TO: Chronic Disease Hospitals and Acute Rehab Facilities

RE: Addition of Chronic Disease Hospitals and Acute Rehabilitation Facilities Prior Authorization Requests to Medical Authorization Portal

Effective August 1, 2024, chronic disease hospital (CDH) and acute rehabilitation facility prior authorization (PA) requests for inpatient admissions may be submitted 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 → *For Providers → Prior Authorization → Medical Prior Authorizations.*

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 → *For Providers→ Prior Authorization → Medical Prior Authorizations → Complete Access Request Form.*

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

Users may contact CHNCT Technical Portal Support for assistance with registration at:
- Email: 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 **July 25, 2024, at 11:00am.** Click on the following link to register for the training: https://chnct-org.zoom.us/webinar/register/WN_f9uhosI8R8iwx1-SKYMTzg

Providers who would normally request authorization for inpatient admission to chronic disease hospitals or acute rehab facilities 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 inpatient admissions authorization
- 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 → *For Providers → Prior Authorization → Medical Prior Authorizations*.

Questions? Need assistance? Call the Provider Assistance Center Mon–Fri 8:00 am – 5:00 pm
Toll free 1-800-842-8440 or write to Gainwell Technologies, PO Box 2991, Hartford, CT 06104
Program information is available at www.ctdssmap.com