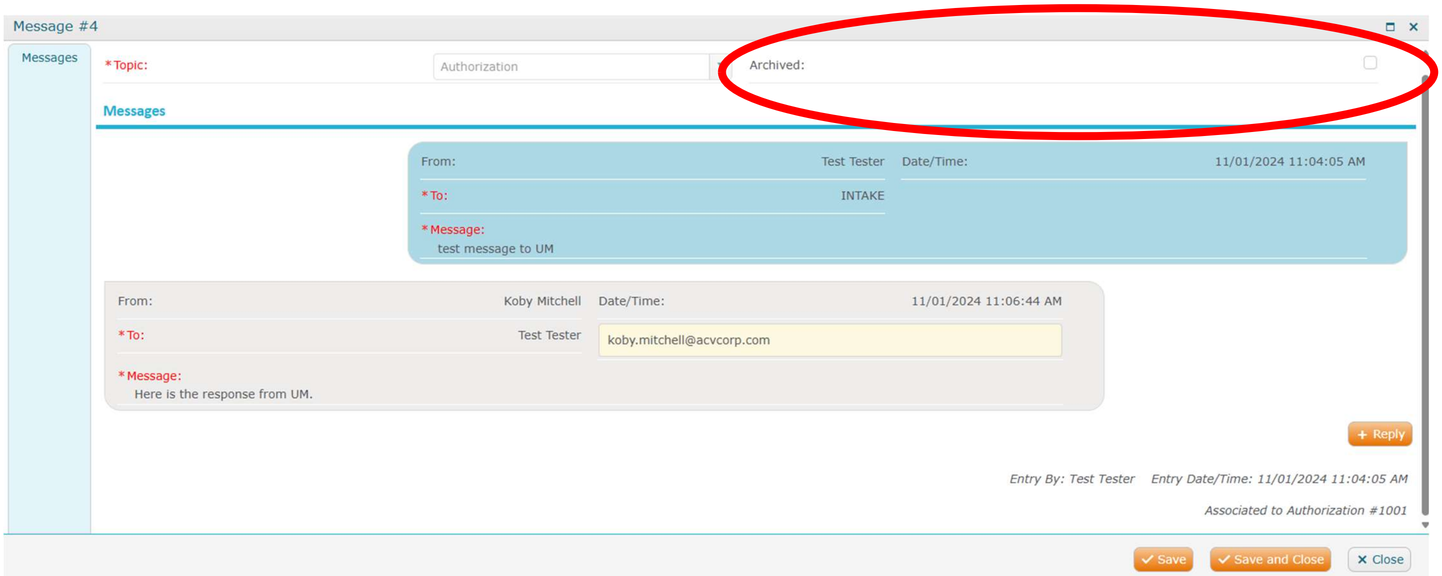
You may send a message concerning an Authorization directly to the UM department via the Portal. Messaging should only be utilized for questions or important communications to the UM team. It should NOT be used to request authorizations or extensions, or as a substitute for sending needed clinical information.

1) Click the **"Messages"** link directly from the applicable Authorization by locating and double-clicking on the Authorization to open it.
   a.

2) Click the orange "Message" button.
3) The Message template will appear.

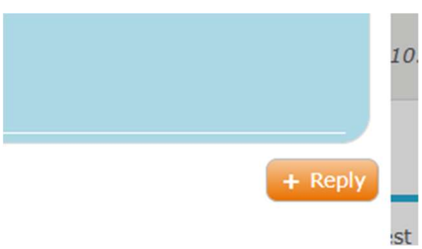


4) Select "Authorization" from the "Topic" drop-down list.
5) Type your message in the "Message" text box.
6) Click "Save and Close"
7) Your message will appear under the "Messages" section of the Authorization.
8) When UM responds you may review the response by double-clicking the Message from the "Messages" tab of the Home screen.
9) Click the orange "+ Reply" button to respond. If there is no further response needed, click the orange "Edit" button at the bottom right of the screen, then check the "Archived" box at the top right of the Message to remove it from the list.
10) Click "Save and Close"



Responding to Messages from UM

1) Select the "Messages" tab from the Home page.
2) Double- click on the applicable message from the list.
3) The message dialog box will automatically appear on the screen.
4) Click the orange "+ Reply" button.

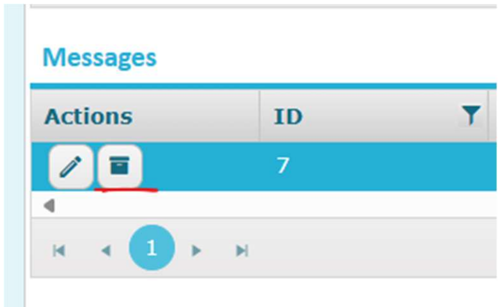


5) Type your response in the message text field.
6) Click "Save and Close" to send your response.

Archiving Messages

After you have received and reviewed your response from UM you may archive the message.

1) Click the “Close” button at the bottom right-hand corner.
2) You will be taken to the Authorization detail page.
3) Hover over the applicable message and click the “Archive” button.



4) You will receive a pop-up message to confirm you want to archive the message.
5) Click “Yes”.