

Discharging an Authorization

Discharging a request is the process of ending an existing authorization in the system. This step is required for ACT/ CTT, Long Term Adult PHP, and Mobile MH/ID providers.

Step	Action						
1.	<p>Locate the existing request under Workflows for this Plan.</p> <div data-bbox="245 363 662 646" style="border: 1px solid #ccc; padding: 5px; background-color: #e6f2ff;"> <p>Workflows for this Plan</p> <ul style="list-style-type: none"> Eligibility and Benefits Inquiry Claim Status Inquiry Behavioral Health Authorization Management Behavioral Health Authorizations Log </div> <table border="1" data-bbox="245 653 1555 957" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th data-bbox="245 653 899 699">If...</th> <th data-bbox="899 653 1555 699">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="245 699 899 793">The request was created in NaviNet</td> <td data-bbox="899 699 1555 793">Select Behavioral Health Authorizations Log</td> </tr> <tr> <td data-bbox="245 793 899 957">The request was not created in NaviNet (for example if the request was faxed, phoned, or submitted via Jiva)</td> <td data-bbox="899 793 1555 957">Select Behavioral Health Authorizations Management and then Search for Existing Authorization (also referred to as Authorization Inquiry by NaviNet)</td> </tr> </tbody> </table>	If...	Then...	The request was created in NaviNet	Select Behavioral Health Authorizations Log	The request was not created in NaviNet (for example if the request was faxed, phoned, or submitted via Jiva)	Select Behavioral Health Authorizations Management and then Search for Existing Authorization (also referred to as Authorization Inquiry by NaviNet)
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2.	<p>Select Attach on the request that needs to be amended.</p> <div data-bbox="245 1016 1357 1167" style="border: 1px solid #ccc; padding: 5px; background-color: #e6f2ff;"> <p>GRETA EMERSON Date of Service: 03/18/2022 Date of Submission: 03/18/2022 ✔ Approved <small>as of 03/18/2022</small></p> <p>AmeriHealth Caritas Auth #: 92203003350</p> <p style="text-align: right;"> Auth Details + Create New History Attach Refresh Status </p> </div>						
3.	<p>Select Add Document.</p> <div data-bbox="245 1251 1409 1562" style="border: 1px solid #ccc; padding: 10px; background-color: #e6f2ff;"> <p>Attach Documents ✕</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> + Add Document </div> <p style="text-align: center; color: #808080;">Drop Documents here to Attach</p> </div>						
4.	<p>Attach supporting clinical documentation (supported document types: pdf, docx, xml, csv, png, gif). The user may attach up to 10 documents. The user can identify the document type based on the drop down list. If the user attaches a document, the document type is mandatory. Select document type drop down. The user also has the ability to delete any document attached in error.</p> <p>Attachments</p> <div data-bbox="245 1835 1211 1976" style="border: 1px solid #ccc; padding: 5px; background-color: #e6f2ff;"> <p style="text-align: right; margin-bottom: 0;">+ Add Document</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> 📄 Adult LT PHP- Papercase Form ...docx <div style="float: right; border: 1px solid #ccc; padding: 2px;"> Select document type ... Select document type ... BH document </div> Delete </div> </div>						

5. Select **Attach** when the request is complete.

