

InterChange Provider Important Message

Attention Independent Therapy Providers (PT/OT/ST), Outpatient Hospitals and Rehabilitation Clinics – Medical Authorization Portal – Instant Approvals

Effective, October 31, 2022 and forward, Medical Authorization Portal updates will allow for real-time authorization decisions for outpatient physical, occupational, and speech therapy services. After entering member demographic information, users will be prompted to enter diagnosis and procedure codes and relevant clinical information into a structured template. The information will be reviewed using Change Healthcare's InterQual® Criteria. If the request meets medical necessity criteria, an immediate approval may be issued, 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 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 by clicking *Information for Providers >> Prior Authorizations >> Medical Prior Authorizations >> Complete Access Request Form*
2. Register online at www.portal.ct.gov/husky by clicking *Information for Providers >> Prior Authorizations >> Medical Prior Authorizations >> Register for the Medical Authorization Portal*

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

- Email: MedicalAuthHelpDesk@chnct.org
- Phone: 1-877-606-5172, Monday through Friday 9:00 a.m. - 4:00 p.m.