
PROVIDER ALERT

Alert#: PA 2022-07
Issued: September 6, 2022
To: CT BHP Providers
Subject: CT BHP ProviderConnect Authorization Activity Report Capabilities

Dear Provider,

This Alert is being sent to all providers and ProviderConnect system users as notice that ProviderConnect has enabled a feature to run authorization activity reports.

Providers have the ability to search and retrieve a downloadable authorization file listing within a specific date range. This report populates any authorization activity that occurs within a seven (7) day time frame. Activity includes, auto-approvals, clinical approvals on web pending reviews, denials or voids. Please see below for step by step instructions. This process will also be reflected in the ProviderConnect user manuals. Select [here](#) to download a copy of the manual(s).

If you have any questions, please feel free to contact the Provider Relations Department



1-877-552-8247, Options 1, 2, 7.



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The Provider Relations Department
Connecticut Behavioral Health Partnership

Key Step 1: Search Authorizations

1. Select **Authorization Listing** from the home page menu.

The screenshot shows the ProviderConnect interface. The top navigation bar includes the logo, a 'Switch Account' dropdown menu set to 'CBHP002120-General Account', and a 'Log Out' link. The left sidebar contains a menu with 'Authorization Listing' highlighted with a red box. The main content area displays a welcome message for 'CBHP TEMP PROVIDER' and a message center showing an empty inbox. Below the message center, there is a section titled 'WHAT DO YOU WANT TO DO TODAY?' with several navigation links, including 'Link/Unlink Accounts', 'Eligibility and Benefits', 'Enter or Review Referrals', and 'Enter or Review Authorization Requests'.

2. Clear the **effective and expiration dates** from the search fields.

Search Authorizations

Click the **View All** button below to see all authorizations regardless of effective and expiration dates. The Search Result all the authorizations. To search by effective and expiration date, enter the effective & expiration dates in the appropriate the **Search** button. The Search Results screen will display all the authorizations for the specified date range.

Required fields are denoted by an asterisk (*) adjacent to the label.

Please select a Provider ID below, to perform any one of the Authorization Search transactions below.

* Provider ID

NPI # for Authorization

Vendor ID
Member ID
Authorization # - - (No spaces or dashes)
Client Authorization #
Effective Date (MMDDYYYY)
Expiration Date (MMDDYYYY)

Only display EAP cases where final billing and/or disposition has not occurred.

Key Step 2: Download Report

1. Enter an activity date span that **does not** exceed seven (7) calendar days. *Ex - 8/15/2022-8/21/2022. Future dates are not applicable.*
2. Delimiter Type should be set to **Comma ','**;
3. select **Download**



Providers are able to narrow down the results by entering any criteria in the search fields except dates. If a provider knows the Vendor ID (VCB), that ID can be used to specific activity for a level of care.

To search for and retrieve a downloadable authorization file listing within a specific date range, enter the desired activity From & To dates below, choose the delimiter type and click on the **Download** button.

Note: Please clear the effective and expiration date fields above in order to enable the download authorization function.

Activity Date span cannot exceed seven (7) days.

Activity Date Range can only be entered without a value in the Effective or Expiration Date fields above (or vice-versa).

Activity Date From	<input type="text" value="08152022"/>		(MMDDYYYY)
Activity Date To	<input type="text" value="08192022"/>		(MMDDYYYY)
Delimiter Type	<input checked="" type="radio"/> Comma ',' <input type="radio"/> Pipe ' '		

View All

Search

Download

4. The report will generate as a download according to the provider's computer settings. The download will be available as an Excel file.