WebConsult Preauthorization Guide

January 2024

Humana.

HEALTHHELP®
A **WNS** COMPANY
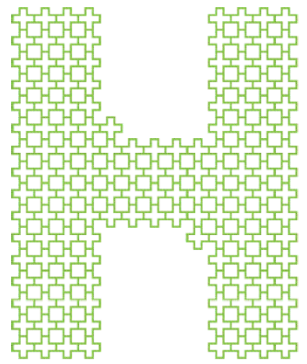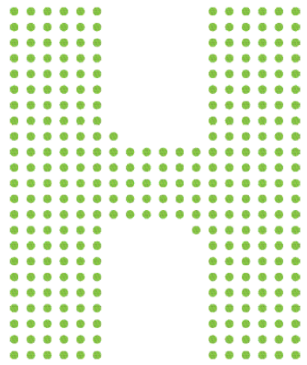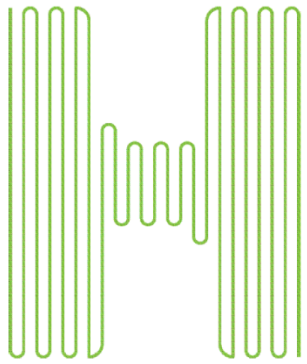
Advantages of WebConsult

- Available 24 hours a day

- No time spent waiting on the telephone

- Easy step by step process to lead you through the preauthorization submission

- Access historical authorizations quickly

- Ability to choose treatment/procedure facility

- Ability to upload clinical data securely

- Check the status of your preauthorization status at any time

- Live Chat and GUIDE ME assistance available

- Supported by a dedicated team of professionals

Humana ®

Submitting Preauthorization Requests

Preauthorization requests for services managed by HealthHelp can be submitted via these methods

- WebConsult (online): www.healthhelp.com/humana (select Initiate a Procedure, Login)

- Phone: 1-866-825-1550 Monday - Friday (7 a.m. to 7 p.m.) and Saturday (7 a.m. to 4 p.m.) Central Time

- Expedited/urgent status: Phone: 1-866-825-1550 or Fax: 1-800-519-9935

General information   www.healthhelp.com/humana
HealthHelp managed procedure code list, clinical guidelines, FAQ, and other general information.

Technical issues
Assistance with HealthHelp technical questions such as WebConsult access, password reset, or updating physician/facility information is at: RCSupport@HealthHelp.com or 1-800-546-7092 (Monday - Friday from 7 a.m. to 7 p.m. Central Time).

Enroll at healthhelp.com/humana
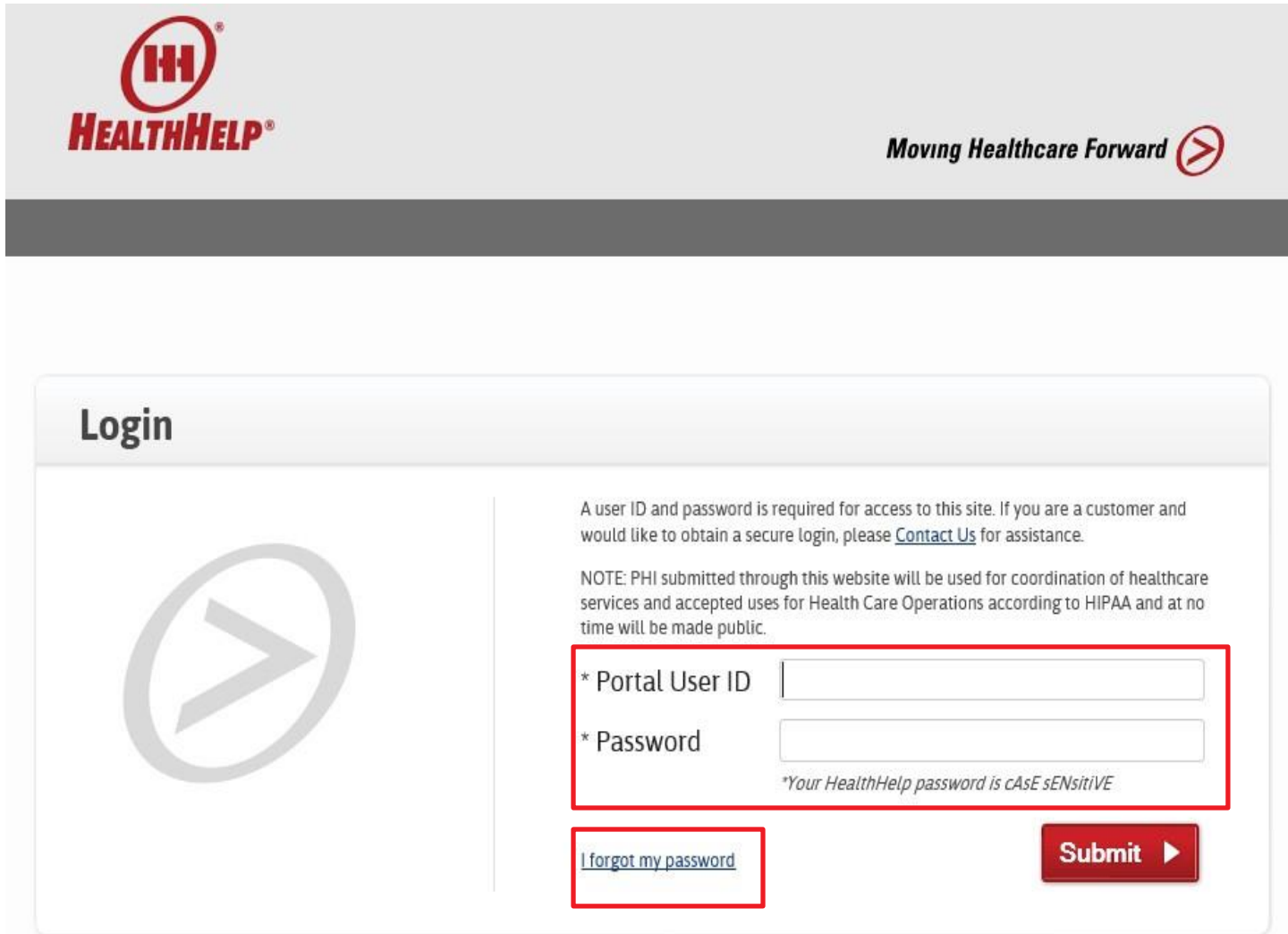
Step 1

- Select Enroll in the Consult section to go to the enrollment form (if you already have a Portal User ID/Password, go to Step 2).

- Complete the Access to Consult form, then select Submit.

- HealthHelp Program Support will create your secure Portal User ID and password and send to you via email.

- Do not share your Portal User ID or password.

- For assistance, contact RCSupport@HealthHelp.com

Note: *Patient names and information used in this tutorial are for demonstration purposes only and do not represent actual data.*

Login at portal.healthhelp.com/webconsult

Step 2

- To request a preauthorization, login at portal.healthhelp.com/webconsult

- Enter your Portal User ID and password, then select Submit. You will go to the WebConsult Home screen.

- If you forget your password, select the link titled "I forgot my password."

Note: *Patient names and information used in this tutorial are for demonstration purposes only and do not represent actual data.*

Preauthorization Notes

- For PHI/HIPAA compliance, if you leave a WebConsult screen idle for six minutes, you will be automatically logged out.

- It's best to complete the authorization process for a member at one time.

WebConsult Home Screen

Any updates to WebConsult or the preauthorization process will be displayed at the top of the screen.

WebConsult Home Screen
Step 3: Start your preauthorization request and access a variety of tools.

Contact Program Support for assistance

To add an additional physician, select

Previous or Next selection buttons are at the bottom of all screens

Member and Scheduling Type

1. Always confirm member by verifying name, date of birth (DOB) and other details.

2. Select an appointment date and schedule type
(Note: STAT and Retro requests can now be requested here on WebConsult.)

3. Select procedure type, then select "NEXT" at the bottom of the screen.

4. Select GUIDE ME, HELP or the Chat icon for assistance.

Each WebConsult screen includes Guide Me, Help and Live Chat links

Ordering Provider

1. In Provider Search, type the first few letters of the physician's last name and select from the displayed list.

2. If a physician needs to be added, use the Add Provider link on the home page or request Live Agent in the Chat to have a physician added to your privileges.

3. Verify ordering provider's phone and fax numbers; revise, if needed.

4. Select the practice from Practice Selection. If needed, select CONTACT US FOR CORRECTIONS or request Live Agent in the Chat.

Use the Cancel link at any time

Procedure, Diagnosis and Indication

1. Search for Procedure by Name or Code, then select procedure. Previously selected codes are available in My Quick Selection List or My Recent Procedure Codes links.
*Check to see if a procedure requires authorization by using the Chat. Check a code or download the procedure code list.

2. In the Diagnosis Selection, select:
   a. Diagnosis
   b. Body system
   c. Indication (select "Help me choose an indication" if you need assistance)

3. My Recent Procedure Codes helps you select procedure codes you have used before.

Rendering Facility

1. In Facility Search, type facility name, ID, Tax ID, city, county or distance from member or physician ZIP code.

2. Select the appropriate Rendering Facility Selection Option. The prepopulated list of High Quality and Low-Cost facilities is displayed with the selection of **YES**. To see all locations, change the selection button to NO.

3. Select "Search Now" and choose the facility where services will be performed.
   NOTE: Some member plans may offer a recommended network of facilities.

- Facilities that are not HealthHelp Diagnostic Site Certified may no longer be available for selection as a rendering facility for Humana members.
- HealthHelp recommends scheduling at a HealthHelp Diagnostic Site Certified imaging location. Imaging facilities can register for this program at www.healthhelp.com/DiagnosticSite or by calling 1-800-506-2560.

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Clinical Document Upload

1. Clinical records are needed here to work more efficiently to complete the case.

2. If the clinical documents aren't ready, click NEXT and acknowledge to continue to the next screen without the upload. If your case requires clinical review the clinical documents can be uploaded on the final screen or from the WebConsult home screen dashboard using the upload link.

3. If upload is disabled/blocked at your office the option to fax the clinical records is still available. Using the prepopulated fax cover sheet provided on the last screen will assist with routing the incoming fax to the correct HealthHelp fax number. Just click the link to print or download the prepopulated fax coversheet on the last screen.

CURRENT PROCEDURE REQUEST FOR TESTMSK, MARY #TESTJN001 DOB: 1/2/1974

Ordering Provider:	Dr. SMITH, BRADLEY	Modality / Body System:	Brain	Facility:	American Health Imaging of Jacinto City(NPI:1184738551) 10918
Ordering Practice:	SANFORD BEMIDJI (Alternate Names) - SANFORD HEALTH OF NORTHERN MINNESOTA	Indication:	MRI Brain	Address:	10912 EAST FWY HOUSTON, TX 77029(Harris)
Procedure Tracking #:	44306091	Diagnosis:	R27.8 - Other lack of coordination	Scheduling Phone:	(713)451-2900
Procedure:	70551			Appointment:	12/29/2023

Diagnostic Imaging Clinical Documentation

Clinical documentation to support authorizations is needed so we may review your request. Please follow these guidelines and tips to facilitate your authorization requests.

DOCUMENTS NEEDED FOR YOUR CASE
1. Upload your clinicals
2. Then press NEXT to continue

- Last two office visit notes including patient history, current find
- Current medications
- Recent diagnostic imaging or other screening related to the ca
  If your imaging request is related to injury or orthopedic issues
  - Recent conservative treatment and for how long such as:
  - Include anyactivity modifications if no PT was prescribed
  - other conservative treatments
  - Any ortho testing such as X-rays, depending on area of re
For cancer diagnostics or staging:
  - Reports from recent diagnostic staging
  - Provider's treatment plan

CLINICAL UPLOADS

To upload documents, please drag your files to the box below.

Drag and drop file(s) here...

Upload Files

STOP!

Clinical documents have not been uploaded to case. Uploading clinicals will result in an immediate authorization when medical necessity is met. Cases where clinical documentation is not provided will not ... e to recent treatments, Current medications, recent meet medical necessity and authorization may be delayed.

Close

Patient Assessment
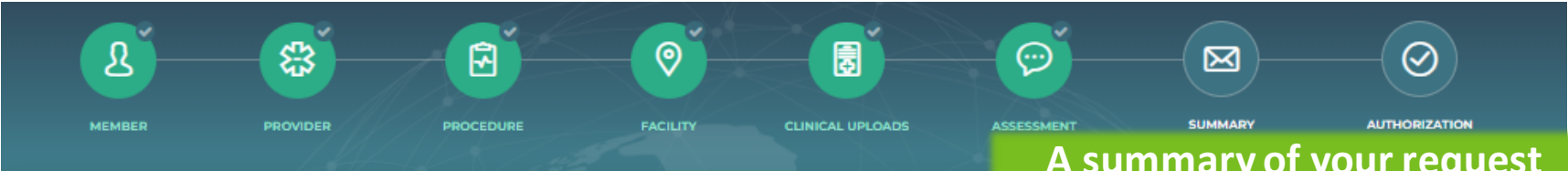
1. Review Current Procedure Request for the patient.

   ** *If applicable, review Previous Assessment(s) for this patient.*

2. Answer Assessment Panel questions.

3. Select "Next" to advance to the next screen.

4. If you need to consult a clinician to answer the assessment questions, click "Save Draft" to pause the request for 72 hours while you get help. The case can be accessed on the home screen when you are ready to continue.

| MEMBER | PROVIDER | PROCEDURE | FACILITY | CLINICAL UPLOADS | ASSESSMENT | SUMMARY | AUTHORIZATION |

A summary of your request appears at the top of the screen

1 CURRENT PROCEDURE REQUEST FOR TESTMSK, MARY #TESTJN001 DOB: 1/2/1974

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2 ASSESSMENT PANEL   ? HELP   ✖ CANCEL

MRI: Brain/Head [HH]

MRI Brain: Procedure Rationale

MRI Brain: Procedure Rationale

Why is this MRI brain being requested? [select one]

- Aducanumab (Aduhelm) prescribed AND authorized for Alzheimer's/cognitive impairment
- Anatomic anomaly diagnosis OR management
- Intracranial aneurysm evaluation
- Arteriovenous malformation/fistula (known or suspected)

3 NEXT >

4 Save Draft

Use the SAVE DRAFT feature if you are unable to accurately answer the clinical questions. You will have up to 72 hours to return and resume your request. Please consult with the ordering provider or a clinical staff member and complete the clinical assessment when you resume your case. If you are ready to answer the questions, please continue.

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Resume a Paused Request

1. Once you have the answer(s) to the assessment question(s) come back to the WebConsult home screen and click on "Resume" under your "In Progress Cases" section.

2. The time will countdown from 72 hours and displays under Expiration.

3. Once you click Resume you will be brought back to the Assessment screen where you left off.

4. **Only the person that submitted the request can Resume the case. It cannot be updated or access by calling the Call Center

Payer	Member ID	Member Name	Member Eligibility Expiration	Appointment Date	Procedure(s)	Expiration	Action
TEST	TESTJN001	MARY TESTMSK	01/01/9999	12/29/2023	70551	3 Days	Resume

Please note: An authorization request will not be processed until all required information is submitted. Once your request times out, you will need to initiate a new authorization request.

Appointment

1. The appointment date is pre-populated from selection on the home screen. No changes to the date of service can be made on this screen.

2. If more than one procedure is to be performed for this member at this appointment, select NO under "Is this the last procedure for this member?" (appears after the first calendar date is selected)

3. Select SUBMIT to continue.

Authorization Number

1. Once the preauthorization request is clinically appropriate and completed, an Authorization Number is generated.

2. Please print a copy of the authorization for your records.

3. To start a request for another member, select "Click Here".

Status of Your Recent Requests

1. On the Home Page (select HOME in upper right).

2. WebConsult requests for the past 14 days are displayed on the Home screen.

3. Select Request Status or Older Than 14 Days on the Home screen to view requests submitted up to 90 days ago.

4. A Tracking # is generated for all requests. An Auth # is created when all necessary clinical information is included and approved.

Change Procedure Request

1. You can change the Date of Service, Diagnosis Code or Procedure Code online. Click the corresponding radio button on the screen and complete the information on the new window that pops up.

2. If you change a procedure code you may have to answer different assessment questions, so be prepared with the patient's clinical information.

3. Be sure to Save your changes before moving on.

WebStatus 24/7

- portal.healthhelp.com/webstatus Allows users to print authorizations and check the status of preauthorization requests for physicians and facilities they have permissions for.

- Search by tracking/reference number, authorization number, member ID/last name, date range, ordering provider or rendering facility
  - You must select any 90-day period for a date range
  - Select GO

HealthHelp / Humana WebConsult Online Preauthorization

Consult

www.healthhelp.com/humana

For assistance with WebConsult, contact RCSupport@HealthHelp.com or request when logged in to WebConsult, type "LIVE AGENT" in the Chat to be connected to a Program Support representative or call 1-800-546-7092 for assistance.