



**TO: Outpatient Hospitals and Laboratory Providers**

**RE: Addition of Genetic Testing to Medical Authorization Portal**

Effective June 1, 2024, enrolled genetic testing laboratory providers may submit prior authorization (PA) requests for genetic testing via the medical authorization portal.

### Accessing the Portal

Providers can access the medical authorization portal on the HUSKY website at: <https://portal.ct.gov/HUSKY> → *Information for Providers* → *Prior Authorization* → *Medical Prior Authorization*.

### Portal Registration

New users will follow a two-step authentication process to activate a new user account. Users must complete a Medical Authorization Portal Access Request Form and return to Community Health Network of Connecticut, Inc. (CHNCT) via email or fax. The form and instructions may be accessed at:

<https://portal.ct.gov/husky> → *Information for Providers* → *Prior Authorization* → *Medical Prior Authorization* → *Complete Access Request Form*.

Users must then register online at: <https://portal.ct.gov/husky> → *Information for Providers* → *Prior Authorization* → *Medical Prior Authorization* → *Register for the Medical Authorization Portal*.

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, Monday through Friday 9:00 a.m. - 4:00 p.m.

### Provider Training

A live demonstration of the portal will be offered on **May 15, 2024, at 2:00pm**. Click on the following link to register for the training: [https://chnct-org.zoom.us/webinar/register/WN\\_4YpdTvJeTcaxm50CsInPtg](https://chnct-org.zoom.us/webinar/register/WN_4YpdTvJeTcaxm50CsInPtg).

Providers who would normally request authorization for genetic tests are strongly encouraged to attend the training. The training will cover:

- Portal registration
- Navigation
- Verification of client eligibility
- Creation and submission of PA requests
- Information needed for authorization of specific goods and services
- Location of:
  - Reference numbers
  - Authorization status
  - Determination letters
- Upload of clinical documentation

A recording of the training will be made available on the HUSKY Health website at <https://portal.ct.gov/HUSKY> → *Information for Providers* → *Prior Authorization* → *Medical Prior Authorization*.