

Submitting an Inpatient Authorization in Symphony

1. Log into the provider portal on **Wellmark.com**, click **Manage MA authorizations** under **Medicare Advantage**. This will take you to the Wellmark Advantage Health Plan secure provider portal. Select **Manage Authorizations** in the top navigation. This will take you directly into Symphony, no additional login required.

2. Locate the member by using the Search field in the top right and search by **Member ID**

3. The member search results will appear. Select the check box next to the member and click the **+ New** button to start an authorization.

4. Select the appropriate authorization request type and click **Next**.

5. Enter the **Place of Service** and **Authorization Type** and click **Next**.

6. Enter additional request details such as **Priority**, **Request Type**, **Place of Service**, **Admission Type**, **Requested Start Date** and **Requested Units**. Requested End Date will be calculated automatically. Click **Next**.

Request Details

7. Enter the Provider Information by typing the provider name or NPI in the search box. If unable to locate a specific provider, use the [Advanced Search](#) for additional options.

REQUESTING PROVIDER

8. Enter the **Facility**, **Treating** and **Admitting Provider** the same way. The **"Same as: Requesting"** option can copy in the same provider as the Requesting Provider.

9. Enter diagnosis codes. A primary code is required, but additional secondary codes may also be added.

10. Enter procedure code(s). The 99222 code for inpatient stay is automatically added.

11. Click the Attachment(s) button [Click here to add Attachment\(s\)](#) to upload documentation.

12. Click [browse](#) or drag and drop the file(s) to attach to the request.

Most file types allowed. Click icon to see allowed file types.

Drag and drop or [browse](#)
File sizes less than 128 MB

13. Click **Add Files** and the following success message will appear on the lower left corner.

✓ Success
File(s) attached successfully

14. Add additional notes if needed.

☐ Note:

15. Verify all the auth information is correct and click **Next**.

16. The request will run through a duplicate check. A warning may appear to review if this request is a duplicate of an existing authorization.

Episodes Show: All

Created ↓	ID	Type	Updated By	Status	Open/Closed
08/24/2022	PMAUTH1461694	6: Radiation Therapy	Chris Hugenberger	Pending Clinical Review	Open

Is it a duplicate?
These codes and criteria are already present in another authorization. Please review for possible duplicate.

☐ Yes, it's a duplicate ☐ No, it's not a duplicate

- Choose **"No, it's not a duplicate"** if you want to continue with the request.
- Choose **"Yes, it's a duplicate"** if you want to cancel this request.

17. Authorization rules will fire and pend the auth for clinical review.

1 Pending

Authorization is pended for Review.

Status: RN | PENDING CLINICAL REVIEW | Received: 2022-08-27T04:18:00Z

Done!

Episode status: Pending Clinical Review

New Scenario Return Home

18. The system will indicate that the user is done. Click **"Return Home"** to search for a new member or **"New Scenario"** to submit another auth for the same member.

Checking the Status of a Previous Request

1. On the home screen, there are three different tabs.

- a. The **My Provider List** tab will list all auth requests associated with the user's TIN. The Authorization Status column will identify the status of the request.

My Provider List									
Recent Incomplete									
+ New Update									
☐	Last Name	First Name	MBR ID	DOB	Episode Id	Type	Auth Type	Auth Start Date	Auth Status
☐	test	test	1234567890DF	21 (01/02/2001)	XXUM00014815	Outpatient	1: Medical Care	09/22/2022	Approved
☐	test	test	1234567890DF	21 (01/02/2001)	XXUM00014816	Inpatient	2: Surgical	09/22/2022	Pending Clinical Review
☐	Doe	John	15642584	72 (01/01/1950)	XXRX00014818	Part B	RX: Biotech/Sp...	09/22/2022	Pending Pharmacy Review
☐	Test	Laura	2222222222	21 (01/01/2001)	XXUM00014817	Referral	98: Profession...	09/22/2022	Approved

- b. The **Recent** tab will list any authorizations recently updated by the user.
- c. The **Incomplete** tab will list any authorizations that are incomplete and have not been submitted. Click the Next Step button **Auth Shell** to finish.

2. To filter the list to a specific request, utilize the filter buttons, column filters or tab search box. Use the **Open** filter button to only see auths that have not been finalized. Use the tab search box to search by name or other criteria.

Recent Incomplete My Provider List									
Show: Open Closed All									
Click the Episode ID to see more Auth Details									
☐	Episode Id	Type	Auth Type	Auth Start Date	Auth Status	Received Date/Time	Determination Date	Next Step	
☐	test 1234567890DF	21 (01/02/2001)	XXUM00014815	Outpatient	1: Medical Care	09/22/2022	Approved	09/22/2022 10:20	09/22/2022 10:20
☐	test 1234567890DF	21 (01/02/2001)	XXUM00014816	Inpatient	2: Surgical	09/22/2022	Pending Clinical Review	09/22/2022 10:22	
☐	Laura 2222222222	21 (01/01/2001)	XXUM00014817	Referral	98: Profession...	09/22/2022	Approved	09/22/2022 10:23	09/22/2022 10:23

Clicking the **Episode ID** hyperlink will open the auth details and attachments.

Episode details

Details Attachments

State: Open

Created: 09/22/2022

Created by: Provider Test

Source:

Category: Inpatient

Requesting Provider: Provider Test 1

Servicing Provider: Provider Test 1

Facility: Provider Test 2

Admitting Provider: Provider Test 1

Proc Codes:

- 99222: INITIAL HOSPITAL

ICD Codes:

- T86.23: HEART TRANSPLA

Clicking the Other Actions **⋮** button and selecting **View** will open the auth request

Priority	Auth Type	Auth Start Date	Received Date/Time	Determination Date	Next Step	Actions
Priority	Auth Type	Auth Star	Next Step			
STANDARD	98: Profession...	11/22/2022	11/22/2022 15:27:...		Clinical Review	⋮
STANDARD	1: Medical Care	11/22/2022	11/22/2022 12:59:...		Awaiting CSR	View