



Northwood

Provider Continuity of Care Authorization Request Process

Revised: March 11, 2020

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Provider Continuity of Care Authorization Request Process

Table of Contents

Revisions	2
Purpose and Scope.....	3
Data File Submission Process.....	3
Response File Process.....	4
CoC Authorization Request Data File Layout.....	5
CoC Response Data File Layout.....	8
Technical Support.....	9

Table of Figures

Figure 1 Example Microsoft Excel CoC Request Data File Columns A-L.....	7
Figure 2 Example Microsoft Excel CoC Request Data File Columns M-W.....	8
Figure 3 Example Pipe Delimited Text CoC Request Data File	8
Figure 4 Example Microsoft Excel CoC Response Data File.....	9
Figure 5 Example Pipe Delimited Text CoC Response File.....	9

Revisions

Revision Date	Revision Description
2/3/2020	Original document.
3/11/2020	<ul style="list-style-type: none">• Removed NumberOfRentalPeriodsBilled from CoC Request Data File. Northwood can determine this data element using the OriginalRentalDateOfService column.• Added StartingDateOfService to CoC Request Data File.• Added FrequencyCode to CoC Request Data File.• Renumbered CoC Request Data File columns.• Changed Frequency column to FrequencyCode on CoC Response Data File.• Updated example CoC Request Data Files.• Updated example CoC Response Data Files.

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Provider Continuity of Care Authorization Request Process

Purpose and Scope

At the start of a new Northwood health plan contract there is a high volume of authorization requests from providers which can increase normal turnaround times. In an effort to avoid this situation when new Northwood health plan contracts are starting, Northwood has implemented a new process for Continuity of Care (CoC) authorization requests with the following benefits:

- Enabling submission of CoC requests prior to the new Northwood contract start date.
- Accepting CoC requests electronically with minimal data elements and multiple formats to support both small and larger providers.
- Expediting processing of CoC requests.

For this process a Continuity of Care authorization request means:

- An authorization request from a participating Northwood provider, for
- A patient that the provider has been servicing prior to the new Northwood contract start date, who is a member of
- The health plan that Northwood is administrating, for
- Recurring DMEPOS supply or rental procedures that the patient is already receiving from the provider.

This process does not apply to:

- Providers who are not participating Northwood providers.
- Patients who are new to the provider on or after the contract start date.
- Recurring DMEPOS supply or rental procedures that are new to the patient on or after the contract start date.
- Non-recurring DMEPOS procedures.
- Patients who belong to health plan groups whose benefits are not administered by Northwood.

The purpose of this document is to detail the process and provide specifications for data exchanges and file layouts.

Other Northwood policies related to claim processing, claim rules, authorizations, X12 HIPAA EDI exchange, provider applications, credentialing, other requirements for providers, and the entire Northwood Provider Portal are not in the scope of this document and providers should reference the appropriate Northwood provider manual, Northwood Provider EDI manual, provider contract, or provider contract addenda.

Data File Submission Process

The Northwood Provider CoC Authorization Request process is as follows:

1. Provider completes process to be a Northwood participating provider for the new Northwood contract.
2. Provider obtains a login and password to the Northwood Provider Portal.
3. Provider identifies and collects their data for qualifying CoC patients and procedures, and prepares a CoC authorization request data file compliant with the specifications in this document to submit to Northwood.

Northwood, Inc.

Provider Continuity of Care Authorization Request Process

4. Provider logs into the Northwood Provider Portal and submits the CoC authorization request data file created above.
5. Northwood will immediately queue the file for initial validation and report the results on the page and with a notification email.
6. If the data file passes the initial validation then you can logout of the Northwood Provider Portal and you will receive a notification email when your response file is available.
7. If the data file has validation issues they will appear on the page and you will receive a notification email. You will need to correct the issues and re-submit the entire file. Northwood can provide you support and direction on the data issues, but we cannot fix your data file.

Response File Process

The response file contains data elements that the provider will need in order to configure the Northwood authorization in their information system. For example, status, authorization number, units authorized, etc.

The submitted CoC authorization request data files are processed on a schedule which can vary for each new contract. You will want to review the bulletin from Northwood for each new contract for the CoC authorization request processing schedules.

The response file process is as follows:

1. Northwood will send a notification email to the provider when the response file is available on the Northwood Provider Portal.
2. The provider logs into the Northwood Provider Portal and downloads the response file.
3. The provider then reviews the response, and if desired can use the data file to update their information system. (Note: Northwood will also fax authorizations to providers when the authorizations are created on the Northwood system.)

Any CoC requests that are not approved must be corrected and re-submitted in a subsequent CoC authorization request data file.

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Provider Continuity of Care Authorization Request Process

CoC Authorization Request Data File Layout

The data file can be submitted in either of two formats:

1. Microsoft Excel (xls,xlsx)
 - a. This file format can be created using the Microsoft Excel application and will work best for any providers who are unable to generate a text data file.
 - b. The file can only contain data values. Do not include any formulas.
 - c. Include the column names exactly as specified below in Row 1.
 - d. Every row after Row 1 will represent a data record.
2. Pipe Delimited Text (txt)
 - a. Use the pipe character (|) to separate columns of data.
 - b. Include the column names exactly as specified below in the first row of the file.
 - c. No quotes.
 - d. Use carriage return and linefeed (\r\n) as row terminators.

The only filename requirement is to use the appropriate file extension (xls,xlsx, or txt) as specified above.

Column Number	Column Name	Data Type	Description
1	DMEProviderNPI	Text	DMEPOS Provider National Provider Identifier. Required.
2	DMEProviderName	Text	Required.
3	PatientLastName	Text	Required.
4	PatientFirstName	Text	Required.
5	PatientDateOfBirth	MM/DD/YYYY	Required.
6	InsuranceId	Text	Patient's insurance number. Include any alpha prefix. Required.
7	AuthorizationGroup	Number	If you want different authorizations numbers issued for different groups of procedure codes for a patient then group them with a different number. For example, using authorization groups 0, 1, and 2 for the same patient will generate 3 different authorizations for the patient. If you want one authorization for each patient then set the authorization group to 0 for every row. If you are unsure then set the authorization group to 0. Required.

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Provider Continuity of Care Authorization Request Process

Column Number	Column Name	Data Type	Description
8	DMEProviderControlld	Text	Your control number for this row. Must be unique. Required.
9	PrimaryDiagnosisCode	Text	ICD10. Required.
10	DiagnosisCode2	Text	Optional.
11	DiagnosisCode3	Text	Optional.
12	DiagnosisCode4	Text	Optional.
13	ProcedureCode	Text	HCPCS. Required.
14	PrimaryModifier	Text	NU or RR only.
15	Modifier2	Text	Optional.
16	Modifier3	Text	Optional.
17	Modifier4	Text	Optional.
18	QuantityRequested	Number	Units requested per frequency. Integer. Required.
19	OriginalRentalDateOfService	MM/DD/YYYY	Original rental date of service with health plan. Only required for PrimaryModifier=RR.
20	OrderingPhysicianLastName	Text	Ordering or Referring Physician. Required.
21	OrderingPhysicianFirstName	Text	Required.
22	OrderingPhysicianNPI	Text	Ordering or Referring Physician National Provider Identifier. Required.
23	StartingDateOfService	MM/DD/YYYY	The starting date of service for the requested procedure. This date must be the new Northwood contract go-live date or later. Check the new Northwood contract bulletin for the go-live date.
24	FrequencyCode	Text	The frequency for the requested procedure. Northwood has a standard frequency for all procedures (e.g. monthly), but also has alternate frequency for some supplies. If there is no frequency

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Provider Continuity of Care Authorization Request Process

Column Number	Column Name	Data Type	Description														
			<p>specified then Northwood will use the standard frequency. If the requested frequency is not offered for the requested procedure then Northwood will use the standard frequency.</p> <p>Use the following codes for the frequencies recognized by Northwood:</p> <table border="1"> <thead> <tr> <th>Frequency Code</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>DAY</td> <td>Daily</td> </tr> <tr> <td>WEEK</td> <td>Weekly</td> </tr> <tr> <td>MONTH</td> <td>Monthly</td> </tr> <tr> <td>90</td> <td>Every 3 Months</td> </tr> <tr> <td>180</td> <td>Every 6 Months</td> </tr> <tr> <td>(blank)</td> <td>Northwood Standard Frequency</td> </tr> </tbody> </table>	Frequency Code	Description	DAY	Daily	WEEK	Weekly	MONTH	Monthly	90	Every 3 Months	180	Every 6 Months	(blank)	Northwood Standard Frequency
Frequency Code	Description																
DAY	Daily																
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180	Every 6 Months																
(blank)	Northwood Standard Frequency																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	DMEProviderNPI	DMEProviderName	PatientLastName	PatientFirstName	PatientDateOfBirth	InsuranceId	AuthorizationGroup	DMEProviderControlld	PrimaryDiagnosisCode	DiagnosisCode2	DiagnosisCode3	DiagnosisCode4	ProcedureCode
2	111111111	ABC DME Provider	Doe	John	1/1/2020	KY2123456789		0 000001	G4733				E0601
3													
4													
5													

Figure 1 Example Microsoft Excel CoC Request Data File Columns A-M

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Provider Continuity of Care Authorization Request Process

	N	O	P	Q	R	S	T	U	V	W	X
1	PrimaryModifier	Modifier2	Modifier3	Modifier4	QuantityRequested	OriginalRentalDateOfService	OrderingPhysicianLastName	OrderingPhysicianFirstName	OrderingPhysicianNPI	StartingDateOfService	FrequencyCode
2	RR				1	6/1/2019	SMITH	ZACHARY	222222222	5/1/2020	MONTH
3											
4											

Figure 2 Example Microsoft Excel CoC Request Data File Columns N-X

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Northwood CoC Request Example Data File.txt
DMEProviderNPI|DMEProviderName|PatientLastName|PatientFirstName|PatientDateOfBirth|InsuranceId|AuthorizationGroup|DMEProviderControlId|PrimaryDiagnosisCode|DiagnosisCode2|DiagnosisCode3|DiagnosisCode4|ProcedureCode|PrimaryModifier|Modifier2|Modifier3|Modifier4|QuantityRequested|OriginalRentalDateOfService|OrderingPhysicianLastName|OrderingPhysicianFirstName|OrderingPhysicianNPI|StartingDateOfService|FrequencyCode
111111111|ABC DME Provider|Doe|John|1/1/2020|XYZ123456789|0|000001|G4733|||E0601|RR|||1|6/1/2019|SMITH|ZACHARY|222222222|5/1/2020|MONTH
  
```

Figure 3 Example Pipe Delimited Text CoC Request Data File

CoC Response Data File Layout

Northwood will prepare the response file in the format and with the filename extension that the CoC authorization requests were submitted (either Microsoft Excel or Pipe Delimited Text).

The filename will be in the format of NWCoCResponse9999999999YYYYMMDD where:

- 9999999999 is the Providers National Provider Identifier.
- YYYYMMDD is the date the file was created.

Column Number	Column Name	Data Type	Description														
1	DMEProviderControlId	Text	The control identifier for the row submitted in the request file.														
2	AuthorizationNumber	Text	The Northwood authorization number if the request is approved, or blank.														
3	RequestStatusCode	Text	Two character code: <table border="1" style="margin-left: 20px;"> <tr> <td>00</td> <td>Approved.</td> </tr> <tr> <td>01</td> <td>Member not managed by Northwood, or member not found.</td> </tr> <tr> <td>02</td> <td>Procedure not managed by Northwood.</td> </tr> <tr> <td>03</td> <td>Procedure requires that provider has ABC certification credential on-file with Northwood (P&O procedures).</td> </tr> <tr> <td>20</td> <td>Invalid provider NPI.</td> </tr> <tr> <td>21</td> <td>Invalid birth date.</td> </tr> <tr> <td>22</td> <td>Invalid HCPCS procedure code.</td> </tr> </table>	00	Approved.	01	Member not managed by Northwood, or member not found.	02	Procedure not managed by Northwood.	03	Procedure requires that provider has ABC certification credential on-file with Northwood (P&O procedures).	20	Invalid provider NPI.	21	Invalid birth date.	22	Invalid HCPCS procedure code.
00	Approved.																
01	Member not managed by Northwood, or member not found.																
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20	Invalid provider NPI.																
21	Invalid birth date.																
22	Invalid HCPCS procedure code.																

Northwood, Inc.

Provider Continuity of Care Authorization Request Process

Column Number	Column Name	Data Type	Description												
			<table border="1"> <tr> <td>23</td> <td>Invalid modifier.</td> </tr> <tr> <td>24</td> <td>Invalid ICD10 code for billing.</td> </tr> <tr> <td>25</td> <td>Invalid quantity.</td> </tr> <tr> <td>26</td> <td>Invalid or missing rental date of service.</td> </tr> <tr> <td>27</td> <td>Invalid or missing periods billed.</td> </tr> <tr> <td>28</td> <td>Invalid physician NPI.</td> </tr> </table>	23	Invalid modifier.	24	Invalid ICD10 code for billing.	25	Invalid quantity.	26	Invalid or missing rental date of service.	27	Invalid or missing periods billed.	28	Invalid physician NPI.
23	Invalid modifier.														
24	Invalid ICD10 code for billing.														
25	Invalid quantity.														
26	Invalid or missing rental date of service.														
27	Invalid or missing periods billed.														
28	Invalid physician NPI.														
4	QuantityAuthorized	Number	Quantity authorized per frequency.												
5	FrequencyCode	Text	<table border="1"> <thead> <tr> <th>Frequency Code</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>DAY</td> <td>Daily</td> </tr> <tr> <td>WEEK</td> <td>Weekly</td> </tr> <tr> <td>MONTH</td> <td>Monthly</td> </tr> <tr> <td>90</td> <td>Every 3 Months</td> </tr> <tr> <td>180</td> <td>Every 6 Months</td> </tr> </tbody> </table>	Frequency Code	Description	DAY	Daily	WEEK	Weekly	MONTH	Monthly	90	Every 3 Months	180	Every 6 Months
Frequency Code	Description														
DAY	Daily														
WEEK	Weekly														
MONTH	Monthly														
90	Every 3 Months														
180	Every 6 Months														
6	ServiceDateFrom	MM/DD/YYYY	Starting date of service range.												
7	ServiceDateTo	MM/DD/YYYY	Ending date of service range.												
8	CoinsuranceAmount	Decimal(18,2)	Northwood's estimated coinsurance amount.												

	A	B	C	D	E	F	G	H
1	DMEProviderControlId	AuthorizationNumber	RequestStatusCode	QuantityAuthorized	Frequency	ServiceDateFrom	ServiceDateTo	CoinsuranceAmount
2	0000001	NW2020012300001	00	1	MONTH	1/1/2020	5/31/2020	0.00
3								
4								

Figure 4 Example Microsoft Excel CoC Response Data File

```

NWCoCResponse11111111120200123.txt x
DMEProviderControlId|AuthorizationNumber|RequestStatusCode|QuantityAuthorized|Frequency|ServiceDateFrom|ServiceDateTo|CoinsuranceAmount
0000001|NW2020012300001|00|1|MONTH|1/1/2020|5/31/2020|0.00

```

Figure 5 Example Pipe Delimited Text CoC Response File

Technical Support

Any further questions about the CoC authorization request process with Northwood can be directed to support@northwoodinc.com.