

# interChange Provider Important Message

## Attention Medical Hospitals – Medical Authorization Portal – Inpatient Emergent Admissions

The medical authorization portal now supports Change Healthcare’s InterQual® Review Share feature. This feature allows existing InterQual customers to add a review they have already completed for an emergent inpatient admission to an authorization request in the CHNCT medical authorization portal, instead of completing a duplicate medical review. Those requests that meet medical necessity criteria may receive an immediate approval and an authorization letter will be available for download. Requests requiring further review will be pended.

### Training on the Medical Authorization Portal

Recordings of training sessions and training guides may be accessed online at [www.portal.ct.gov/husky](http://www.portal.ct.gov/husky) by clicking *Information for Providers >> Prior Authorizations >> Medical Prior Authorizations*.

### Registering for the Medical Authorization Portal

New users will follow a two-step authentication process to activate a new user account:

1. Complete a *Medical Authorization Portal Access Request Form* and return to CHNCT via email or fax
  - The form and instructions may be accessed at [www.portal.ct.gov/husky](http://www.portal.ct.gov/husky) by clicking *Information for Providers >> Prior Authorizations >> Medical Prior Authorizations >> Complete Access Request Form*
2. Register online at [www.portal.ct.gov/husky](http://www.portal.ct.gov/husky) by clicking *Information for Providers >> Prior Authorizations >> Medical Prior Authorizations >> Register for the Medical Authorization Portal*
3. If you are an InterQual customer, contact your Change Healthcare account executive or [support@changehealthcare.com](mailto:support@changehealthcare.com) to enable InterQual® Review Share for your organization.

Users may contact CHNCT Technical Portal Support for assistance with registration at:

- Email: [MedicalAuthHelpDesk@chnct.org](mailto:MedicalAuthHelpDesk@chnct.org)
- Phone: [1.877.606.5172](tel:1.877.606.5172), Monday through Friday 9:00 a.m. - 4:00 p.m.

