



## **Altura MSO Connect:** Altura's secure referral portal

IPA USER GUIDE

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**CONNECT is Altura MSO's secure, HIPAA compliant web portal for electronic transactions. You can use it to verify member eligibility, submit authorizations, check claims, and view capitation reports.**

To use Altura MSO CONNECT, your computer must be set up properly. You will need:

- JavaScript and pop-ups enabled on your browser
- Chrome 89 or higher, Firefox 77 or higher, Microsoft Edge 89 or higher and Safari 13 or higher
- Latest Adobe Reader version available to download in the login page

### **To register as a new provider:**

You must be a registered user to access Altura MSO CONNECT.

1. Click **Register** on the Home page and select **PROVIDER**.
2. Complete all the required fields on the Registration Form.
3. Read and accept the HIPAA regulations and User Access Agreement at the bottom of the form.
4. Click the **Submit** button at the bottom of the form to complete the registration process.
5. On the next screen, click the button to print the form. Sign the form and FAX it to the number listed on the page. Altura's Web Portal team will contact you within 48 hours.

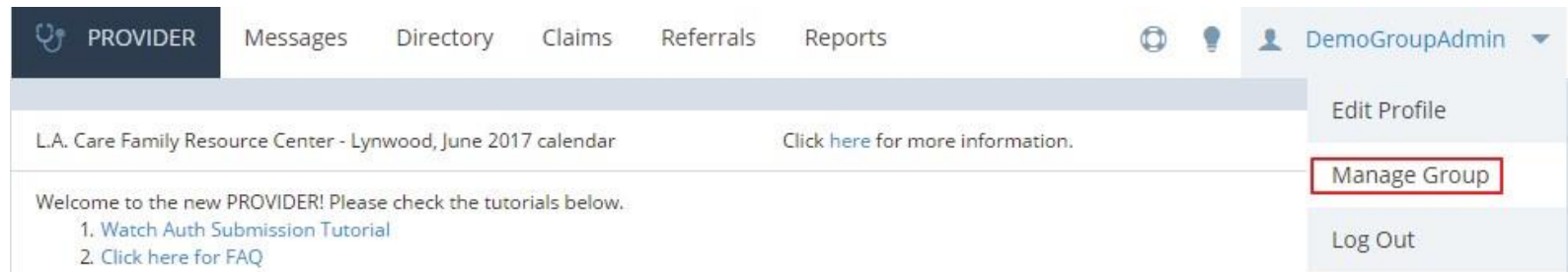
### **To log into your PROVIDER account:**

1. Go to **<https://connect.alturamso.com>**
2. On top page, click **Login** and select **PROVIDER**.
3. Enter your username and password.
4. Enter the CAPTCHA verification.
5. Click **Login**.

As a registered user, you can change personal information such as your email, password and other information associated with the account.

Creating a New User Account - as a Group Administrator:

1. Click on username on top right and select **Manage Group**.



2. Click **+ ADD NEW USER**
3. Enter User Profile - First and last name, username, password, etc.
4. Select User Roles
  - **Eligibility** - Allows a user to check member eligibility.
  - **Authorization & Consult Submission** - Allows user to submit new authorizations or consults.
  - **Authorization & Consult Search** - Allows user to search for authorizations or consults.
  - **Claims** - Allows user to search for claims.
  - **Capitation Reports** - Allows user to access capitation reports.
  - **Admin** - Gives administrator privileges to a user.
5. Assign Provider
  - Click **+** to assign a provider.
  - Click **All +** to assign all providers.
  - Click **×** to unassign provider from a user.
6. Click **CREATE USER**

**NOTE:** HIPAA regulations require you to change your passwords every 90 days. The system will alert you to change your password. Altura CONSULT allows providers to coordinate the care of a patient through the online exchange and review of clinical data. Please contact your Provider Rep for more details.

Editing a User as an Administrator:

1. Click on username on top right and select **Manage Group**.
2. Under Group Users, select the user you want to edit by clicking on User's Name.
3. Edit user profile, role, or assigned providers.
4. To inactivate a user, uncheck the Active checkbox.
5. Click **SAVE CHANGES**.

Editing a User as an Administrator:

1. Click on username on top right and select **Edit Profile**.
2. Edit user profile, role, or assigned providers.
3. Click **SAVE CHANGES**.

Editing a User as an Administrator:

1. Click on username on top right and select **Edit Profile**.
2. Edit user profile. Regular user cannot modify role or assigned providers.
3. Click **SAVE CHANGES**.

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**NOTE:** A user's password or security answer and question cannot be edited by an admin. An administrator can initiate the reset password process for a user, however, by clicking Reset Password.

## Dashboard

The Dashboard will be the first screen a user sees once they login. It will display the following types of messages:

- Maintenance - System outages due to maintenance or emergency fixes will always be displayed on top.
- Announcements - will be displayed beneath maintenance messages.
- Action items - Displays attestations, unfinished auths/consults, and unread inquiries.

## Messages

Click Messages to view correspondence sent by you or any user in your group.

To search for a message:

1. Click the **Messages** tab on the top of the page
2. Click **Search**
3. Filter your search by inquiry type, IPA, and date. The inquiry types are Auth, Claim, Member, Provider, and General. Change **To** from **Just Me** to **My Group** to display inquiries from other users in your group.

The screenshot shows the 'Messages' search interface. At the top, there is a navigation bar with tabs: PROVIDER, Messages (selected), Directory, Claims, Referrals, and Reports. On the right side of the navigation bar, there are icons for a globe, a lightbulb, and a user profile labeled 'DemoGroupAdmin'. Below the navigation bar, the 'Messages' section is displayed. It features a search bar with a 'Search' button and a close icon. Below the search bar, there are several filters: 'To' (set to 'Just Me'), 'Inquiry Types' (set to 'All'), and 'IPA' (set to 'All'). At the bottom, there are 'Date From' and 'Date To' fields, both set to '03/08/2017' and '06/07/2017' respectively. A 'SEARCH' button is located at the bottom right of the search area.

## How to Submit Inquiries

Type of inquiries Auth, Claim, Member, Provider, and General. You will be able to send inquiries throughout the different tabs in the Portal, perform your usual search, and if “No results found”, you will see the link to submit an inquiry pertaining to your search.

1. **If you are checking eligibility** under Directory tab and Member is not Found, you can send an inquiry to the Eligibility department to check if patient is eligible by clicking on the MEMBER NOT FOUND Link.

The screenshot shows the 'Member Eligibility Search' interface within the 'Directory' tab. The search form includes a 'Member Search' field containing 'doe, Jane', a 'Group Providers' dropdown menu set to 'All', and a 'SEARCH' button. Below the search form, the text 'No results found.' is displayed. A red box highlights the 'No results found.' text, and an arrow points from it to another red box containing a blue envelope icon and the text 'MEMBER NOT FOUND'. The interface also shows navigation tabs for 'PROVIDER', 'Messages', 'Directory', 'Claims', and 'Referrals', along with a user profile 'ADMIN30'.

**NOTE:** If you are unable to locate a member, and you Need to Submit Authorization, please go to Referrals Tab, then click on **BEGINNING NEW AUTH SUBMISSION**, perform member search, then click the [Submit a member Details Manually](#) link. You can then continue with Auth submission.

**If you are unable to locate Auth**, submit inquiry by clicking on "Auth Not Found Inquiry" Link

Recently Submitted Referrals Simple Advanced X

Region: ALTAMED Search By: Member Name Member Name: jane doe

Any  Processed  Pending

SEARCH

No results found.

[Auth Not Found Inquiry](#)

**If you are unable to locate Claim**, submit inquiry by clicking on "Claim Not Found Inquiry" Link

Claims Search X

Region: ALTAMED Search By: Member Name Member Name: jane doe

SEARCH

No results found.

[Claim Not Found Inquiry](#)

**NOTE:** You can also submit inquiries for specific Claims and Auths. Perform claim or auth search then click on the Auth or claim number, In the Details screen section, submit New Auth or Claim Inquiry, see next page for details



**In the Authorization Details screen** you can also submit different type of inquiries including Modification Requests  
 Please scroll down to the bottom of the page, you will find New Referral inquiry form. Select correct Subject enter message  
 Then click on submit.

PROVIDER Messages Directory Claims Referrals DemoAdministrator

BACK TO SEARCH RESULTS

Authorization #20220121500099800001 | Short Printable Version (PDF)

Status	Req Date	Auth Date	Auth Type	POS
Requested	01/21/2022	01/21/2022	Routine	11-Office

Name	ID	DOB	Sex	Age
Kim, Michelle	12345	03/12/1980	F	41.86

IP	IPA	Phone	Address
Demo Healthplan	DEMO		

Expiration Date	LOS	Member Language	HP Option	HP Effective Date
03/22/2022	0		A	01/01/2018

Services

VCD E08.37X1 Diab With Diabetic Macular Edema, Resolved Fol Trint, R Eye (Diabetes Mellitus Due To Underlying Condition With Diabetic Macular Edema, Resolved Following Treatment, Right Eye)

L CPT 99203 M Q 1 Office/Outpatient Visit N

ICD C44.222 Squamous Cell Ca Skin Rt Ear Ext Auricular Canal

Files FAX COVER PAGE

UPLOAD

Referral Notes

01/21/2022 13:09 DemoAdmi... Indication For Referral: Requested Provider

Requested Provider

Name Smith, John Provider ID 123456  
 General Practice  
 Address 12345 Test Street Pasadena, Ca 91001  
 Phone Fax

Requesting Provider + SHOW MORE

Name Smith, John Provider ID 123456  
 Phone Fax  
 Specialty -- Address ...

Member's Primary Care Physician + SHOW MORE

Name SMITH, JOHN ID 123456  
 Address -- Phone -- Fax --

Facility

New Referral Inquiry

Modification-Quantity

Message

SUBMIT

New Referral Inquiry Required

Please Select Subject

Message

SUBMIT

**In the Claims Details screen** you can also submit different type of inquiries including Provider Dispute Requests. Please scroll down to the bottom of the page, you will find Claim inquiry form. Select correct Subject enter message. Then click on submit.

PROVIDER
Messages
Directory
Claims
Referrals
Reports
DemoAdministrator

[← BACK TO SEARCH RESULTS](#)

### Explanation of Benefits

Status	Claim No	IPA	Date Received	Paid Date
Claim In Progress	20210729900007600001	DEMO	7/28/2021	
Member Name	Member ID	Vendor	Check No	Health Plan
KIM,MICHELLE	12345	UNIVERSITY HEALTHCARE		DEMO HEALTHPLAN
Provider	Provider Claim No	DCN	Referral No	
JONES, JAMES				

### Line Items



Claim No	Proc Code	Service Date	Billed \$
20210729900007600001-1	90832	1/25/2021	200.00
Total			200.00

### New Claim Inquiry Required

## Directory

The directory will allow you to verify a member's eligibility, search for providers, search for ICD/CPTs, and view your most recent Member and/or Provider Not Found submitted inquiries.

To verify a member's eligibility:

1. Under the Directory - Member Eligibility Search, search by the member's name, ID, or DOB.
2. Click **SEARCH** to display the results.
3. Click on the Action items on the right **+** to start a new authorization or   to search for an authorization/claim.

To search for a provider:

1. In the Directory page, Under Provider Lookup, search by the provider's name, ID, City, or Specialty.
2. Click **SEARCH** to display the results.

To lookup an ICD or CPT:

1. Under [ICD/CPT Reference](#), select the ICD or CPT radio button.
2. Enter the code or description.
3. Click **SEARCH** to display the results.

To view your Recently Submitted Provider or Member Not Found Inquiries:

1. Under [Recently Submitted Inquiries](#), select the message you want to view.

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**NOTE:** Click [MEMBER NOT FOUND/PROVIDER NOT FOUND](#) to send an inquiry about a missing member/provider. Click the provider name and [View Provider Details](#) to display additional information or send an inquiry about the provider.

## Claims

To search for a claim:

1. Click **Claims** tab on the top of the page.
2. Click the **Search** on the right side of the page to start a search.
3. Enter your search parameters and click **SEARCH**.
4. Click on the claim number to display details or send an inquiry about the claim.

The screenshot shows the 'Claims' section of a web application. At the top, there is a navigation bar with tabs for 'PROVIDER', 'Messages', 'Directory', 'Claims', 'Referrals', and 'Reports'. The 'Claims' tab is selected. To the right of the navigation bar, there are icons for a globe, a lightbulb, a user profile, and the text 'DemoGroupAdmin' with a dropdown arrow.

Below the navigation bar, the 'Claims' section is displayed. It features a search bar with a 'Search' button and a close icon (X). Below the search bar, there are several filters: 'Group Providers' (set to DEMOIPA), 'Search By' (set to Date), 'Date From' (set to 3/10/2017), and 'Date To' (set to 6/8/2017). There are also radio buttons for 'Any', 'Processed', and 'Unprocessed', and another set for 'Service Date Range' and 'Paid Date Range'. A 'SEARCH' button is located at the bottom right of the filter section.

Below the filters is a table of claims. The table has columns for Date, Claim #, IPA, Health Plan, Member, Provider, Prov Clai..., Status, Billed, and Net. Two claims are listed:

Date	Claim #	IPA	Health Pl...	Member	Provider	Prov Clai...	Status	Billed	Net
04/19/2017	...0108	DEM...	HEALTH NET..	Martinez, Ail...	BLAKE MD, ...	50045	Pre-Audit	200.00	Pending
04/17/2017	...0100	DEM...	BLUE CROSS..	Prieto Vazqu..	BLAKE MD, ...	50025	Pre-Audit	300.00	Pending

At the bottom of the table, there is a link labeled 'Claim Not Found Inquiry'.

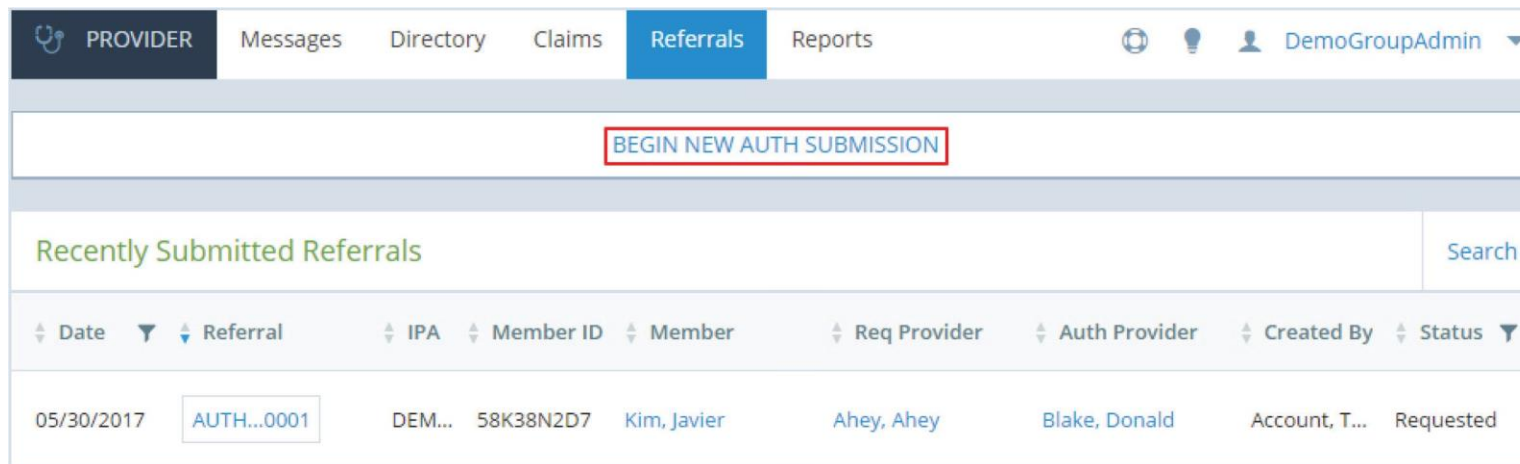
**NOTE:** Click [Claim Not Found Inquiry](#) to send an inquiry about a missing claim.

## Referrals

The Referrals tab on the AlturaMSO CONNECT dashboard enables you to manage data and information related to authorizations. You can submit new authorizations and search for existing authorizations.

To verify a member's eligibility:

1. Under **Referrals** tab, Click the **BEGIN NEW AUTH SUBMISSION** to begin the Authorization wizard.



Date	Referral	IPA	Member ID	Member	Req Provider	Auth Provider	Created By	Status
05/30/2017	AUTH...0001	DEM...	58K38N2D7	Kim, Javier	Ahey, Ahey	Blake, Donald	Account, T...	Requested

**NOTE:** If you are unable to locate a member, click the [Submit a member Details Manually](#) hyperlink.

You can then continue with Auth submission.





1. Search for the member's information by entering Last Name or Full Name, Member ID, or DOB.
2. Click the **SEARCH** button. The system displays a list of members matching your search. If a red dot appears next to member, it indicates that the member is not currently enrolled.

3. Click the arrow to select a member. The system will proceed to the next step.

	Last Name	First Name	Member ID	DOB	PCP	IPA	HP	Enrolled	
●	Kim	Beverly	MOZLIQ76	09/02/1957	BXDB, BXDB	DEMOIPA	HNM	12/01/2015	>
●	Kim	Javier	58K38N2D7	03/03/1948	OVAS, OVAS B	DEMOIPA	LACM	04/01/2012	>

**NOTE:** If you are unable to locate a member, click the [Submit a member Details Manually](#) hyperlink. Complete the form and an inquiry will be sent to the eligibility team to update the member status along with your Authorization request.

1. Select the referring or ordering physician from the Default List by clicking the green arrow beside their name.

1 Kim, Javier 58K38N2D7	2 PHYSICIAN	3 DIAGNOSIS	4 REFERRAL	5 POS	6 INFO	7 DOCUMENTS	8 SUBMIT
	<div><p> <b>Blake, Donald A</b> 20813</p><p>Physical Medicine And Rehab</p><p>2693 E Washington Blvd Pasadena, Ca 911071412 </p><p>82013 Dr Carreon Blvd #A Indio, Ca 922014832 &gt;</p></div>	<div><p> <b>Mccooy, Henry</b> 20A13553</p><p>Otolaryngology</p><p>1700 E Cesar E Chavez Ave S... Los Angeles, Ca 900332434 &gt;</p><p>1577 E Chevy Chase Dr Ste 3... Glendale, Ca 912064743 &gt;</p><p>850 S Atlantic Blvd #305 Monterey Park, Ca 917546714 &gt;</p></div>	<div><p> <b>Strange, Doctor</b> 20486</p><p>Podiatry</p><p>711 W College St Ste 520 Los Angeles, Ca 900121246 &gt;</p><p>650 W Duarte Rd Ste 104 Arcadia, Ca 910077628 &gt;</p><p>455 N Garfield Ave 2Nd Fir Monterey Park, Ca 917541201 &gt;</p></div>				

**NOTE:** The wizard will usually skip this step and automatically choose the member's assigned Primary Care Physician (PCP). If the provider is not automatically selected, please follow the instructions and choose the appropriate provider.

1. Search for an ICD by code or description, then select the appropriate code.

Kim, Javier 58K38N2D7    Blake, Donald A 2693 E Washington Bl...    **3 DIAGNOSIS**    4 REFERRAL    5 POS    6 INFO    7 DOCUMENTS    8 SUBMIT

ICD Search

arm ✕

Exceeded max results. Please refine your search.

S40.812A ABRASION OF LEFT UPPER ARM, INITIAL E...	S40.812S ABRASION OF LEFT UPPER ARM, SEQUELA
S40.812D ABRASION OF LEFT UPPER ARM, SUBSEQ...	S40.811A ABRASION OF RIGHT UPPER ARM, INITIAL...

2. Search for the CPT by code or description.

Kim, Javier 58K38N2D7    Blake, Donald A 2693 E Washington Bl...    **3 DIAGNOSIS**    4 REFERRAL    5 POS    6 INFO    7 DOCUMENTS    8 SUBMIT

CPT Search

left ✕

00172 ANESTH CLEFT PALATE REPAIR	00102 ANESTH REPAIR OF CLEFT LIP
33722 CLOS OF AORTICO-LEFT VENTRICUL	33572 CORONARY ENDARTERCTOMY OF LEFT

ICD S40.812A    ABRASION OF LEFT UPPER ARM, INITIAL EN... ✕

NEW CPT

NEW ICD



3. Select the modifier and quantity.
4. Click **ADD CPT CODE**.
5. Continue to add CPTs to your current ICD or add a new ICD by clicking **NEW ICD**.
6. Click **CONTINUE** once you are done to proceed to the next step.

The screenshot displays a medical coding software interface. At the top, a navigation bar shows steps 1 through 8. Step 4, 'REFERRAL', is currently active. Below the navigation bar, there are two search bars. The left search bar contains '00172 ANESTH CLEFT PALATE REPAIR' and the right search bar contains 'ICD S40.812A ABRASION OF LEFT UPPER ARM, INITIAL EN...'. Below the search bars, there is a grid of modifier buttons. The 'None' button is selected. Below the grid, there is a numeric keypad with buttons for digits 1 through 12. A text input field contains the number '1'. Below the numeric keypad, there is a button labeled 'ADD CPT CODE'. To the right of the modifier grid, there is a button labeled 'NEW ICD'. At the bottom of the interface, there are two buttons: 'BACK' on the left and 'CONTINUE' on the right.

**NOTE:** Frequently used diagnosis codes may be added to your favorites list by selecting the star icon in CPT/ICD search. Click EDIT CODES to delete or rearrange your selections.

1. Select the provider/facility you are referring the patient to. You can search by name, Provider ID, city, or specialty.
2. **i The red symbol in front of Provider Name indicates the provider has practice limitations.**  
Before selecting provider and avoid any delays in patient care, please click on this red symbol to view practice limitations noted in Provider's Profile.
3. If provider has more than one location or specialty, select the circle in front of the address and/or the specialty then click the arrow to complete provider selection.

✓  
Kim, Javier  
58K38N2D7

✓  
Blake, Donald A  
2693 E Washington Bl...

✓  
ICD S40.812A  
CPT 00172

**4**  
REFERRAL

**5**  
POS

**6**  
INFO

**7**  
DOCUMENTS

**8**  
SUBMIT

NAME	ID	CITY	Name	FAMILY PRACTICE ▾	SEARCH
------	----	------	------	-------------------	--------

Provider	Provider ID	All Specialties ▾	Location	Distance	
Amog, Amog	10023	Family Practice	3208 Santa Anita Ave Ste 200, South El Monte, Ca 91733...	7.74mi	>
Bxdb, Bxdb	A101548	Family Practice	<div style="display: flex; align-items: center;"> <input checked="" type="radio"/> 2661 E Washington Blvd, Pasadena, Ca 911071412                             <input type="radio"/> 3208 Santa Anita Ave #200, El Monte, Ca 917331360                         </div>	0.04mi 7.73mi	>
Ekwe, Ekwe A	A50855	Family Practice	4450 W Century Blvd, Inglewood, Ca 903041504	20.56mi	>
Fpxd, Fpxd M	20250	Family Practice	14135 Francisquito Ave Ste 106, Baldwin Park, Ca 91706...	10.31mi	>
Berry do, Jason christ...	583047	Family Practice	751 S Weir Canyon Rd Ste 167, Anaheim, Ca 928081962	11.70mi	>
<span style="color: red;">i</span> Birla md, Rajnish	100818	Family Practice	1041 E Yorba Linda Blvd Ste 306, Placentia, Ca 928703751	8.68mi	>
<span style="color: red;">i</span> Blanco eccleston md,...	100381	Family Practice	710 N Euclid St Ste 107, Anaheim, Ca 928014122	4.70mi	>
Cao do, Hao K	110090	Family Practice	<div style="display: flex; align-items: center;"> <input type="radio"/> 12116 Beach Blvd, Stanton, Ca 906803704                             <input type="radio"/> 2237 W Ball Rd, Anaheim, Ca 92804                         </div>	4.46mi 3.87mi	>

i Practice Limitation - Ages: 18- Adult

1. Select the Place Of Service or location where the requested service will be rendered.

✓ Kim, Javier 58K38N2D7	✓ Blake, Donald A 2693 E Washington Bl...	✓ ICD 540.812A CPT 00172	✓ Blake, Donald A 2693 E Washington Bl...	<b>5</b> POS	6 INFO	7 DOCUMENTS	8 SUBMIT
41 Ambulance - Land	24 Ambulatory Surgery Center	25 Birthing Center	61 Comp Inpatient Rehab	62 Comp Outpatient Rehab	33 Custodial Care Facility	23 Emergency Room Hospital	
50 Fed Qualified Health Center	14 Group Home	12 Home	34 Hospice	49 Independent Clinic	81 Independent Laboratory	21 Inpatient Hospital	
51 Inpatient Psychiatric Facility	60 Mass Immunization Center	15 Mobile Unit	32 Nursing Facility	11 Office	22 Outpatient Hospital	52 Psych Facility Partial Hospital	
65 Renal Disease Treatment Facility	31 Skilled Nursing Facility	20 Urgent Care Facility					

← BACK CONTINUE →

1. Select the type of referral and the type of services requested. Please include notes in the [Notes](#) section.

✓ Kim, Javier 58K3BN2D7	✓ Blake, Donald A 2693 E Washington Bl...	✓ ICD S40.812A CPT 00172	✓ Bxdb, Bxdb 2661 E Washington Bl...	✓ 49-Independent Clinic	<b>6</b> INFO	<b>7</b> DOCUMENTS	<b>8</b> SUBMIT
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**Type of Referral**

<b>6</b> Retro	<b>4</b> Routine	<b>3</b> Urgent (within 72 hrs)
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**Service Provided by Referral**

<b>58</b> Ambulance	<b>BH</b> Behavioral Health	<b>3</b> Consultation Exam	<b>35</b> Dental Care	<b>DT</b> Diagnostic Testing	<b>76</b> Dialysis	<b>12</b> DME Purchase
<b>18</b> DME Rental	<b>42</b> Home Health	<b>45</b> Hospice	<b>80</b> Immunizatio...	<b>LT</b> Long Term Care/ Support Services	<b>1</b> Medical Treatment	<b>PO</b> Prostehteics/ Orthotics
<b>RH</b> PT/OT/ST/SLP Rehabilitation	<b>AG</b> Skilled Nursing Care	<b>AI</b> Substance Abuse	<b>2</b> Surgical Treatment	<b>AL</b> Vision (Optometry)		

< BACK
CONTINUE >

**NOTE:** You MUST select both **Type of Referral** and **Service Provided by Referral**. Justification is required for urgent requests. Please explain why a routine request would seriously jeopardize the life or health of the member.

Ensure to upload additional documentation for your authorization request. **This is crucial for the timely process of the authorization.**

1. This may be done by selecting **UPLOAD**, select document type and then locate necessary documents.  
Compatible document formats include doc, docx, pdf, jpg, gif, bmp and tiff.
2. Once document is uploaded, you will see **Doc type**, file name and option to **REMOVE** file if needed.
3. Documents may also be faxed to support your authorization request. A fax cover sheet will be provided after you submit the authorization.

Once all documents have been uploaded, click **CONTINUE**.

The screenshot displays a document upload interface. At the top, a progress bar shows seven steps, with the seventh step, '7 DOCUMENTS', highlighted in blue. The eighth step, '8 SUBMIT', is also visible. Below the progress bar, three document thumbnails are shown, each with a red box around its title and a 'REMOVE' button below it. The documents are: 'HPINFO' (Chrysanthemum.jpg), 'FACESHEET' (Desert.jpg), and 'PCPNOTES' (Hydrangeas.jpg). All documents were uploaded on 03/17/2021 at 4:14 PM. Below the thumbnails is a large dashed-line box containing an 'UPLOAD' button. At the bottom of the interface, there is a 'BACK' button on the left and a 'CONTINUE' button on the right. A note at the bottom of the dashed box reads: 'No documents? No problem. A fax cover page is provided after submission.'

**NOTE:** If you choose to FAX the medical records, you must use the FAX cover page on the authorization details page by clicking the **Download Fax Cover Sheet**. This unique FAX cover page contains an important number linking the additional documents to the specific case. Do NOT substitute this unique cover page with another or your authorization may not be processed.

All information inputted in Steps 1-7 may be reviewed at this step.

1. Corrections may be made by clicking any of the **EDIT** buttons or the corresponding step on the navigation bar.
2. Once completed, click **CONTINUE** to return to Step 8.
3. When a review is completed, check the [I agree with Authorization Submission Terms and Conditions](#) box and click **FINISH** to submit the authorization request.

							<b>8</b> SUBMIT
Kim, Javier 58K38N2D7	Blake, Donald A 2693 E Washington Bl...	ICD S40.812A CPT 00172	Blake, Donald A 2693 E Washington Bl...	24-Ambulatory Surg C...	4-Routine (5 Bus Days) 42-(42) Home Health	1 Doc Attached	

Please review the following information carefully before submitting your referral

Member	Kim, Javier	NAME	OVAS, OVAS B	PCP	LACM	HEALTH PLAN	DEMOIPA	IPA
<b>EDIT</b>	58K38N2D7	MEM ID	03/03/1948	DOB	04/01/2012	ENROLLMENT		
Referred From	Blake, donald a	Physical Medicine And ...	Referred To	Blake, donald a	Physical Medicine And ...			
<b>EDIT</b>	2693 E Washington Blvd, Pasadena, Ca 911071412		<b>EDIT</b>	2693 E Washington Blvd, Pasadena, Ca 911071412				
Diagnosis Codes	ICD S40.812A ABRASION OF LE..	CPT 00172	ANESTH CLE...	None	1			
<b>EDIT</b>								
Place of Service	24 Ambulatory Surgery Center	Info	4 Routine (5 Bus Days)	42 (42) Home Health				
<b>EDIT</b>		<b>EDIT</b>						
Attached Files	 User handb...l 2.pdf 06/08/2017 5:58 PM REMOVE							
<b>EDIT</b>								

I agree with Authorization Submission Terms and Conditions

< BACK	<b>FINISH</b> >
--------	-----------------

Upon submission, you will receive the following notification. Click **View Auth Details** to view the details of the authorization. Click **Download Fax Cover Sheet** to download a fax cover sheet if you choose to fax in medical records. You can also find a link to the fax cover sheet on the authorization details page. Your submitted authorization request will be displayed under [Recently Submitted Referrals](#).



Your Auth for Javier Kim has now been REQUESTED

This request is Routine (5 Bus Days) and will be processed in 5 business days or up to 14 days for Medicare

[View Auth Details](#)

[Download Fax Cover Sheet](#)

BEGIN NEW AUTH SUBMISSION

### Recently Submitted Referrals

Search

↕ Date ▼	↕ Referral	↕ IPA	↕ Member ID	↕ Member	↕ Req Provider	↕ Auth Provider	↕ Created By	↕ Status ▼
06/08/2017	<a href="#">AUTH...0016</a>	DEM...	58K38N2D7	Kim, Javier	Blake, Donald A	Blake, Donald	Account, T...	Requested
06/08/2017	<a href="#">CONSULT...0015</a>	DEM...	7LHN804EH	Lee, Francisco	Anwa, Anwa A	Blake, Donald	Other	New
06/08/2017	<a href="#">AUTH...0014</a>	DEM...	7LHN804EH	Lee, Francisco	Anwa, Anwa A	Blake, Donald	Other	Requested

**NOTE:** *Recently Submitted Referrals* section displays the 20 most recent authorization requests sorted by date.

To search for an authorization:

1. Click the **Referrals** tab on the top of the page.
2. Enter your search parameters and select IPA/Region when applicable
3. Click **SEARCH**.
4. Click on the authorization number to display details or submit an inquiry about the authorization, see next page with more details

The screenshot displays the 'Referrals' section of a web application. At the top, there is a 'Recently Submitted Referrals' header with a 'Search' button. Below this is a table with columns: Date, Referral, IPA, Member ID, Member, Req Provider, Auth Provider, Created By, and Status. Three rows of data are visible, with the first two highlighted in light blue and the third in light green. Below the table is a navigation bar with tabs for PROVIDER, Messages, Directory, Claims, Referrals (selected), and Reports. A 'DemoGroupAdmin' user profile is shown on the right. Below the navigation bar is a 'BEGIN NEW AUTH SUBMISSION' button. At the bottom, there is a search filter section with 'Group Providers' set to 'DEMOIPA', 'Search By' set to 'Date', 'Date From' set to '3/11/2017', and 'Date To' set to '6/9/2017'. There are radio buttons for 'Any', 'Processed', and 'Pending'. A 'SEARCH' button is located at the bottom right of the filter section.

Date	Referral	IPA	Member ID	Member	Req Provider	Auth Provider	Created By	Status
06/08/2017	AUTH...0016	DEM...	58K38N2D7	Kim, Javier	Blake, Donald A	Blake, Donald	Account, T...	Requested
06/08/2017	CONSULT...0015	DEM...	7LHN804EH	Lee, Francisco	Anwa, Anwa A	Blake, Donald	Other	New
06/08/2017	AUTH...0014	DEM...	7LHN804EH	Lee, Francisco	Anwa, Anwa A	Blake, Donald	Other	Requested

Navigation: PROVIDER | Messages | Directory | Claims | **Referrals** | Reports | DemoGroupAdmin

Buttons: BEGIN NEW AUTH SUBMISSION

Search Filter:
   
Group Providers: DEMOIPA
   
Search By: Date
   
Date From: 3/11/2017
   
Date To: 6/9/2017
   
Radio buttons: Any (selected), Processed, Pending
   
SEARCH

**NOTE:** Click **Auth Not Found Inquiry** at the bottom right to send an inquiry about a missing authorization. Repeat steps 1 and 2 and click **Advanced** to conduct an authorization search with additional parameters.



PROVIDER Messages Directory Claims Referrals DemoUser

BACK TO SEARCH RESULTS

Authorization #20210129500099800001 [Short Printable Version \(PDF\)](#)

Status	Req Date	Auth Date	Auth Type	POS
Requested	01/29/2021	01/29/2021	Routine	11-Office
Name	ID	DOB	Sex	Age
Kim, Michelle	12345	03/12/1980	F	40.89
HP	IPA	Phone	Address	
Demo Healthplan	DEMO			
Expiration Date	LOS	Member Language	HP Option	HP Effective Date
03/30/2021	0		A	01/01/2018

See an Issue? Cancel this referral or Submit a referral modification.

**Services**

ICD D59 Acquired Hemolytic Anemia

CPT 99213 M 9 Office/Outpatient Visit Est

**Referral Notes**

01/29/2021 DemoAdmin... Indication For Referral: ahldhdldhd  
12:32

**Requested Provider**

Name: Lee, Mark Provider ID: 34567  
Cardiology  
Address: 817 Valley Blvd Los Angeles, Ca 90037  
Phone: Fax:

**Member's Primary Care Physician** +SHOW MORE

Name: SMITH, JOHN ID: 123456  
Address ... Phone ... Fax ...

**Files**

FAX COVER PAGE

HPINFO  
03/17/2021 4:14 PM REMOVE

FACESHEET  
Desert.jpg  
03/17/2021 4:14 PM REMOVE

PCPNOTES  
Hydrangeas.jpg  
03/17/2021 4:14 PM REMOVE

SPECNOTES  
lighthouse.jpg  
03/17/2021 4:15 PM REMOVE

UPLOAD

In the Authorization Details Screen shown here, you can find different features:

- Click on **Short Printable Version** to print or save a copy of the authorization
- Options to cancel or submit referral modifications are found in this Details screen.
- Submit inquiry** at the bottom of the page by Selecting subject option from the drop-down menu, then type your Message and click on SUBMIT. You can then Manage all your inquiries in the Messages tab
- Does your Specialty office need Medical Records from PCP?**

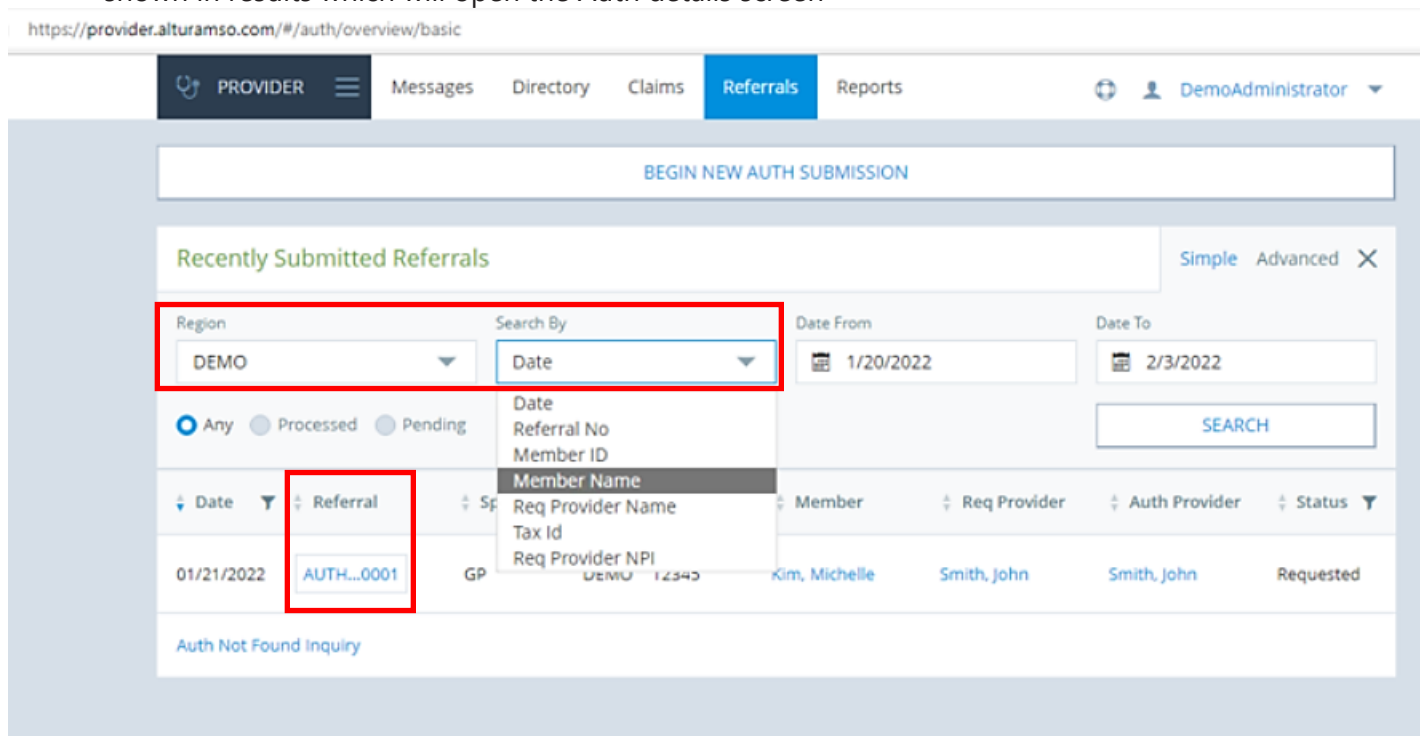
You can find uploaded documents in the **Files** section, please see next page for more details.

**APPROVED REFERRAL/AUTHORIZATION NOTICES** will be accessible on Altura MSO's Provider Connect Portal. What does this mean to you and to your practice; you and your staff will be able to view and have an option to print of all approved referral/authorization documents. Attached documents are available in this portal 2 calendar days before scheduled patient's visit. Hence, we will no longer be faxing these documents to your practice.

The **PACE Program patients will have PCP records attached to the authorization file, including PCP notes, PACE Communication Form, laboratory results, relevant radiology records. Please look in the CONNECT authorization file prior to calling PACE staff for records.**

**To view Attached Documents/Medical Records for an authorization and/or UPLOAD post-visit notes for the PCP, please do the following:**

1. Login to Connect Portal then Click the **Referrals** tab on the top of the page.
2. Enter your search parameters and select IPA/Region when applicable. Click on **Search By/Date** dropdown menu to see additional options; then Click **SEARCH**.
3. Locate the Patient's Authorization number you need to review; then Click on the last 4 digits of the Auth Number shown in results which will open the Auth details screen



4. In the Auth Details Screen shown below you can **find medical records from the PCP office**

Authorization #2021111500099800156 | [Pace Communication Form](#) | [Short Printable Version \(PDF\)](#)

Status	Req Date	Auth Date	Auth Type	POS
Approved	11/11/2021	11/11/2021	Routine	11-Office

Name	ID	DOB	Sex	Age
Campos, Rogelio E	██████████	██████████	M	70.46

HP	IPA	Phone	Address
Pace Sbc Medicare A&B	SBC	(800) 833-3746	██████████

Expiration Date	LOS	Member Language	HP Option	HP Effective Date
02/09/2022	0		SBC0	05/09/2016

Epic Referral ID: ██████████

---

**Services**

ICD R52 Pain, Unspecified

CPT E0100 M Q 1 Care Adjust/Fixed With Tip

---

**Referral**

11/11/2021 14:53:███

██████████ with ██████████  
ent falls.

---

**Request**

**PCPNOTES**  
CommForm-1234.pdf  
03/02/2022 2:26 PM  
[REMOVE](#)

---

**Member's Primary Care Physician** [+ SHOW MORE](#)

Name: ██████████ ID: ██████████

Address ... Phone ... Fax ...

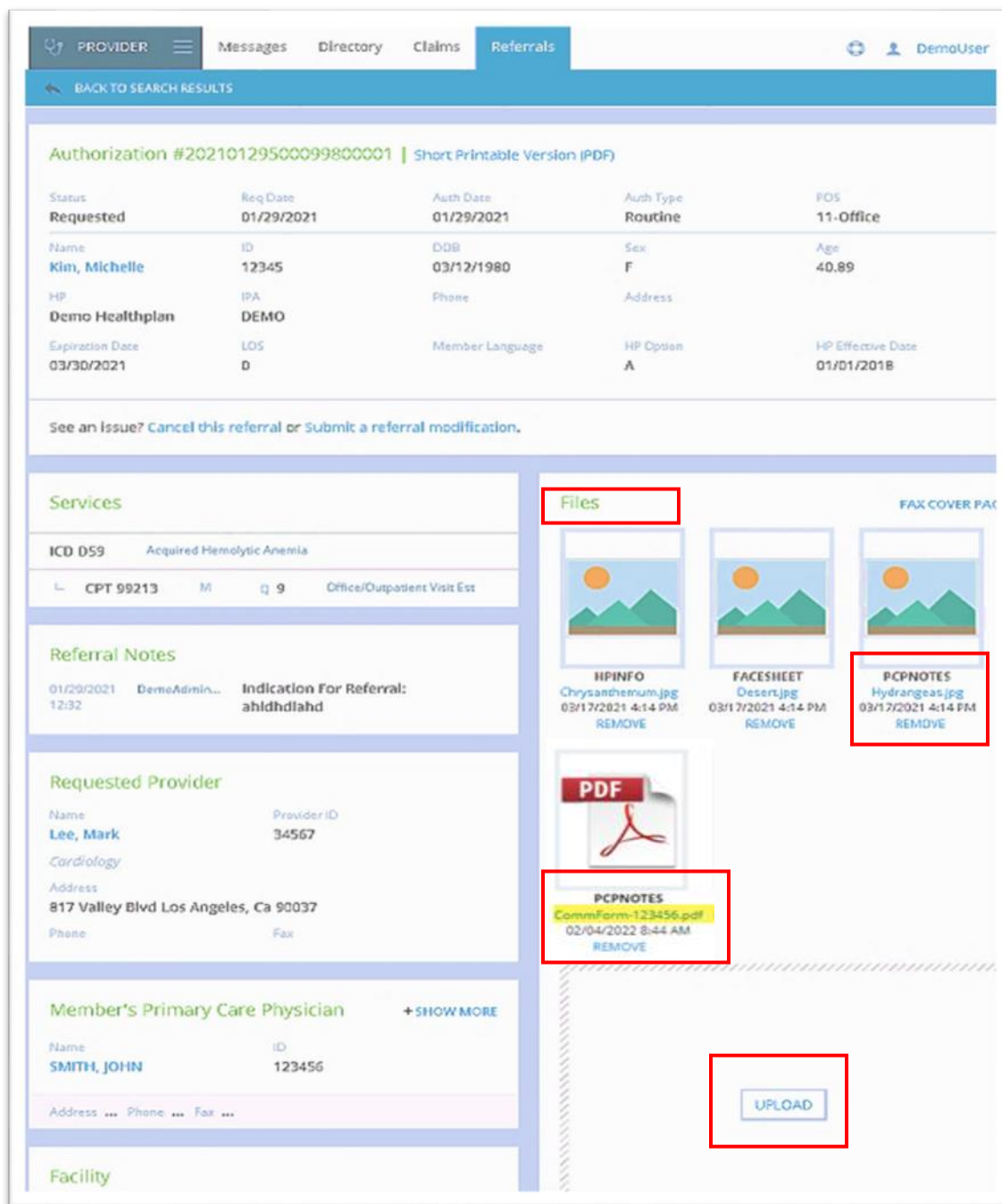
---

**Files** [FAX COVER PAGE](#)

<b>PCPNOTES</b> CommForm-1234.pdf 03/10/2022 8:10 PM <a href="#">REMOVE</a>	<b>PCPNOTES</b> Auth-1234.pdf 03/10/2022 8:13 PM <a href="#">REMOVE</a>	<b>PCPNOTES</b> FaceSheet-1234.pdf 03/10/2022 8:15 PM <a href="#">REMOVE</a>
<b>PCPNOTES</b> Lab-1234.pdf 03/10/2022 8:15 PM <a href="#">REMOVE</a>	<b>PCPNOTES</b> Medications-1234.pdf 03/10/2022 8:15 PM <a href="#">REMOVE</a>	<b>PCPNOTES</b> Radiology-1234.pdf 03/10/2022 8:17 PM <a href="#">REMOVE</a>
<b>PCPNOTES</b> SpcNotes-1234.pdf 03/10/2022 8:17 PM <a href="#">REMOVE</a>		

- If you are specialty office, in the Auth details - Files section, please look for document type like **PCPNOTES** (any files uploaded with this doctype are documents that PCP has uploaded for your review and are available in this portal 2 calendar days before scheduled patient's visit)
- Then Check for pertinent documents by File name starts with
  - Auth** - Authorization
  - CommForm** – Communication Form that needs to be completed and uploaded in Connect by the Specialist at the end of visit.
  - FaceSheet** – PACE Face Sheet showing a snapshot of a participant's information (Demographics, Insurance or responsible party information, Contact details, etc.)
  - Lab** – Laboratory Results
  - Medications** – Medication Record
  - Radiology** – Radiology results (e.g. CT/CAT scan, Mammogram, Ultrasound, MRI, PET scan, etc.)
  - SpcNotes** – Notes from other Specialists (if requested)
  - PaceEnctr** – PACE Encounter Report shows Patient Demographics, Active Medications, Medical Problems, Medical History on file, etc.
- Click on the document name.
- Open file then **Print** or **Download** by saving file in your computer.
- You can also **UPLOAD** your post-visit Notes in this section, see next page for more details.

6. In the Auth Details screen shown below, **To UPLOAD Post-Visit notes for the PCP:**



- a) Click on **UPLOAD** button, then select Attachment type "Specialist Notes for the PCP", then enter Date of Service (the Date of Service must be in MM/DD/YYYY format), select correct file from your computer, then click OPEN or SAVE button. Your document will then appear in the file section with doctype **SPECNOTES** for the PCP to review.
- b) **If this is PACE program patient**, you can find the PACE Communication form in this section of the authorization, please look for document name starts with **CommForm**
- c) Click on the file Name to open document, fill out the PACE communication form then scan and upload it to the Authorization as SPECNOTES as described above

To access your capitation and member enrollment reports:

1. Click on the **Reports** tab on the top of the page.
2. Select the IPA/provider you want the report to be run for.
3. Select the type of report.
4. Click **CREATE REPORT**.

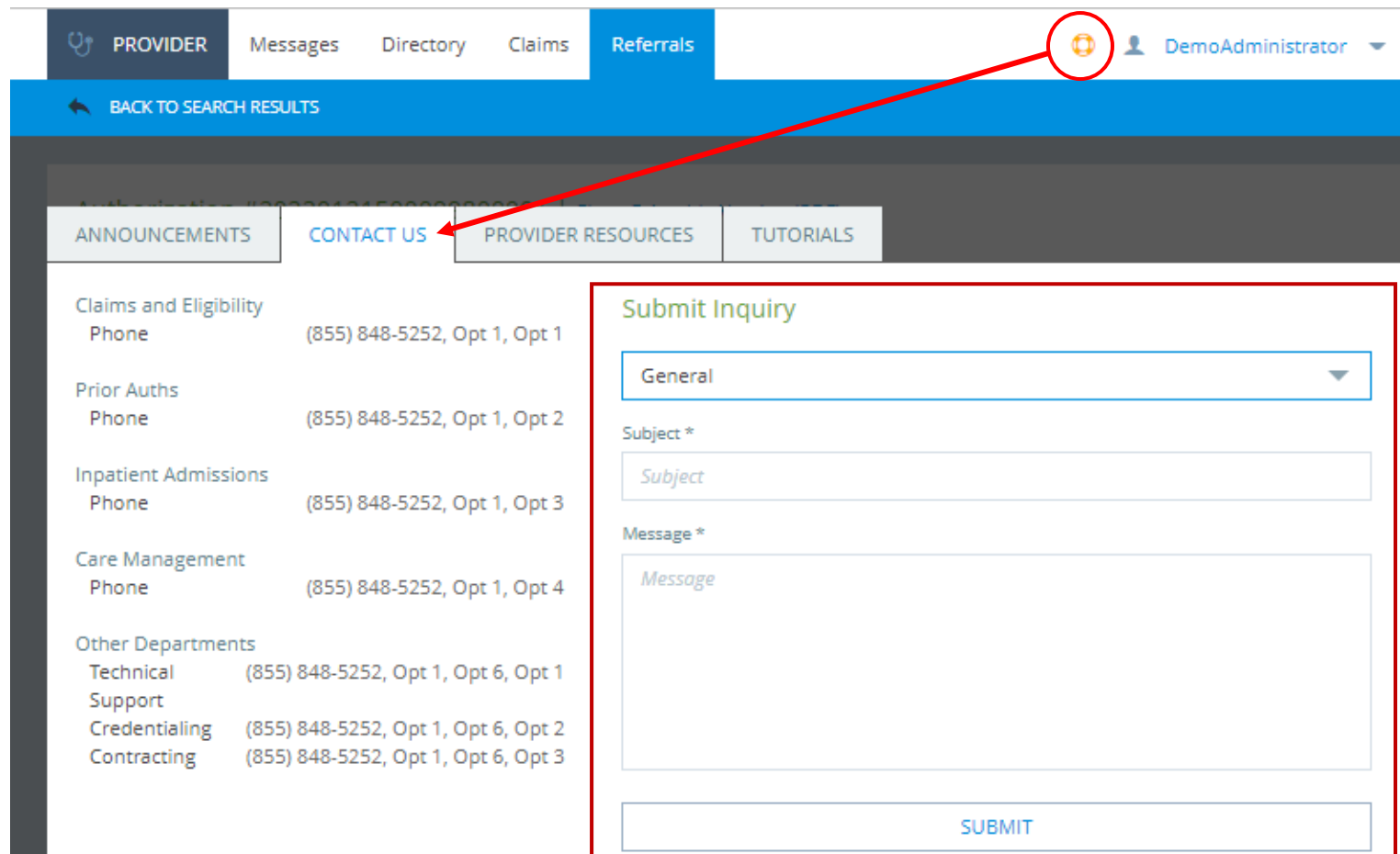
The screenshot shows a web application interface with a navigation bar at the top. The navigation bar includes a logo, the word "PROVIDER", and several menu items: "Messages", "Directory", "Claims", "Referrals", and "Reports" (which is highlighted in blue). On the right side of the navigation bar, there are icons for a globe, a lightbulb, a person, and the text "DemoGroupAdmin" with a dropdown arrow.

Below the navigation bar, the page is divided into two main sections:

- Capitation Reports:** This section has a dropdown menu with "DEMO - MIKE SMITH MD" selected, another dropdown menu with "Capitation Summary Report" selected, and a "CREATE REPORT" button at the bottom.
- Enrollment Reports:** This section has a dropdown menu with "DEMOIPA" selected, another dropdown menu with "Enrollment Report by Health Plan" selected, and a "CREATE REPORT" button at the bottom.

Click the support symbol next to your username  to view Announcements, Contacts, Provider Resources, and Tutorials.

- **ANNOUNCEMENTS** - Click to view all announcements including items you've hidden on the dashboard.
- **CONTACT US** - Click to view phone numbers for various departments at AlturaMSO. You can also submit a general inquiry or an inquiry about a missing authorization, claim, member, or provider.
- **PROVIDER RESOURCES** - Click to view helpful guides and forms to help providers manage healthcare.
- **TUTORIALS** - Click to view tutorials on PROVIDER.



The screenshot displays the AlturaMSO user interface. At the top, there is a navigation bar with tabs for 'PROVIDER', 'Messages', 'Directory', 'Claims', and 'Referrals'. The user's name 'DemoAdministrator' is visible in the top right corner, with a support symbol (a gear with a question mark) circled in red. Below the navigation bar, there is a blue bar with a 'BACK TO SEARCH RESULTS' link. The main content area features a sidebar with navigation options: 'ANNOUNCEMENTS', 'CONTACT US', 'PROVIDER RESOURCES', and 'TUTORIALS'. The 'CONTACT US' option is highlighted with a red arrow pointing to the 'Submit Inquiry' form. The form is titled 'Submit Inquiry' and includes a dropdown menu for 'General', a 'Subject \*' field, a 'Message \*' field, and a 'SUBMIT' button.

Department	Phone
Claims and Eligibility	(855) 848-5252, Opt 1, Opt 1
Prior Auths	(855) 848-5252, Opt 1, Opt 2
Inpatient Admissions	(855) 848-5252, Opt 1, Opt 3
Care Management	(855) 848-5252, Opt 1, Opt 4
Other Departments	
Technical Support	(855) 848-5252, Opt 1, Opt 6, Opt 1
Credentialing	(855) 848-5252, Opt 1, Opt 6, Opt 2
Contracting	(855) 848-5252, Opt 1, Opt 6, Opt 3