



Northwood

Provider Portal

Contents

Table of Contents.....	1
Logging In	2
Managing Password.....	3
Creating an Authorization Request.....	5
Member Search.....	6
Member Eligibility.....	8
Submitting Request Information.....	9
Adding procedures to your request.....	12
Adding comments to your request.....	20
Uploading documentation to your request.....	21
Managing your Authorization Requests.....	23
Submitted Requests.....	25
Not Yet Submitted Requests.....	28
Rejected Requests.....	29
Requests by Member.....	30
Viewing Claims	32
Search by Member.....	33
Search by Claim Number.....	37



Provider Portal

Welcome to the Northwood Provider Portal. This portal was designed to give providers the ability to submit requests for authorizations electronically, manage and review those authorization requests and view claims submitted to Northwood. This help file was written to give you an overview of each component of the portal and walk you through the various features that you will use to electronically create your authorization requests.

How to read this manual

This manual will cover each section of the portal. When beginning a new section, there will be a general overview of the features followed by a walkthrough of how to use the features. The overview contains general information about the features, the purpose of those features, and what they are used for. The walkthrough portion of the section will guide you through step-by-step on how to use the feature.

Logging In

Overview

The provider authorization request portal has various security features that guard against unauthorized guests. If you have a valid login to the portal, make sure to safeguard your login information. Your password is stored in our system using robust encryption algorithms so that no one can see or know your password but you. If you forget your password or feel that your password may have been compromised, feel free to change it within the portal. If you would like to request access to the portal please visit:

<https://providerportal.northwoodinc.com/Resources/ProviderLoginRequest.pdf>

Once you have finished filling out the form, please fax or mail the form to the address/fax number at the bottom of the form.

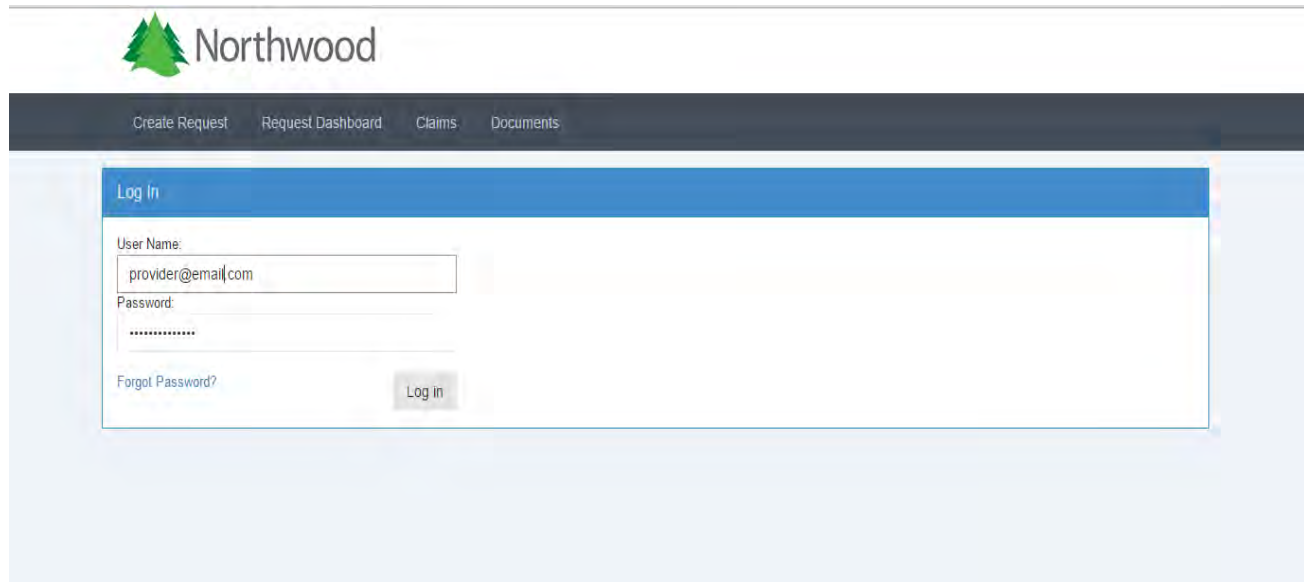
Walkthrough

Once you have received the email from **noreply@northwoodinc.com** notifying you that you now have access to the portal, go to <https://providerportal.northwoodinc.com/> and enter in your login information.



Northwood

Provider Portal



Northwood

Create Request Request Dashboard Claims Documents


Log In

User Name:
provider@email.com

Password:
.....

Forgot Password? Log in

If this is the first time you've logged in or have recently changed your password, you will be prompted to change your password before continuing.



Northwood

Create Request Request Dashboard Claims Documents Administration

Change Password

Old Password
Old Password

New Password
New Password

Confirm Password
Confirm Password

OK

As stated in the overview, your password is unrecoverable due to our level of encryption. Although Northwood generates a new password on your behalf, it must be changed by the user so that no one but the user has access to it. If this is your first time logging in or recently changed your



Provider Portal

password, you will be directed to the 'Change Password' page automatically. If you would like to change your password under different circumstances, hover over your user name, located at the top right of your screen and click the 'Reset Password' link.

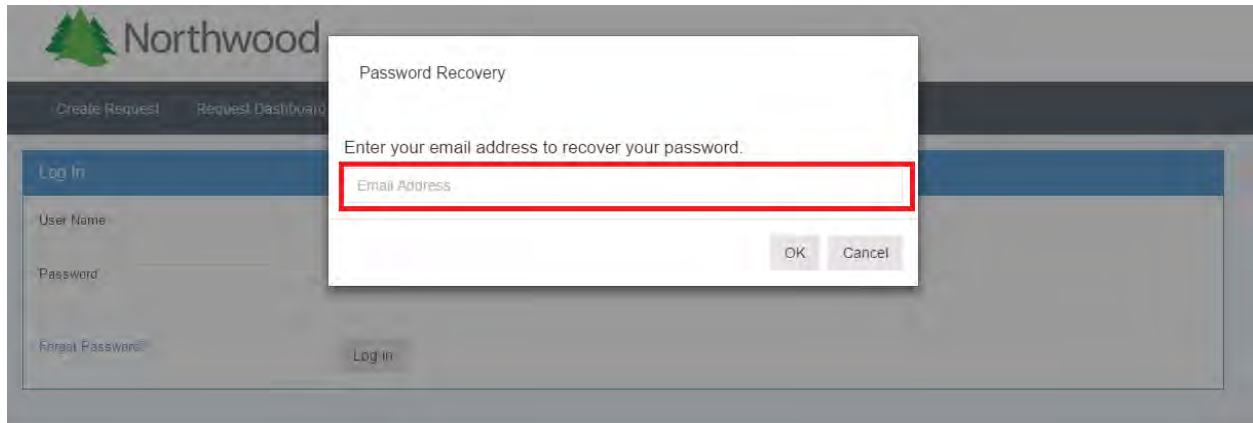


If you have forgotten your password and would like to receive a new one, click on the 'Forgot your password' link located on the initial login page. The system will prompt you for your username. Once you enter your email address and click the 'OK' Button, an email with a new password will be sent to you.



Northwood

Provider Portal



Creating an Authorization Request

Overview

An electronic authorization request is an electronic form submitted by a provider to Northwood via the provider portal. The information that you submit in or with the request should be all the information needed to authorize your request. Before you begin creating requests you should have certain information with you that you will need to complete the request.

1. Member information: The portal will allow you to look up a member's eligibility before creating a request for authorization. To identify a member you can use the member's identification number, Social Security Number, or enough other information about the member that will allow our system to identify the member.

2. Ordering physician information: The authorization request portal contains convenient and easy to use look up controls to assist you when looking up a physician. At a minimum, you will need the physicians first or last name.

3. Procedure code information: Adding procedure codes to your request for authorization will require you to specify the procedure code or description, and diagnosis code.

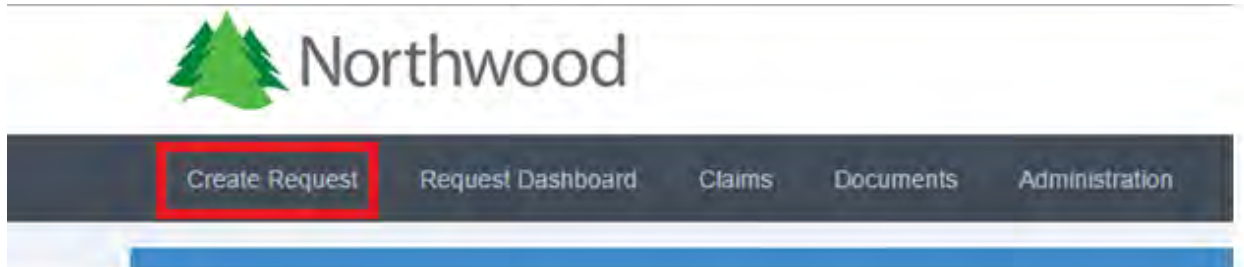


Provider Portal

Walkthrough

To create an authorization request you must first find the member's eligibility that you would like to use for the authorization. If a member is not eligible for the selected date of service, you cannot create an authorization request for that member.

First, click on the 'Create Request' tab.



Once you click 'Create Request' you will be taken to a member search page that will allow you to look up a member's eligibility that will be associated with the request. The page you will see will look like this.

Member Search Criteria

Contract: BCN STATEWIDE CONTRACT

Identification: [Input Field] Last Name: [Input Field] First Name: [Input Field] Birth Date: [Input Field]

Service Date From: [Input Field] Service Date To: [Input Field]

[Search]

In order to ensure that you will find the correct member during this search the following information is required; the member's identification number (e.g. SSN, Contract Number, Subscriber



Provider Portal

Number, B-Number) and birth date (recommended) or the member's last name and birth date. The correct contract must be selected from the contract drop down as well.

You will also be required to enter a 'Service Date From' AND a 'Service Date To'. To select a date range, click the calendar icon to the right of each textbox.

Member Search Criteria

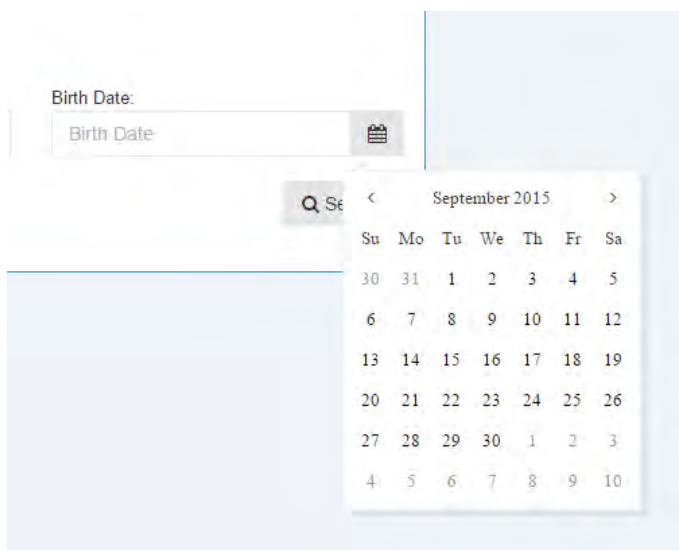
Contract:
BCN STATEWIDE CONTRACT

Identification: [Textbox] Last Name: [Textbox] First Name: [Textbox] Birth Date: [Textbox]

Service Date From: [Textbox] Service Date To: [Textbox]

[Search]

A calendar will open that will allow you to visually search for the date you wish to select. Once you have found the date that you want to use, click the date with the mouse and the textbox will be updated with the address you selected. Alternatively, you may manually enter a date into the textboxes, in the format of MM/DD/YYYY or MM-DD-YYYY.






Northwood



Provider Portal

Once all of the required information is entered, click the 'Search' button located at the bottom right. If the search returns results, they will show up in a table underneath the search criteria. If the results return the requested member, click the button in the action column of the table to proceed with the request.


Member Search Criteria

Contract:
MASS HEALTH/CWC/CARE PLUS ▼

Identification: Last Name: First Name: Birth Date: 

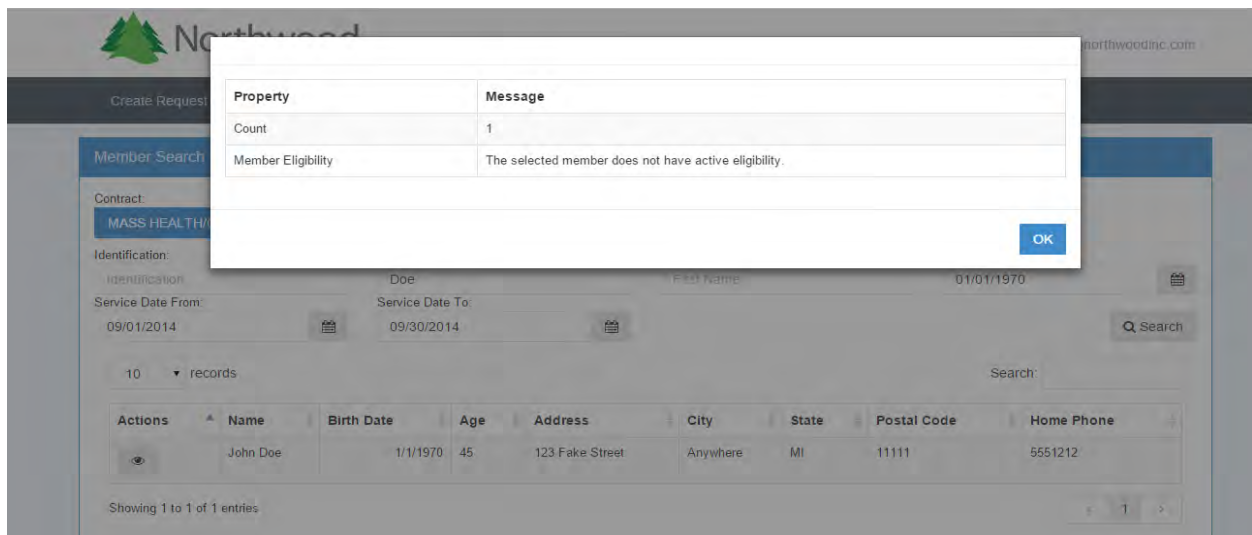
Service Date From:  Service Date To: 

10 ▼ records Search:

Actions	Name	Birth Date	Age	Address	City	State	Postal Code	Home Phone
	John Doe	1/1/1970	45	123 Fake Street	Anywhere	MI	11111	5551212

Showing 1 to 1 of 1 entries

Please note that the member must be eligible for the dates of service selected. You will be notified if they are not.



Property	Message
Count	1
Member Eligibility	The selected member does not have active eligibility.



Provider Portal

Once you have selected a member with active eligibility, you will be taken to the next page of the process. Here you can see the member's basic information as well as their eligibility information.

Create Request Request Dashboard Claims Documents Administration

Member Information

Name: John Doe	Identification: 999888777	SSN: SSN
Address: 123 Fake Street Anywhere, MI 11111 County: Anyplace	Birth Date: 1/1/1970	Gender: Male

Eligibility Information

Benefit Code: CL01-1000STDN	Effective Date: 1/1/2015	End Date: 12/31/2020
Plan Name: MASS HEALTH	Terminated?: No	Termination Date: Termination Date

Ordering Physician and Contact Person

Ordering Physician: <input type="text"/>	Description: <input type="text"/>	
Contact Person: <input type="text"/>	Urgent/Emergent Request?: <input type="checkbox"/> No	Was this dispensed from a loan closet or stock and bill?: <input type="checkbox"/> No
<input type="button" value="Submit"/>		

In order to proceed, you will need to select a physician, enter a contact name, specify whether the request is 'Urgent/Emergent' and specify whether it was dispensed from a loan closet or stock and bill. The ordering physician textbox is an auto-complete textbox that allows you to enter in information about a physician and returns a list as you type that you can select from. Begin by typing the letters of the first or last name of the physician and select one from the list that will appear by clicking the desired name with your mouse. If the physician cannot be found, type 0000000000 for 'Unknown' and add the physician name, phone number and NPI in the comments section.



Provider Portal

Ordering Physician and Contact Person

Ordering Physician:

Contact Person:

1164441531 - DUNKERLEY, MICHAEL D., MD SPRINGFIELD MA 01199 (413) 794-4323
1770796450 - SUNKARA, HEMANTHA L., MD SPRINGFIELD MA 01118 4137967494
1245277292 - STUNKEL, JULIA C., MD OAK BLUFFS MA 02557 (508) 693-0410
1548261621 - FUNK, JANICE, PHD BRADFORD MA 01835 6035825400
1508803909 - Sunku, Bhanu K., MD Boston MA 02111 (617) 636-5000
1265498109 - FUNKHOUSER, JOHN J., MD FALMOUTH MA 02540 5085486563
1427080969 - OLAWAIYE, ADEFUNKE, MD DORCHESTER MA 02122 (617) 754-0100
1699933341 - SUNKU, SHANTHAN, MD WESTWOOD MA 02090 (781) 407-7713

The contact person is a person that Northwood can contact for information about the request. If this person is not you, enter in the name of the person whom we can contact.

Ordering Physician and Contact Person

Ordering Physician:

Contact Person:

Urgent/Emergent Request?: No Yes

Was this dispensed from a loan closet or stock and bill? No Yes

After you have filed out the physician and contact person information, please use the yes/no slider button provided to indicate whether or not this request is 'Urgent' or 'Emergent' and whether or not this request was 'Dispensed from a loan closet'. If this is an urgent request, it is recommended that you call the Northwood provider line. If the button is displaying 'No', the request is assumed to not be urgent or emergent and not dispensed from a loan closet. Clicking on the submit button will generate a new authorization request for the member you have selected.



Provider Portal

The next screen that will appear is the authorization request form page. This page contains the features that will allow you to attach files and add procedures to your request and is separated into four different tabs, Request Information, Request Details, Request Comments and Documentation. To navigate between tabs, just click the text, the currently selected tab will be identified by a red line underneath the text.

Request Information

This is the tab displayed initially when updating or viewing a request and displays the general member, physician and provider information.

Create Request Request Dashboard Claims Documents Administration

Authorization Request Form

Request Information Request Details Request Comments Documentation

Member

Name: John Doe Birth Date: 1/1/1970 Home Phone: 5551212

Physician

NPI: 0000000000 Name: UNKNOWN Phone:

Provider

Northwood Provider Number: 0 NPI: 0000000000 Name: UNKNOWN PENDING PROVIDER
Phone: Fax: Location: 0000 Any Street
No Where, UN 00000

Back to Dashboard Submit Save Without Submitting

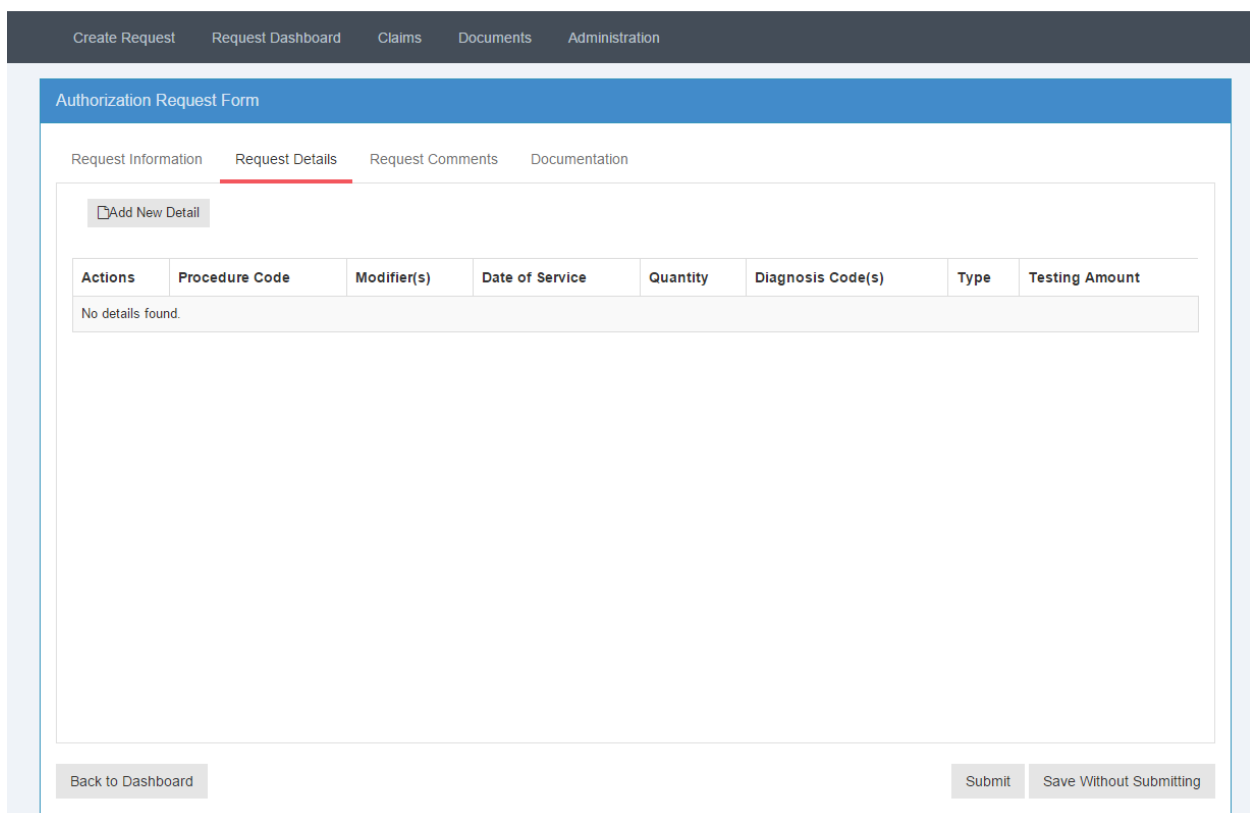


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Provider Portal

Request Details

This is where you will view and enter all of the procedures for this request.



Authorization Request Form

Request Information Request Details Request Comments Documentation

Actions	Procedure Code	Modifier(s)	Date of Service	Quantity	Diagnosis Code(s)	Type	Testing Amount
No details found.							

To create a new detail line for your request, start by clicking the 'Add New Detail' button to open the form.



Provider Portal

Authorization Request Form

Request Information Request Details Request Comments Documentation

Add New Detail

Actions	Procedure Code	Modifier(s)	Date of Service	Quantity
No details found.				

The detail form is split into two tabs, Main and Procedure. The main tab has three data elements, 'Request Type', 'Date of Service' and Comments.

Edit Authorization Request Detail

Main Procedure

Request Type: **Unknown** Date Of Service: 09/01/2015

Comments:

Comments

Save Cancel



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1. **Request Type:** This is a required field that will default to 'Normal – Non Discharge'. Select a request type from the drop down list before proceeding.

Request Type:

Normal - Non Discharge

Urgent - Non Discharge

Urgent - Discharge

Normal - Non Discharge

Normal - Discharge

2. **Date of Service:** This is required field that defaults the date of service entered when searching for a member. Please select a date from the date picker by clicking the calendar icon or manually type the date in one of the following formats; MM/DD/YYYY or MM-DD-YYYY.

Date Of Service:

9/1/2015

< September 2015 >

Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10



Provider Portal

- Comments:** This field allows you to enter in information about this procedure that may not be definable elsewhere on the form.

Comments:

Comments

The Procedure tab allows you to enter information regarding the requested procedure and diagnosis.

Edit Authorization Request Detail

Main **Procedure**

Procedure Code: <input type="text"/>	Description: <input type="text"/>
Additional Description: <input type="text"/>	
Modifier 1: <input type="text"/>	Modifier 2: <input type="text"/>
Quantity: <input type="text"/>	Modifier 3: <input type="text"/>
Diagnosis Code 1: <input type="text"/>	Modifier 4: <input type="text"/>
Diagnosis Code 2: <input type="text"/>	Testing Amount (Required for A4253 and A4259) <input type="text"/>
Diagnosis Code 3: <input type="text"/>	Diagnosis Code 1 Description: <input type="text"/>
Diagnosis Code 4: <input type="text"/>	Diagnosis Code 2 Description: <input type="text"/>
	Diagnosis Code 3 Description: <input type="text"/>
	Diagnosis Code 4 Description: <input type="text"/>



Provider Portal

1. **Procedure Code:** This is an auto-complete text box that will accept either the procedure code or its description. Once the drop down appears you can select a code from the list at any time by clicking on the desired result with your mouse. This field is required.

Main Procedure

Procedure Code:

Description:

Additional Description:

Modifier 1:

Quantity:

Diagnosis Code 1:

E1300 - WHIRLPOOL PORTABLE
E1310 - WHIRLPOOL NONPORTABLE
E1340 - REP/NONROUTINE SRVC DME RQR SKL TECH LABR-15 MIN
E1350 - REPAIRS FOR W/C BY THE HOUR
E1351 - SERVICE CALL NOC
E1352 - OXYGEN ACC FLOW REG CPBL POS INSPIRATORY PRESS
E1353 - REGULATOR

2. **Additional Description:** This field further identifies the procedure code. If the procedure code is not otherwise classified (NOC), this field is required to identify the procedure, otherwise it is not required.

Additional Description:



Provider Portal

- Modifier:** There are four combo boxes, meaning the value can be typed in or selected from the drop down list, for the procedure code modifier. Only modifier 1 is required and only two characters are allowed for each modifier.

Modifier 1:

- NU
- RR
- UE
- KH
- KI
- KJ
- BA

- Quantity:** This textbox is for entering the item quantity for the requested procedure code. This is required and only numeric values are allowed.

Quantity:

- Testing Amount:** This is a textbox for entering a testing amount for certain procedures. This is required for codes A4253 and A4259.

Testing Amount (Required for A4253 and A4259)

Testing Amount



Provider Portal

6. **Diagnosis Codes:** You are required to only have one diagnosis code on your request but you can enter up to four. Diagnosis code fields are there to record the doctor's diagnosis for which the procedure code is being requested. The diagnosis code fields are auto-complete textboxes. Simply begin typing in the left box information about the diagnosis code you are looking for and a list will be displayed as you type. To select a desired diagnosis code, click on the code with your mouse.

Diagnosis Code 1: <input type="text" value="3272"/>	Diagnosis Code 1 Description: <input type="text" value="Description"/>
Diagnosis Code 2: <input type="text"/>	32720 - ORGANIC SLEEP APNEA UNSPECIFIED
Diagnosis Code 3: <input type="text"/>	32721 - PRIMARY CENTRAL SLEEP APNEA
Diagnosis Code 4: <input type="text"/>	32722 - HIGH ALTITUDE PERIODIC BREATHING
	32723 - OBSTRUCTIVE SLEEP APNEA
	32724 - IDIOPATH SLEEP REL NONOBST ALVEOLAR HYPOVENT
	32725 - CONGN TAL CENTRAL ALVEOL HYPOVENTILATION SYNDROME
	32726 - SLEEP RELATED HYPOVENTILATION/HYPOXEMIA CCE
	32727 - CENTRAL SLEEP APNEA CONDS CLASSIFIED ELSEWHERE



Provider Portal

Once all information is entered, click the save button at the bottom right of the form to save this request detail. If any required information is missing, you will notice a red outline of both the save button and the missing fields.

Main Procedure

Procedure Code:

Description:

Additional Description:

Additional Description:

Modifier 1:

Modifier 2:

Modifier 3:

Modifier 4:

Quantity:

Testing Amount (Required for A4253 and A4259)

Testing Amount:

Diagnosis Code 1:

Diagnosis Code 1 Description:

Diagnosis Code 2:

Diagnosis Code 2 Description:

Diagnosis Code 3:

Diagnosis Code 3 Description:

Diagnosis Code 4:

Diagnosis Code 4 Description:

Upon a successful save, the detail will be shown in the table as seen below. If you need to edit the information in the detail, click the button in the actions column of the table.



Northwood

Provider Portal

Request Information Request Details Request Comments Documentation

Add New Detail

Actions	Procedure Code	Modifier(s)	Date of Service	Quantity	Diagnosis Code(s)	Type	Testing Amount
	E1399	NU	9/1/2015	1.000	9999	Normal - Non Discharge	0

Request Comments

The comments section is where you can add comments to your authorization as a whole. In order to submit an authorization request, you must enter a comment OR upload documentation. The comment text box has a character limit of 8000.

Create Request Request Dashboard Claims Documents Administration

Authorization Request Form

Request Information Request Details Request Comments Documentation

Comments

Comments

[Back to Dashboard](#)



Northwood

Provider Portal

Documentation

The Documentation section allows you to upload files along with your request. To use this section click the 'Select files' button in the middle of the screen. This will open a file dialog that will allow you to select a file from your computer.

Authorization Request Form

Request Information Request Details Request Comments **Documentation**

Supporting Documentation

Notes

- The maximum file size is **1 MB** per file, **5 MB** total.
- The following file types are allowed: .txt, .pdf, .jpg, .jpeg, .tiff, .png, .gif, .bmp.
- Northwood recommends 200 dots per inch (DPI) for scanned images. Higher DPI values will result in a larger file that may exceed our size limitations.

+ Select files ...

Uploaded Files

File Name	File Type	Upload Date	Upload Status
No files found.			

Back to Dashboard Submit Save Without Submitting



Provider Portal

Once you have select a file from the file dialog, it will be uploaded and appear in the Uploaded Files table at the bottom of the screen.

The screenshot shows a file management interface. At the top, there is a 'Select files ...' button. Below it, a blue header bar contains 'No file chosen' and 'Files'. A dropdown menu shows '25 records' and a search box. The main area is a table with the following data:

File Name	File Type	Upload Date	Upload Status
TEST DOCUMENT.pdf	application/pdf	9/4/2015	Awaiting Virus Scan

Below the table, it says 'Showing 1 to 1 of 1 entries' and has navigation arrows.

The following rules apply to uploading documentation:

1. The maximum file size is **1 MB** per file, **5 MB** total.
2. The following file types are allowed: .txt, .pdf, .jpg, .jpeg, .tiff, .png, .gif, .bmp.
3. Northwood recommends 200 dots per inch (DPI) for scanned images. Higher DPI values will result in a larger file that may exceed our size limitations.

Once you have entered all information for your request, click the Submit button at the bottom of your screen to submit the request to Northwood for review.

This screenshot shows the bottom portion of the file upload table from the previous image. Below the table, there is a 'Back to Dashboard' button on the left and a 'Submit' button highlighted with a red box on the right, along with a 'Save Without Submitting' button.

At any time, you may choose to save the request without submitting if you need to come back to finish it later.



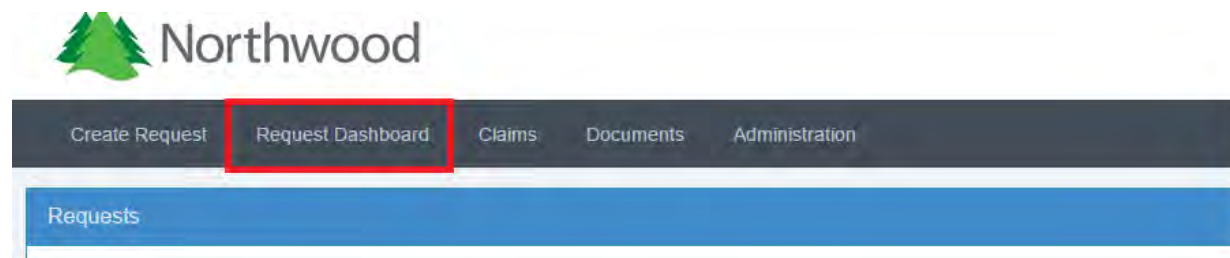
Northwood

Provider Portal

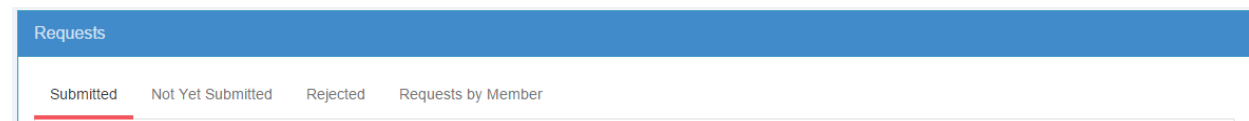
Managing your Authorization Requests

Overview

The authorization dashboard gives you the ability to review, maintain, and edit all of your authorization requests. The dashboard serves as your homepage, you will be taken here upon successful log in, after you submit a request or if you click the 'Request Dashboard' menu item.



There are four tabs on your dashboard, 'Submitted', 'Not Yet Submitted', 'Rejected' and 'Requests by Member'.



The submitted tab will display all requests that have been received by Northwood. The 'Not Yet Submitted' tab will display the requests that you have saved but have not submitted to Northwood. The rejected tab displays all of your requests that have been rejected by Northwood and the 'Requests by Member' tab will allow you to search by member to find specific requests.



Provider Portal

Walkthrough

While navigating this site, you will notice many grey buttons with images on them. These images represent different actions that can be taken and below is a key:



View Mode – When selecting view mode you can see all information, but not edit it.



Edit Mode – Clicking the edit button allows you to edit the information you have entered.



Delete – In certain circumstances you are able to delete authorization requests or their details.



Documentation – This button indicates that a document can be viewed.

These actions are based on the current status of your request. If the request has been submitted and is under review, or it has been completed, you will be able to view the data, but not edit it. If the request has not been submitted to Northwood, or has been rejected, you may edit the information of the request and submit it to Northwood.

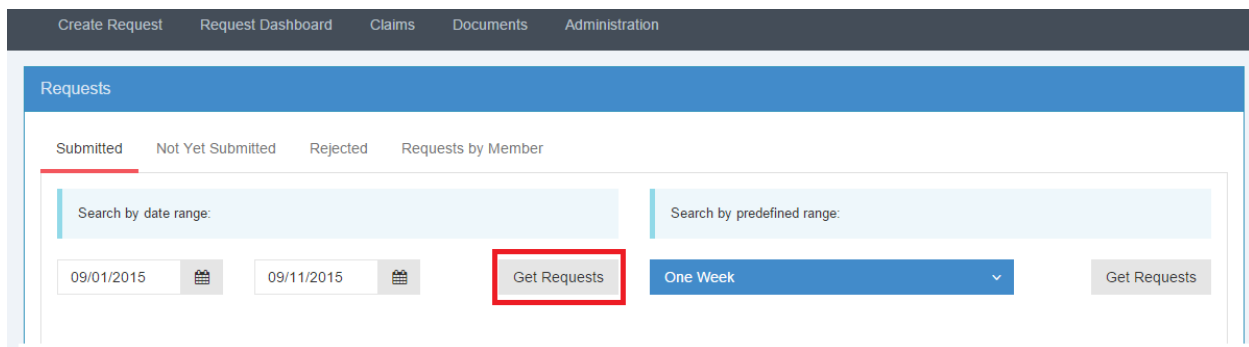


Northwood

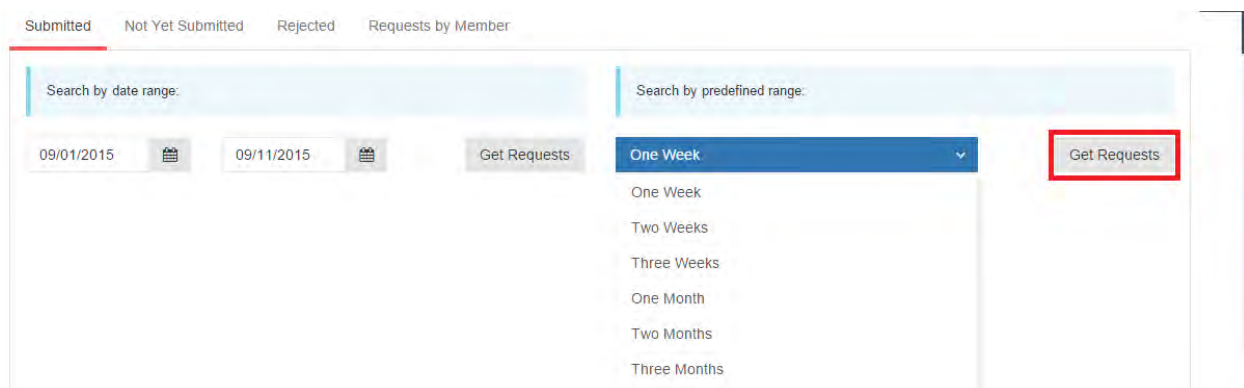
Provider Portal

Submitted Requests

The main tab on your request dashboard is the Submitted tab. Here you will find two types of date range selectors, the first of which allows a manual entry of a start date and an end date in the following formats; MM/DD/YYYY or MM-DD-YYYY. After the two dates are entered. Click the 'Get Requests' button highlighted in the following screen shot.




Alternatively, you may select from one of the predefined date ranges on the right side of the screen. Clicking the blue drop down box will display a list of several predefined options. Click the right most 'Get Requests' button in order to use this search.





Provider Portal

If there are results found in the selected date range, they will be displayed in a table as seen below.

Actions	Contact	Member	Physician	Request Date	Status	Last Updated
	Jane Smith	John Doe	UNKNOWN	9/8/2015	Submitted	9/8/2015

Submitted and completed authorization requests are not editable, however, you can view all request information by clicking the view button. Once you have completed your review of the request, you can click to 'Back to Dashboard' button at the bottom left of the page to return to your dashboard.

Authorization Request Form

Request Information | Request Details | Request Comments | Documentation

Member

Name: John Doe | Birth Date: 1/1/1970 | Home Phone: 5551212

Physician

NPI: 0000000000 | Name: UNKNOWN | Phone:

Provider

Northwood Provider Number: 0 | NPI: 0000000000 | Name: UNKNOWN PENDING PROVIDER
Phone: Phone | Fax: Fax | Location: 0000 Any Street, No Where, UN 00000

[Back to Dashboard](#) | |



Provider Portal

You will be able to view a printable request form document for requests under review and a Northwood Prior Authorization form once the request is approved by pressing the document button as seen below. In order to display the form actions, hover your mouse in the bottom right of the document.

**This is NOT an Authorization
Northwood Pre-Authorization Request Form**
Telephone: 1-866-802-6471 Fax: 1-877-552-6551

DMEPOS Provider Information					
Date Of Request: 9/8/2015 2:45:15 PM	NW Provider ID #: 0				
Provider Name/City/State: UNKNOWN PENDING PROVIDER / No Where / UN					
Contact Person: Jane Smith	Phone #: Fax#:				
Patient/Member Information					
Member #: 999888777	Date Of Birth: 1/1/1970 12:00:00 AM				
Last Name: Doe	First Name: John Phone #: 5551212				
Ordering Physician Name: UNKNOWN	Ordering Physician NPI: 0000000000				
Physician Phone #:					
Utilization Management Section					
Urgent/Emergent Request? No	Dispensed From a Loan Closet or Stock and Bill? No				
Equipment/Medical Supply Information					
Date Of Service	HCPCS Code	Diagnosis Code	Modifier (NU/RR/BO/BA)	Modifier (RTL/LT)	Quantity
9/1/2015 12:00:00 AM	E1399	9999	NU		1.000

If you wish to take a quick look at the details for your requests, click the black chevron button in the first column of the table. This will display a nested table showing the requests details.

10 records

Search:

Actions	Contact	Member	Physician	Request Date	Status	Last Updated
	Jane Smith	John Doe	UNKNOWN	9/8/2015	Submitted	9/8/2015

Showing 1 to 1 of 1 entries



Provider Portal

Actions	Contact	Member	Physician	Request Date	Status	Last Updated
	Jane Smith	John Doe	UNKNOWN	9/8/2015	Submitted	9/8/2015

Actions	Procedure Code	Modifier(s)	Date of Service	Quantity	Diagnosis Code(s)	Type	Testing Amount
	E1399	NU	9/1/2015	1.000	9999	Unknown	

With this nested table, you have the ability to take action, if allowed, directly from the search results.

Not Yet Submitted Requests

Requests that have not yet been submitted to Northwood are displayed under this tab. Here you are offered two actions for these requests, edit and delete. Clicking the edit button will allow you to complete your request by adding all of the necessary information and submit to Northwood for review.

Actions	Contact	Member	Physician	Request Date	Status	Last Updated
	Jane Smith	John Doe	UNKNOWN	9/8/2015	New	9/8/2015

Clicking the delete button will remove the request from our system. You will be asked to confirm whether you want to delete the request.



Provider Portal

The page at localhost:58111 says:
Are you sure you want to delete this Authorization Request?

OK Cancel

Yet Submitted Rejected Requests by Member

ords

	Contact	Member	Physician	Request Date	Status
	Jane Smith	John Doe	UNKNOWN	9/8/2015	New

1 entries

Rejected Requests

Requests that have been reviewed by Northwood and rejected will show up under this tab. Like the requests not yet submitted, you will have the option to edit or delete the request. Northwood employees will submit a reason for the rejection and if you click the edit button, you will see it under the Request Information tab.



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Provider Portal

Authorization Request Form

[Request Information](#)
[Request Details](#)
[Request Comments](#)
[Documentation](#)

Rejection Reason(s)

Authorization already on file for date of service.

Member

Name:
 Birth Date:
 Home Phone:

Physician

NPI:
 Name:
 Phone:

Provider

Northwood Provider Number:
 NPI:
 Name:

Phone:
 Fax:
 Location:

Back to Dashboard
Submit Save Without Submitting

Based on this information, you will have the opportunity to edit the request or its details and resubmit to Northwood for review.

Requests by Member

This feature will allow you to search for all authorization requests related to a specific member.

Requests

[Submitted](#)
[Not Yet Submitted](#)
[Rejected](#)
[Requests by Member](#)

Contract:

Identification:
 Last Name:
 First Name:
 Birth Date:



Northwood

Provider Portal

In order to ensure that you will find the correct member during this search the follow information is required; the member’s identification number (e.g. SSN, Contract Number, Subscriber Number, B-Number) and birth date (recommended) or the member’s last name and birth date. The correct contract must be selected from the contract drop down as well. If the member is found, they will be displayed in a table beneath the search fields.

Requests

Submitted Not Yet Submitted Rejected Requests by Member

Contract:
MASS HEALTH/CWC/CARE PLUS ▼

Identification:
 Last Name:
 First Name:
 Birth Date:

10 ▼ records Search:

Actions	Name	Birth Date	Age	Address	City	State	Postal Code	Home Phone
	John Doe	1/1/1970	45	123 Fake Street	Anywhere	MI	11111	5551212

Showing 1 to 1 of 1 entries

Select the member you wish to review, click the view button, if there are authorization requests found they will appear in a table. At this point you can take an action on the request, if allowed.




Northwood



Provider Portal

Submitted Not Yet Submitted Rejected **Requests by Member**

Contract:
MASS HEALTH/CWC/CARE PLUS

Identification: Last Name: First Name: Birth Date: 

10 records Search:

Actions	Contact	Member	Physician	Request Date	Status	Last Updated
 	Jane Smith	John Doe	UNKNOWN	9/8/2015	Rejected	9/8/2015

Showing 1 to 1 of 1 entries

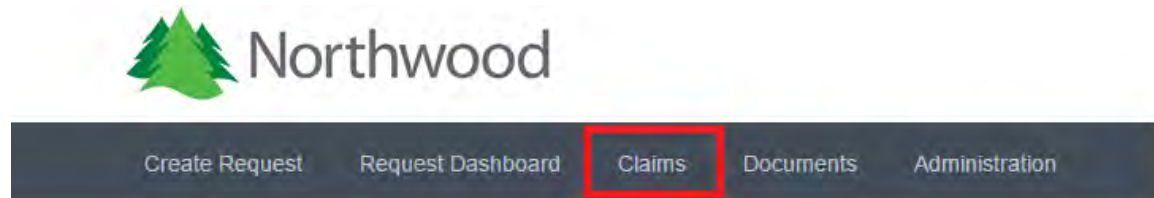
Viewing Member Claims

Overview

The Northwood Provider Portal now offers the ability to review a member's claim history. There are two methods provided to search for claims; By Member or By Claim Number.

Walkthrough

To initiate a claim search, begin by clicking 'Claims' from the main navigation.



You will be redirected to the claim search and notice two tabs, 'Search By Member' and 'Search by Claim Number'.



Northwood

Provider Portal

Search by Member

When searching by member, you will be presented a search form.

Claim Search

Search By Member
Search By Claim Number

Contract:

MASS HEALTH/CWC/CARE PLUS
▼

Identification:

Last Name:

First Name:

Birth Date:

In order to ensure that you will find the correct member during this search the follow information is required; the member's identification number (e.g. SSN, Contract Number, Subscriber Number, B-Number) and birth date (recommended) or the member's last name and birth date. The correct contract must be selected from the contract drop down as well. If the member is found, they will be displayed in a table beneath the search fields.

Claim Search

Search By Member
Search By Claim Number

Contract:

MASS HEALTH/CWC/CARE PLUS
▼

Identification:

Last Name:

First Name:

Birth Date:

10 records

Actions	Name	Birth Date	Age	Address	City	State	Postal Code	Home Phone
👁	John Doe	1/1/1970	45	123 Fake Street	Anywhere	MI	11111	5551212

Showing 1 to 1 of 1 entries



Provider Portal

Upon clicking the view button to select a member, the member's claims will be displayed in two panels, pending claims, and finalized claims. Pending claims are those that are still in process, while finalized claims have been paid.

Search By Member Search By Claim Number

Pending Claims

10 records Search:

	Northwood Claim Number	Provider Claim Number	Status	Received Date	Authorization Number	Contract	Physician	Member
<input checked="" type="checkbox"/>	15090900002	123456789	P140	9/7/2015	MH1509090001	MASS HEALTH/CWC/CARE PLUS	UNKNOWN	John Doe

Showing 1 to 1 of 1 entries < 1 >

Finalized Claims

10 records Search:

	Northwood Claim Number	Provider Claim Number	Status	Received Date	Authorization Number	Contract	Physician	Member
<input checked="" type="checkbox"/>	15090900003	123456789	F165	9/7/2015	MH1509090001	MASS HEALTH/CWC/CARE PLUS	UNKNOWN	John Doe

Showing 1 to 1 of 1 entries < 1 >

Clicking the black chevron icon in the first column will display a nested table that contains the claim lines for the selected claim.



Northwood

Provider Portal

Claim Search

Search By Member Search By Claim Number

Pending Claims

10 records Search:

Northwood Claim Number	Provider Claim Number	Status	Received Date	Authorization Number	Contract	Physician	Member
15090900002	123456789	P140	9/7/2015	MH1509090001	MASS HEALTH/CWC/CARE PLUS	UNKNOWN	John Doe

Line Number	Status	Procedure Code	Modifier(s)	Date of Service	Diagnosis Code(s)
1	P140	E0601	RR	10/9/2015	32723


Showing 1 to 1 of 1 entries < 1 >

Claim lines under the finalized claim panel will have a view button allowing you to review the details of the procedure.

Finalized Claims

10 records Search:

Northwood Claim Number	Provider Claim Number	Status	Received Date	Authorization Number	Contract	Physician	Member
15090900003	123456789	F165	9/7/2015	MH1509090001	MASS HEALTH/CWC/CARE PLUS	UNKNOWN	John Doe

Actions	Line Number	Status	Procedure Code	Modifier(s)	Date of Service	Diagnosis Code(s)	Check Date	Check Number
	1	F165	E0601	RR	9/9/2015	32723		

Showing 1 to 1 of 1 entries < 1 >

The details will be displayed in a pop up window as shown below.



Northwood

Provider Portal

Claim Line

Claim Line Amounts			
Quantity Billed: 1.000	Charged: [REDACTED]	Authorized Quantity: 1.000	Authorized Allowed: [REDACTED]
Quantity Allowed: 1.000	Allowed Amount: [REDACTED]	Copay: [REDACTED]	Coinsurance: [REDACTED]
Deductible: [REDACTED]	Other Payer Paid: [REDACTED]	Net Payment: [REDACTED]	

Claim Line Adjustments		
Adjustment Code	Description	Adjustment Amount
No adjustments found.		

Claim Line Remarks	
Remark Code	Description
No remarks found.	

Cancel

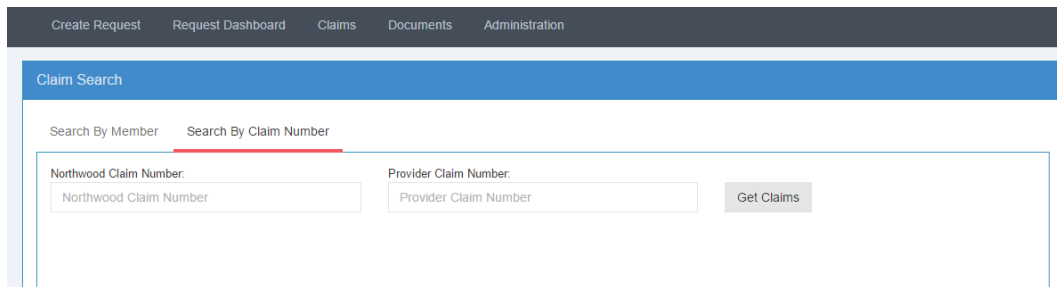


Northwood

Provider Portal

Search by Claim Number

The Northwood Provider Portal also allows you to search by a claim number, either Northwood's or the claim number submitted by the provider.



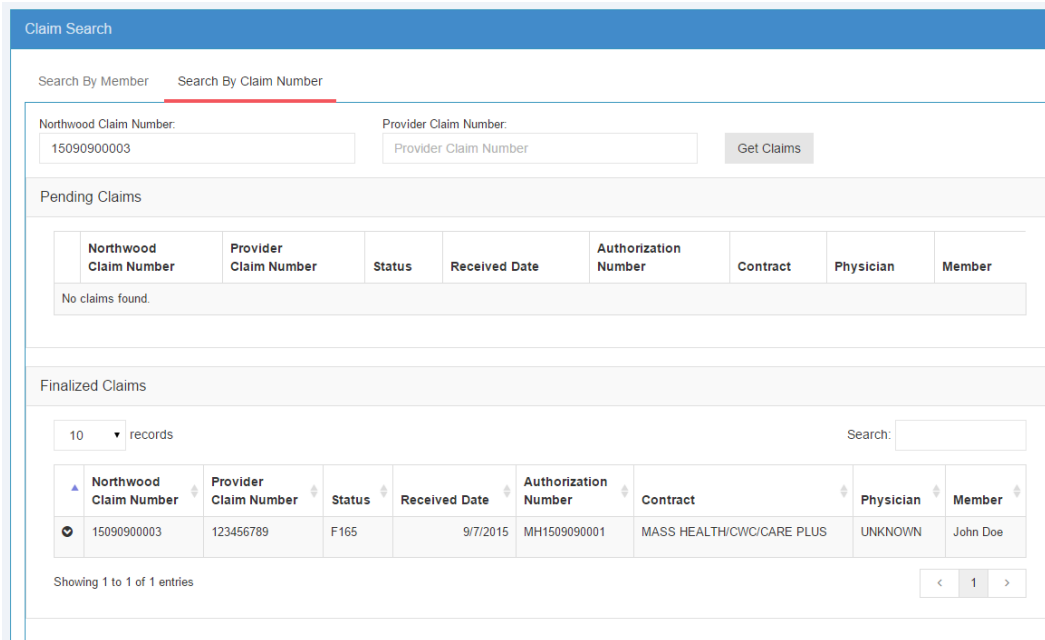
Claim Search

Search By Member Search By Claim Number

Northwood Claim Number:

Provider Claim Number:

Simply enter in the claim number in the correct text box and click the 'Get Claims' button to retrieve the results.



Claim Search

Search By Member Search By Claim Number

Northwood Claim Number:

Provider Claim Number:

Pending Claims

No claims found.

Finalized Claims

10 records Search:

Northwood Claim Number	Provider Claim Number	Status	Received Date	Authorization Number	Contract	Physician	Member
1509090003	123456789	F165	9/7/2015	MH1509090001	MASS HEALTH/CWC/CARE PLUS	UNKNOWN	John Doe

Showing 1 to 1 of 1 entries

Depending on the claim's status, it will be displayed in either the Pending Claims or the Finalized Claims panel.