Job Aid:
MCG Auto Authorization Workflow

Overview

The purpose of this job aid is to provide the process by which providers can submit documentation to support a prior authorization for a service request that is eligible for the auto-authorization process.

Getting Started

Step 1

Enter the authorization request information into ProviderCONNECT as usual and select **Submit**. A pop-up message will display. Select **OK**.

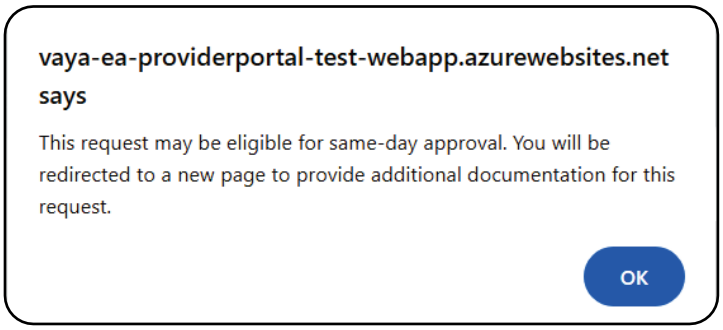


Figure 1: Authorization Request Message

Step 2

The next screen is the Authorization Request screen featuring an MCG logo. Select **Document Clinical**.

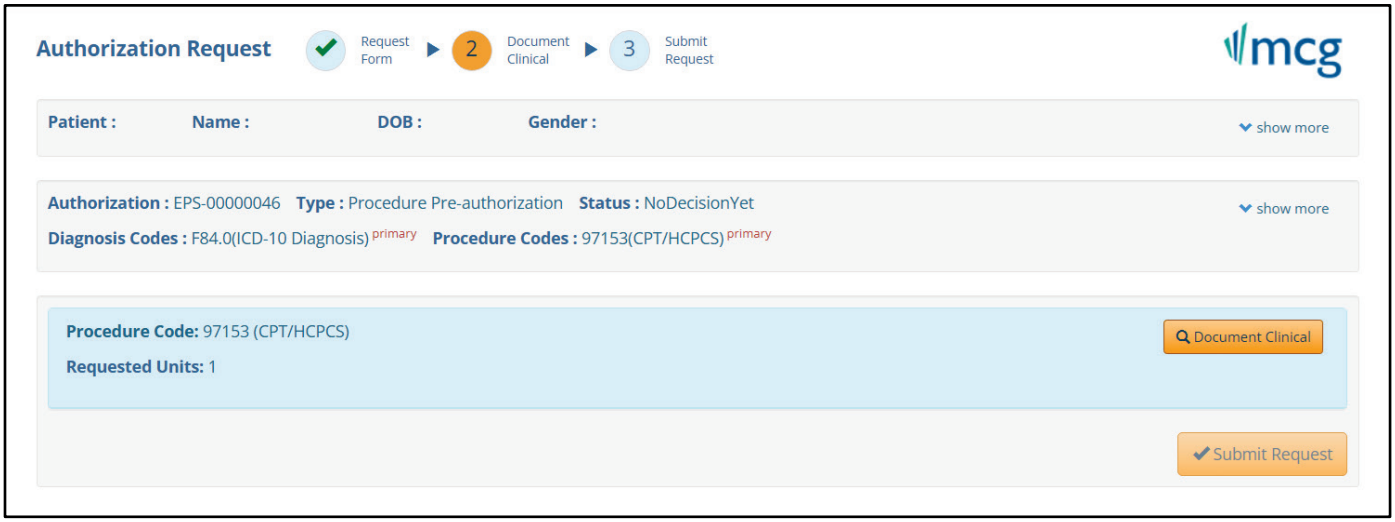


Figure 2: Authorization Request Screen

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Step 3

Check all the boxes that apply to your authorization request. The example image reflects the service Research-Based Behavioral Health Treatment.

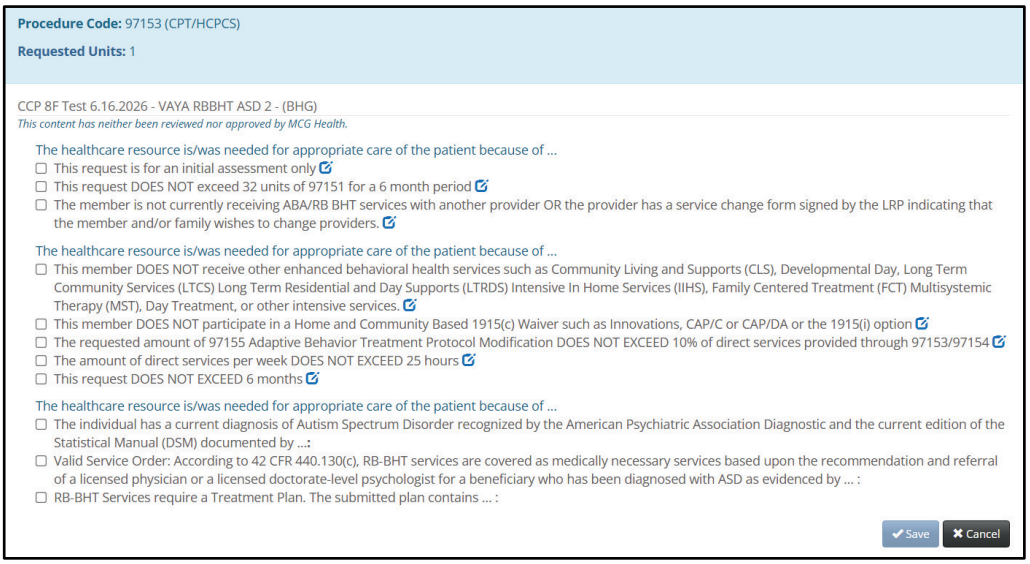


Figure 3: Authorization Request Selections

Step 4

If you have indication notes, select the blue notes symbol at the end of the relevant statement to add them, then select **Add**.

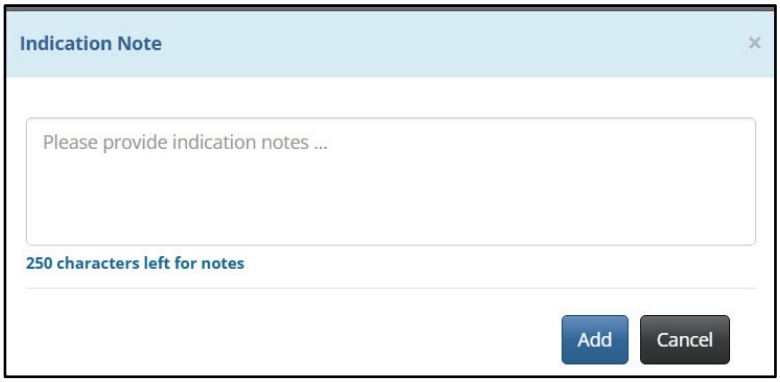


Figure 4: Indication Note

Step 5

If you enter an Indication Note, select **Save**. You will return to the previous screen.
When you have completed all the items necessary for the authorization request, select **Submit Request**.

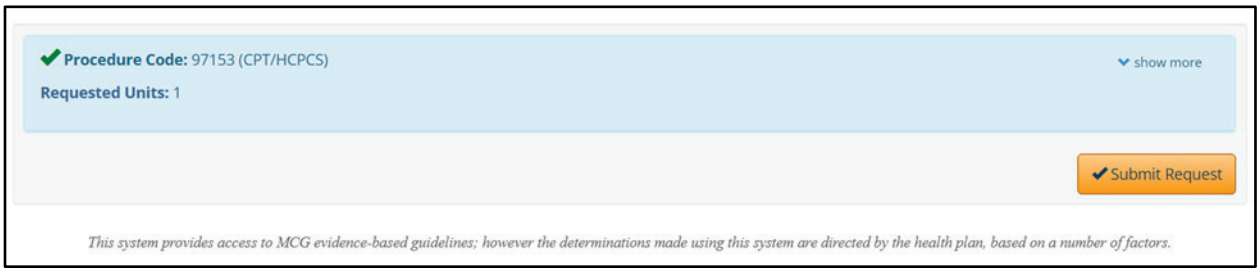


Figure 5: Indication Note – Request Submission

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Step 6

A screen will display to confirm the authorization was submitted. The screen will also show an indication in the lower **Status** field as to whether the authorization was automatically decisioned or if additional review is required. This screen will appear for a brief period before you are redirected to the ProviderCONNECT **Submitted Authorization Detail** screen.

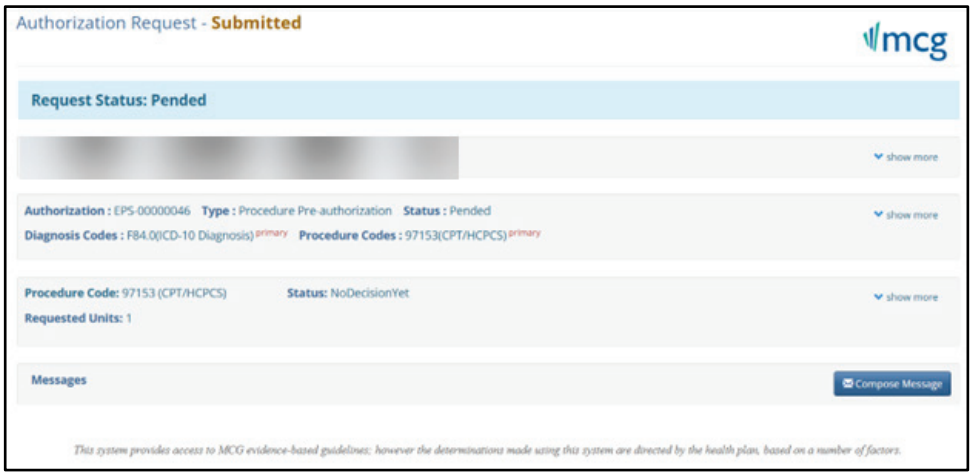


Figure 6: Authorization Request Submission Confirmation - Pended

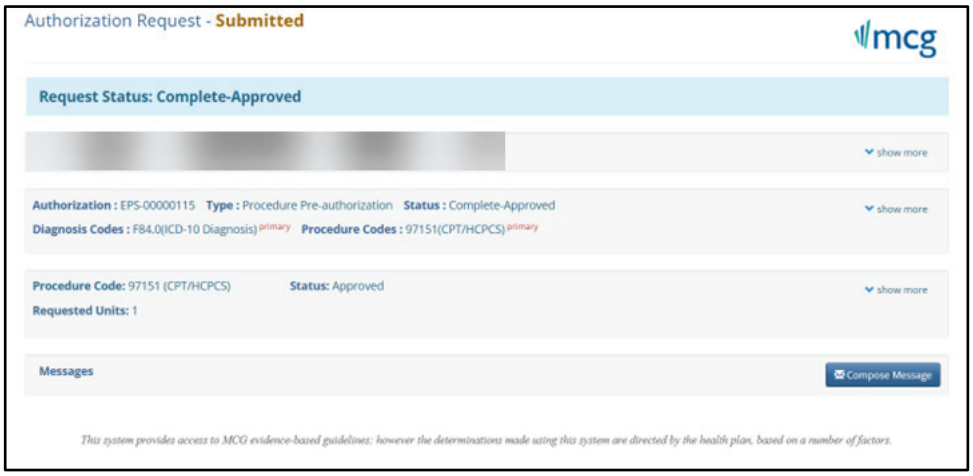


Figure 7: Authorization Request Submission Confirmation – Approved

Step 7

Select the **Authorizations** tab from the left-hand side menu to see the submitted authorization and its status on your **Authorizations** summary screen.

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