

Simpra Advantage

*Provider Portal
Handbook*

Acuitynxt

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Home Screen

The screenshot shows the ACUITYnxt Home Screen. At the top, there is a navigation bar with a Home button and a Find Member search bar. Below this, there is a Messages: Open dropdown menu. The main content area is divided into two sections: Messages and Authorizations. The Messages section contains a table with columns for Topic, From, To, and Closed Date. The Authorizations section is currently empty. A callout box labeled 'Message List Filter' points to the Messages: Open dropdown. Another callout box labeled 'Messages' points to the Messages section. A third callout box labeled 'Authorizations' points to the Authorizations section. A fourth callout box labeled 'List of your Facility/Practice Messages or Authorizations appear here' points to the Messages table.

Topic	From	To	Closed Date
Authorization	Test Tester, koby.mitchell@acvcorp.com	INTAKE	
Authorization	Test Tester, koby.mitchell@acvcorp.com	INTAKE	
Authorization	Test Tester, koby.mitchell@acvcorp.com	INTAKE	

Messages

You may communicate directly with the UM department from the Portal. Responses to messages you (or someone listed in your Team) sent to UM will display under this tab. You may filter this list to display only the “Open” messages, “Archived” messages, or both open and archived messages.

Authorizations

All authorizations (no matter the member or the status) will appear under this tab. You may filter the authorizations listed by clicking the filter button next to the corresponding column.

The screenshot shows a filter bar with the following columns: Insurance Company, Benefit Plan, Member Identifier, Member Name, Auth ID, Insurance Company, Auth Type, Status. A callout box labeled 'A filter Button' points to the filter button next to the Member Name column.

Refresh Button

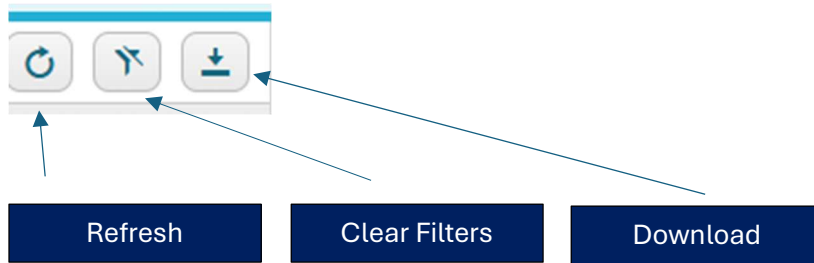
Use the refresh button to refresh your messages and/or authorizations list.

Clear Filters

Use this button to clear any filters that were applied to your Messages and/or Authorizations list.

Download Button

Use this button to download your list of messages and/or authorizations.



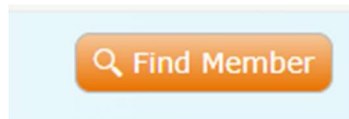
List Search

Use this space to search your list of messages and/or authorizations using key words.



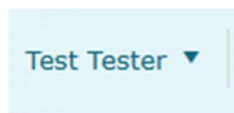
Find Member

Use this button to search for the member/patient you are referencing.



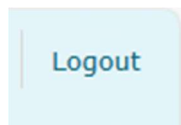
User Profile

Use this button to update details of your profile. You may change your password and/or update your email address.



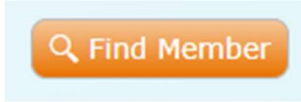
Log Out

Use the Log Out button to log out of the Portal once you have completed your research or request.



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) You may search for the member using the Simpra Member ID or by using a combination of first name, last name, date of birth. **Enter your search criteria and click the search button.**

Enter Member/Alt. Identifier OR Enter two of the three fields below

Member or Alt. Identifier OR First Name Last Name mm/dd/yyyy

- 4) Select the member’s tile and press enter on your keyboard, or “Search”.
NOTE: Green member ID numbers mean the member is active/eligible. Red numbers mean the member is termed/ineligible. Effective dates are also noted on the tile.

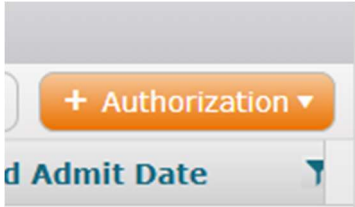
Enter Member/Alt. Identifier OR Enter two of the three fields below

Member or Alt. Identifier OR test tester Birthdate

Tester, Test

Insurance Company: Simpra Advantage
Member Identifier: 000000001
 Effective Dates: 10/29/2024 -
Address:
 3008 7th Street S.
 Birmingham, AL 35233
H: | C:
Birthdate: 01/29/1965 (59 yrs)
Gender (B): None (I): None
Ethnicity (B): None (I): None
Race (B): None (I): None

- 5) Your screen will switch to the authorizations screen. 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.

Home | Tester, Test x

Insurance Company: Simpra Advantage | Member Identifier: 000000001 | Plan: 001 - Simpra Advantage PPO I-SNP | Birthdate: 01/29/1965 (59 yrs) | Gender (B): None (I): None
 Address: 3008 7th Street S., Birmingham, AL, 35233
 PCP Information: No PCP

* Authorizations

Inpatient Status Summary Providers Bed Days Attachments

Primary: 000000001 - Simpra Advantage - 001 - Simpra Advantage PPO I-SNP - 10/29/2024 - x ... New Inpatient Auth

Inpatient Status

* Inpatient Status: [Dropdown]

Summary

* Auth Request Date: 10/29/2024 10:01:29 AM Submitted By: Test Tester

* Submitter's Phone Number: +1 [Field] Ext [Field] * Is this a SNF or SIP Request?: Yes No

Providers

* Admitting Hospital: [Field] + Provider

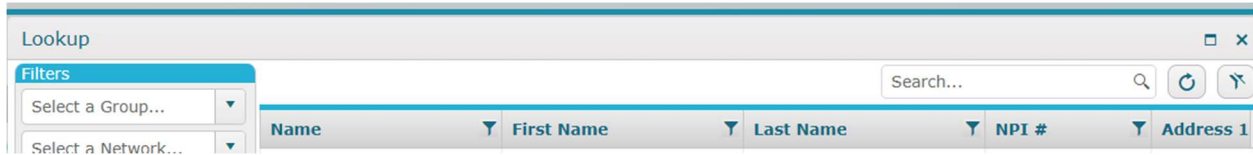
Bed Days + Bed Day

Attachments Select files...

Save Cancel

- 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) A pop-up message will appear to remind you that service extension requests should be entered on the existing authorization. **Click “Okay”**.
- 3) Enter the “Admit Date”
- 4) The “Submitted By:” field defaults to the current user. You may change it if you need to.
- 5) Enter the “Submitter’s Phone Number”
- 6) Select **“Yes”** to answer the question “Is this a SNF or SIP Request?”

- 7) Click the ellipses button to enter the Admitting Hospital (Servicing Facility) name. You may enter the admitting hospital/servicing facility name in the Search field or use any of the column filter buttons (i.e, NPI #) to complete your search.



- 8) Click to highlight the admitting hospital/servicing facility name and click the orange “Select” at the bottom right of the screen.
- 9) Click the orange “**Bed Day**” button to add the following service details:
 - a. **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.
 - 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.
 - i. Your “**Requested Service From**” date is the “**Admission Date**” you **entered previously**. Your “**Requested Service To**” date will **automatically populate** based on the number of Bed Days you enter in the request.
- 10) 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.



- 11) 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.

Acute (Emergency) Hospitalization Authorizations

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

The screenshot shows the 'Authorizations' form for a member. The form is titled 'Primary: 000000001 - Simpra Advantage - 001 - Simpra Advantage PPO I-SNP - 10/29/2024'. The left sidebar contains navigation options: Inpatient Status, Summary, Providers, Bed Days, and Attachments. The main form area has sections for:

- Inpatient Status:** A dropdown menu.
- Summary:** Fields for 'Auth Request Date' (10/29/2024 10:01:29 AM), 'Submitted By' (Test Tester), 'Submitter's Phone Number' (+1 [] Ext []), and 'Is this a SNF or SIP Request?' (radio buttons for Yes/No).
- Providers:** A field for 'Admitting Hospital' with an ellipsis button and a '+ Provider' button.
- Bed Days:** A '+ Bed Day' button.
- Attachments:** A 'Select files...' button.

 At the bottom right, there are 'Save' and 'Cancel' buttons.

- 1) Select the “Inpatient Status” drop down arrow and select 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) A pop-up message will appear to remind you that service extension requests should be entered on the existing authorization. **Click “Okay”.**
- 3) Enter the “Admit Date”
- 4) Enter the “Submitter’s Phone Number”
- 5) Select **“No”** to answer the question “Is this a SNF or SIP Request?”
- 6) Select the ellipses button to search and enter the Admitting Hospital (Servicing Facility) name. You may type the facility name in the “Search” field, or you may filter using any of the column filters (i.e., NPI #).

The screenshot shows a 'Lookup' window with a search bar and a table of results. The table has columns for Name, First Name, Last Name, NPI #, and Address 1. There are also filter dropdowns for 'Select a Group...' and 'Select a Network...'. The search bar contains the text 'Search...'.

- 7) Select the ellipses button and repeat step 7 to enter the Admitting Provider (Attending Physician) name.
- 8) Click the “Bed Day” button to add the service details below:
 - a. **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.
 - b. Leave the “Bed Day” radio button (default) selected.
 - c. **Requested Bed level**- Select the appropriate hospital bed level.
 - d. **Requested Units**- Type or select the number of **Bed Days** using the text field or arrows.
 - i. Your “**Requested Service From**” date is the “**Admission Date**” you **entered previously**. Your “**Requested Service To**” date will **automatically populate** based on the number of Bed Days you enter in the request.
- 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.

Elective Hospital Admissions

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

Home Tester, Test x

Insurance Company: Simpra Advantage | Member Identifier: 000000001 | Plan: 001 - Simpra Advantage PPO I-SNP | Birthdate: 01/29/1965 (59 yrs) | Gender (B): None (I): None
 Address: 3008 7th Street S., Birmingham, AL, 35233
 PCP Information: No PCP

* Authorizations

Primary: 000000001 - Simpra Advantage - 001 - Simpra Advantage PPO I-SNP - 10/29/2024 - x ... New Inpatient Auth

Inpatient Status

* Inpatient Status:

Summary

* Auth Request Date: 10/29/2024 10:01:29 AM Submitted By: Test Tester

* Submitter's Phone Number: +1 Ext * Is this a SNF or SIP Request?: Yes No

Providers

* Admitting Hospital:

Bed Days

Attachments

- 1) Select the “Inpatient Status” drop down arrow and select “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) A pop-up message will appear to remind you that service extension requests should be entered on the existing authorization. **Click “Okay”.**
- 3) Enter the “Admit Date”
- 4) Enter the “Submitter’s Phone Number
- 5) Select “**No**” to answer the question “Is this a SNF or SIP Request?”
- 6) Select the ellipses button to search and enter the Admitting Hospital (Servicing Facility) name. You may type the facility name in the “Search” field, or you may filter using any of the column filters (i.e., NPI #).

Lookup

Filters

	Name	First Name	Last Name	NPI #	Address 1
Select a Group...					
Select a Network...					

- 7) Select the ellipses button and repeat step 7 to enter the Admitting Provider (Attending Physician) name.
- 8) Click the “Bed Day” button to add the service details below:
 - a. **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.
 - b. Select the “**Code**” radio button.

- c. **Requested Code**- Type or select the appropriate procedure code. You may search by typing the code or description into the Requested Code text field or by clicking the ellipses button next to the field.
 - d. **Requested Units**- Type or select the number of **Units** using the text field or arrows.
 - e. **Requested Service From**- This is the date you entered as the admission date. It will automatically populate based on the “Admit Date” you entered at the beginning.
 - f. **Requested Service To**- Select a date to allow time for the admission and procedure to occur.
- 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.

Insurance Company: Simpra Advantage | Member Identifier: 000000001 | Plan: 001 - Simpra Advantage PPO I-SNP | Birthdate: 01/29/1965 (59 yrs) | Gender (B): None (I): None
 Address: 3008 7th Street S., Birmingham, AL, 35233
 PCP Information: No PCP

*** Authorizations**

Outpatient Status **Primary: 000000001 - Simpra Advantage - 001 - Simpra Advantage PPO I-SNP - 10/29/2024** New Outpatient Auth

Summary

Providers

Services

Attachments

Outpatient Status

Summary

*Auth Request Date: 10/29/2024 10:39:41 AM Submitted By: Test Tester

Providers

*Requesting Provider: ...

*Servicing Provider: ...

+ Provider

Services

+ Service

Attachments

Select files...

Save Cancel

- 1) Select the ellipses button to enter the Requesting Provider’s name. A pop-up message will appear to remind you that service extension requests should be entered on the existing authorization. **Click “Okay”.**
- 2) You may type the facility name in the “Search” field, or you may filter using any of the column filters (i.e., NPI #).

Lookup □ X

Filters Search... 🔍 ↻ 🏠

Select a Group... ▼

Select a Network... ▼

Name	First Name	Last Name	NPI #	Address 1

- 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.

The screenshot displays the 'New Referral Auth' form in the Simpra Advantage portal. At the top, there is a navigation bar with 'Home' and 'Tester, Test X'. Below this, a header bar contains member information: Insurance Company: Simpra Advantage, Member Identifier: 000000001, Plan: 001 - Simpra Advantage PPO I-SNP, Birthdate: 01/29/1965 (59 yrs), Gender (B): None (I): None, Address: 3008 7th Street S., Birmingham, AL, 35233, and PCP Information: No PCP. The main content area is titled 'Authorizations' and shows a list of authorization items, with the selected one being 'Primary: 000000001 - Simpra Advantage - 001 - Simpra Advantage PPO I-SNP - 10/29/2024'. The form fields are as follows:

- Referral Status:** A dropdown menu currently set to 'In Progress'.
- Summary:**
 - *Referral Request Date:** 10/29/2024 11:06:58 AM, with a calendar icon and a refresh icon.
 - Submitted By:** Test Tester, with a text input field.
 - Source:** A dropdown menu.
- Providers:**
 - *Referring Provider:** A dropdown menu with a search icon.
 - *Servicing Provider:** A dropdown menu with a search icon.
 - A '+ Provider' button is located at the bottom right of this section.
- Services:** A '+ Service' button is located at the bottom right of this section.
- Attachments:** A '+ Attachments' button is located at the bottom left of this section.
- At the bottom right of the form, there are '+ Save' and 'Cancel' buttons.

- 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.

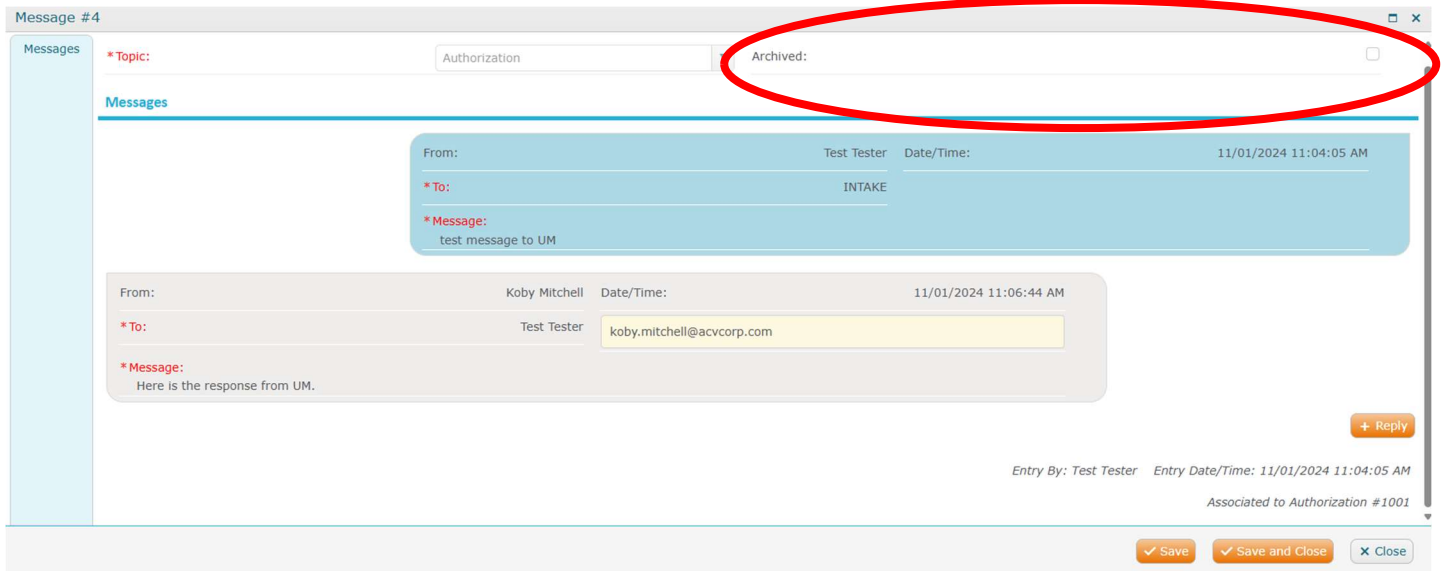
- 1) Click the **“Messages”** link directly from the applicable Authorization by locating and double-clicking on the Authorization to open it.
 - a.



- 2) Click the orange **“Message”** button.
- 3) The Message template will appear.

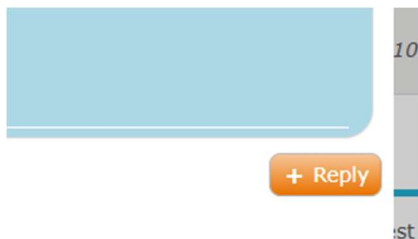
- 4) Select **“Authorization”** from the **“Topic”** drop-down list.
- 5) Type your message in the **“Message”** text box.
- 6) Click **“Save and Close”**
- 7) Your message will appear under the **“Messages”** section of the Authorization.

- 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.



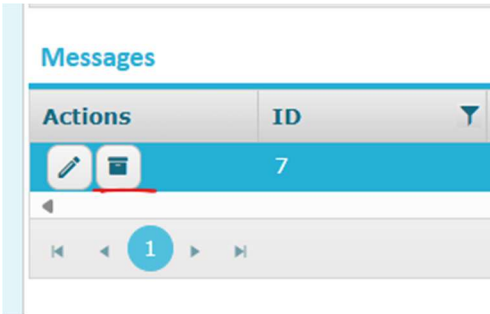
- 5) Type your response in the message text field.
- 6) Click “Save and Close” to send your response.

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”.