



# HAP CareSource™

## USER GUIDE FOR HAP CARESOURCE PROVIDER PORTAL

*Effective Oct. 1, 2023*

### TABLE OF CONTENTS

#### Contents

<b>I - Claims</b> .....	2
<b>Submit Claims Online</b> .....	2
<b>Submit a Corrected Claim</b> .....	2
<b>View Claim Status</b> .....	2
<b>Submit Medical Records for Denied Claims</b> .....	3
<b>Submit a Claims Recovery Request</b> .....	3
<b>Submit Medical Records Proactively for Claims</b> .....	4
<b>II - Eligibility &amp; Coverage</b> .....	4
<b>Check Eligibility and View Member Information</b> .....	4
<b>View, Add or Update a Member’s Coordination of Benefit (COB) Information</b> .....	7
<b>III - Prior Authorization</b> .....	8
<b>Submit Prior Authorization Requests</b> .....	8
<b>Submit a Retrospective Authorization Request</b> .....	8
<b>View Prior Authorization Status</b> .....	9
<b>IV – Disputes and Appeals</b> .....	9
<b>Submit a Dispute</b> .....	9
<b>Submit an Appeal</b> .....	10
<b>V – Provider Documents</b> .....	11

## I – Claims

### **Submit Claims Online**

It is easy to submit your claims online through the HAP CareSource Provider Portal. Follow these simple steps:

1. From the Claims menu, click Online Claim Submission.  
**NOTE:** The dashboard for online claims submission opens in a separate browser window.
2. Click New Claim. If needed, select the appropriate provider from the Providers list. Based upon the type of claim you want to submit, select the appropriate option from the DocType list.
  - HCFA – used for claim submission for physicians and suppliers.
  - UB – institutional providers.
  - Dental – please refer to your HAP CareSource Provider Manual, as submission process may vary by state and plan.
3. Complete the necessary fields for each part of form and click Submit.  
**NOTES:**
  - You must complete all required fields before submitting your claim.
  - You can complete Coordination of Benefits (COB) information and submit it with your claim.
  - You can add attachments as necessary to your claim up to 100 MB.

### **Submit a Corrected Claim**

Use the Claims > Online Claim Submission to enter the corrected claim. Enter the original claim number in the Document Control field and enter “7” in box 22 to indicate it is replacing a previously submitted claim.

### **View Claim Status**

After you have submitted a claim, you can check the status of any claim you have submitted in the last 24 months. We update our claim statuses daily. If there were issues receiving your claim for processing, you can also check the Rejected Claims page for additional information. If you locate your claim on the Rejected Claims page, you must make any corrections needed and resubmit it in order for it to be processed.

1. From the Claims menu, click Claim Information and Attachments.
2. Enter your search criteria to locate the claim using any of the available options, and then click Search. The search results and member information display at the bottom of the page. You can enter multiple claim numbers, if needed, when searching by claim number.
3. When the claim appears in the Claim Summary section of the page, do one of the following to view more details:

- Click View Details to view additional information, such as the process reason, adjustment reason and remittance reason. While viewing the claim details, you can view the information in the List View or the Table View to review details for each line of your claim.
- Click the Explanation of Payment (EOP) link to view the EOP that is available for the claim.

### **Submit Medical Records for Denied Claims**

A Document Upload tab is available on the Claims Detail view when a claim is denied due to missing medical records. Use this option to upload documentation instead of submitting an appeal or corrected claim.

To upload documentation for a denied claim, do the following:

1. From the Claims menu on the left-hand side, click Claim Information and Attachments. You can locate the claim in question by using one of the search criteria available on the page.
2. Click the View Detail link for the denied claim.
3. On the Document Upload tab, review the reason the claim was denied and then upload the appropriate documentation. The file size is limited to 100 MB.
4. Complete the required fields (marked with a red asterisk).
5. Add Notes if needed.
6. Click Submit Documents.

#### **NOTES:**

- Please submit records that directly correspond and support the biller services that were denied. Submitting an entire medical record versus documents related to a specific stay/visit could delay the processing turnaround time.
- The documents that are uploaded will be available on the Attached Documents tab approximately 30 minutes after they are uploaded.

### **Submit a Claims Recovery Request**

Do the following to submit a Claim Recovery Request.

1. From the left-hand navigation menu, select Claims > Recovery Request.
2. Complete the required contact and claim information.
3. Select the appropriate Reason for Adjustment. If you select Overpayment/Other, enter an explanation for your request.
4. Select a Takeback Type. If you select Partial Claim Takeback, enter the partial dollar amount you are requesting.
5. Enter the required Primary Insurance Name and Subscriber's Policy Number.
6. Click Add Claim to add the entered claim information to your request.
7. Add the appropriate attachment and click Submit Request.

## **Submit Medical Records Proactively for Claims**

If you need to submit documentation for proper processing of your claim, you can upload it on the Claim Information and Attachments page.

1. From the left-hand navigation menu, select Claims > Claim Information and Attachments.
2. Do one of the following to upload documentation:
  - If you have the claim number, search for the claim. After locating the claim, click View Detail, and then upload the documentation using the Document Upload tab.
  - If you do not have the claim number, search for the member record. After searching for the member, enter the correct date of service for the claim you have submitted. Select the appropriate reason for submitting documentation, and then upload your attachments.
3. Enter your contact information before submitting your attachments.

### **NOTES:**

- Attachment size is limited to 100 MB.
- If you are submitting documentation for a claim and do not indicate the specific claim number for which the documentation applies, the documentation will apply only to claims received after the receipt date of the consent form or hospital medical records. For example, documents uploaded on Oct. 1, 2023, will systematically apply to claims received by CareSource on or after Oct. 1, 2023. It will not apply to claims received prior to Oct. 1, 2023. To upload documents applicable to a previously submitted claim, you must enter the corresponding claim number when submitting the attachment to ensure systematic alignment.

## **II – Eligibility & Coverage**

### **Check Eligibility and View Member Information**

To check a member's eligibility for a specific date of service, do the following:

1. From the Member Search menu, click Member Eligibility.
2. Click a tab to enter search information.
  - a. HAP CareSource ID – Search defaults to HAP CareSource subscriber, unless you specifically include the suffix associated with the recipient of the service.
  - b. Medicaid ID
  - c. Member Info (name and date of birth)
  - d. Case Number
  - e. Multiple HAP CareSource IDs
  - f. Multiple Medicaid IDs

**NOTE:** If you are using a search option that allows multiple member IDs at once, you can either separate the multiple IDs with commas or utilize the Excel template to upload a spreadsheet of member IDs.

3. Enter the date of service. The date of service cannot be greater than the current date but can be up to 24 months in the past.
4. Click Search to display the search results.

**NOTES:**

- If a list of members displays, click the View Details link to view information for a specific member.
  - Eligibility for the member for the date of service you specified displays at the top of the screen. If a member is ineligible for service on the specified date, that message will appear in red.
  - If a member is eligible, you may see the “member eligible” message, but a note detailing that the member is past due will appear in the member information section.
5. The search results for a member display in multiple sections.
    - Member Information displays:
      - Demographic information (e.g., address, ID numbers, phone, date of birth)
      - Program (or Plan) information
      - Link to a Member Profile report, if available. The Member Profile contains the following sections:
        - **Member Information:** Demographic information about the member and primary care provider (PCP)
        - **Case Management:** Open or re-opened cases, if the member is in case management (case number, disease type, acuity and ACG stratification)
        - **Admissions:** Up to five of the most recent hospital admissions (service date range, CPT code and description, and location name)
        - **Emergency Room Visits:** Up to 15 of the most recent visits to an emergency room during the last six months (service date range, CPT code and description, and location name)

- **Pharmacy:** Up to 10 rows of three-month prescription summary by clinical category (clinical category, number of prescriptions filled in the category, narcotic flag)
  - **Specialty:** Up to five rows of summary claims by provider specialty
  - **Expanded Diagnosis Clusters (EDCs):** Up to 10 rows of medical claims summaries, using ACG-derived mapping for ICD codes to clinically relevant categories
  - **Prescriptions by Clinical Category:** Unlimited number of rows provide details of the information in Pharmacy section grouped by clinical category (drug name, whether a brand or generic, date filled, prescribing provider, number of days' supply will last, quantity dispensed)
- **Primary Care Provider information**
- **Case Manager information, if applicable**
- Additional member information is available in the panels listed below the Member Information. See the descriptions of each panel below.
  - **Subscriber Information:** Displays the subscriber's information, which may be different from the member's.
  - **Member Covered Benefits Summary:** Displays benefits available for the member as well as benefits that have been used, showing remaining benefits for the calendar year.
  - **Member Dental & Vision Services History:** Displays the dental and vision services used by the member.
  - **EPSDT Alerts:** Displays Early and Periodic Screening, Diagnosis and Treatment alerts that are applicable to the member.
  - **Upload Consent Form:** Use to upload a member consent form for abortion, hysterectomy or sterilization claims.
  - **Clinical Alerts:** Displays information about the member's status for necessary visits and screenings, and whether any items are urgent.
  - **Assessments Taken:** Provides access to member assessments if the member is receiving care management.
  - **Care Treatment Plan:** For high-risk case management, disease management, Bridge to Home, provides up-to-date patient medical info including health needs, psychosocial needs, socioeconomic needs, interventions, information related to

progress toward meeting these needs.

- **Triage Summaries:** Provides access to the member's triage summaries, if applicable, from recent hospital visits.
- **Admissions & Discharges:** Displays up to five of the most recent hospital admissions.
- **COB Information:** Displays primary insurance information for the member. To add or update COB information for the member, please refer to the following section.
- **Eligibility Spans:** Displays all effective and termination dates for a member.

### **View, Add or Update a Member's Coordination of Benefit (COB) Information**

You can view a member's COB information (primary insurance) while viewing the [Member Information panel](#). If you need to add or update COB for the member, do the following:

1. Search for the member using the Member Search > Member Eligibility page.
  2. After locating the member record, click the COB Information panel to review the applicable COB for the member. The following COB Information displays:
    - Carrier name
    - Policy and group numbers
    - Policy holder and member's relationship to the policy holder
    - Effective and term dates
    - Type of insurance
- NOTE:** If a member has multiple pages of COB information, the most recent primary insurance information displays first.
3. To add COB information for the member, do the following:
    - a. Click Add COB Information.
    - b. Fill out the applicable information.
    - c. Click the check box if there are claims that must be adjusted due to this update.
    - d. Click Submit Request.
  4. To edit COB information for the member, do the following:
    - a. Click Edit COB information.
    - b. Edit out the applicable information.
    - c. Click the check box if there are claims that must be adjusted due to this update.
    - d. Click Submit Request.

**NOTE:** HAP CareSource will automatically adjust the claims that originally

denied for COB when the claim meets the following criteria:

- Primary insurance has been updated retroactively to show coverage terminated AND
- If a claim denies for termed COB coverage from another payer, providers should submit updated COB information to HAP CareSource via the Provider Portal or along with a corrected claim submission. If the claim has denied after submitting new COB information to HAP CareSource through the Provider Portal, disputes can be submitted to HAP CareSource within 90 calendar days of the denial.

### **III – Prior Authorization**

#### **Submit Prior Authorization Requests**

1. Click Prior Authorization
2. Click a tab:
  - a. Medical (Inpatient & Outpatient)  
**NOTE:** Visit the Prior Authorization page for Inpatient and Outpatient Elective tip sheets
  - b. Status

Submit an inpatient or outpatient prior authorization.

1. Choose the Medical (Inpatient & Outpatient) tab (default).
2. Click the appropriate tab to enter the member's HAP CareSource ID, Medicaid ID, or Member Information (name and date of birth).
3. Click the Search button to display member information and the types of inpatient and outpatient authorizations.
4. Click the type of request.
  - a. Does the member have other insurance?
    - i. If Yes, contact HAP CareSource Utilization Management using the phone number listed on the back of the member's ID card.
    - ii. If No, the rest of the form displays.  
**NOTE:** If this is for a retrospective authorization request, please follow the Submit a Retrospective Authorization process (immediately below). The HAP CareSource Provider Portal may block retro authorizations from being submitted if the COB was not active on the DOS but is now active.
5. Complete the Member Information, Provider Information (servicing and ordering providers) and Contact information.
6. Click the Submit Request button.

#### **Submit a Retrospective Authorization Request**



1. From the Providers menu, select Prior Authorization and Notifications.
2. Click the Medical (Inpatient & Outpatient) tab.
3. Click the appropriate tab to enter the member's HAP CareSource ID, Medicaid ID or name and date of birth (Member Info).
4. Enter the Start Date of Service and click Search.
5. Click the COB Information tab and verify if the member has other insurance.

**NOTES:**

- The HAP CareSource Provider Portal may block retro authorizations from being submitted if the COB was not active on the DOS but is now active.
  - If the member has other insurance (another authorization on file), contact the HAP CareSource Utilization Management team.
6. If neither of the two scenarios above apply, click Verified to continue the retro authorization.
  7. Select the Inpatient or Outpatient authorization type.
  8. Complete the Member Information, Provider Information (servicing and ordering providers) and Contact information, then click Continue.
  9. If clinical documentation is needed, upload the appropriate information, then submit the authorization.

**View Prior Authorization Status**

1. Click the Status tab.
2. Click the appropriate tab to type the member's HAP CareSource Member ID, Medicaid ID, or name and date of birth (Member Info).
3. Click the Search button to display member information and a list of authorizations, if any.
4. Click the View Details link for the status of the authorization you want to view.  
**Note:** If an authorization has multiple lines, click the link at the bottom of the page to view different lines.
5. Click the X in the upper right corner to close the status box and return to the HAP CareSource Provider Portal.

**IV – Disputes and Appeals**

**Submit a Dispute**

File a claim payment dispute for a claim underpayment, a partially or fully denied claim (please see below for a few exceptions) or for an adverse claim payment decision. A claim number is required to submit your claim dispute through the HAP CareSource Provider Portal. Any supporting documentation should also be attached.

If the dispute is for an overpayment, please submit a claim recovery request. If you do not agree with a claim recovery HAP CareSource has initiated, please use the dispute process.

**NOTE:** HAP CareSource is currently unable to receive dental appeals or disputes through the HAP CareSource Provider Portal. Grievances and appeals are handled by Delta Dental.

The following should not be submitted as a dispute:

- If you are responding to a denied authorization that required medical necessity review, please submit an appeal.
- If you are submitting a request due to overpayment, please submit a claim recovery request. However, only use this request if HAP CareSource overpaid claim. If you do not agree with a claim recovery HAP CareSource has initiated with you, you should still follow the dispute process.
- If your claim was denied due to missing medical records, please upload the medical records. To submit a dispute, do the following:
  1. From the Claims menu, click Claim Disputes.
  2. Locate the claim for which you want to submit a dispute.
  3. Complete the appropriate information and upload an attachment (up to 100 MB) if needed. At a minimum, the dispute must include:
    - Sufficient information to identify the claims in dispute
    - A statement of why you believe a claim adjustment is needed
    - Pertinent documentation to support the adjustment
  4. Click Submit.

**NOTE:** You can return to the Claim Disputes page to check status of your dispute using the Claim ID or Dispute ID that was generated when you submitted the dispute.

### **Submit an Appeal**

A post-service claim appeal can be submitted through the HAP CareSource Provider Portal for any post- service claim issue that you do not agree with. To submit your claim appeal through the HAP CareSource Provider Portal, you will need a valid claim number. For specific information regarding timely filing of appeals, please refer to your HAP CareSource Provider Manual.

**NOTE:** Please do not submit the following items as appeals:

- Retroactive authorization requests
- Coordination of benefits updates
- New claims
- Corrected claims
- Claims that have denied due to missing documentation (See the <Submit Medical Records for Denied Claims” section)

To submit an appeal, do the following:

1. From the Claims menu, click Post Service Appeals.
2. Locate the claim for which you want to submit an appeal.

3. Select the appropriate Appeal Type from the drop-down list.
4. Complete the remaining required information (marked with a red asterisk).
5. Enter the reason for the appeal and any other applicable information in the Notes box.
6. You can upload an attachment, up to 100 MB, that is necessary for your appeal.
7. Click Submit Appeal.

**NOTES:**

You can return to the Claim Appeals page to check status of your appeal using the Claim ID or Appeal ID that was generated when you submitted the appeal.

Appeal acknowledgement and decision letters, when available, can be located on the Provider Documents page.

**V – Provider Documents**

The Provider Documents page provides visibility to many of the documents that are mailed to providers, such as:

- Appeal acknowledgement and decision letters
- Claim recovery notification letters
- Dispute decision letters
- Controlled substance scorecards
- Abortion, hysterectomy or sterilization consent forms that have been uploaded on the HAP CareSource Provider Portal
- And more

To access the Provider documents page, select Provider Documents from the Providers drop-down on the left-hand menu.

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