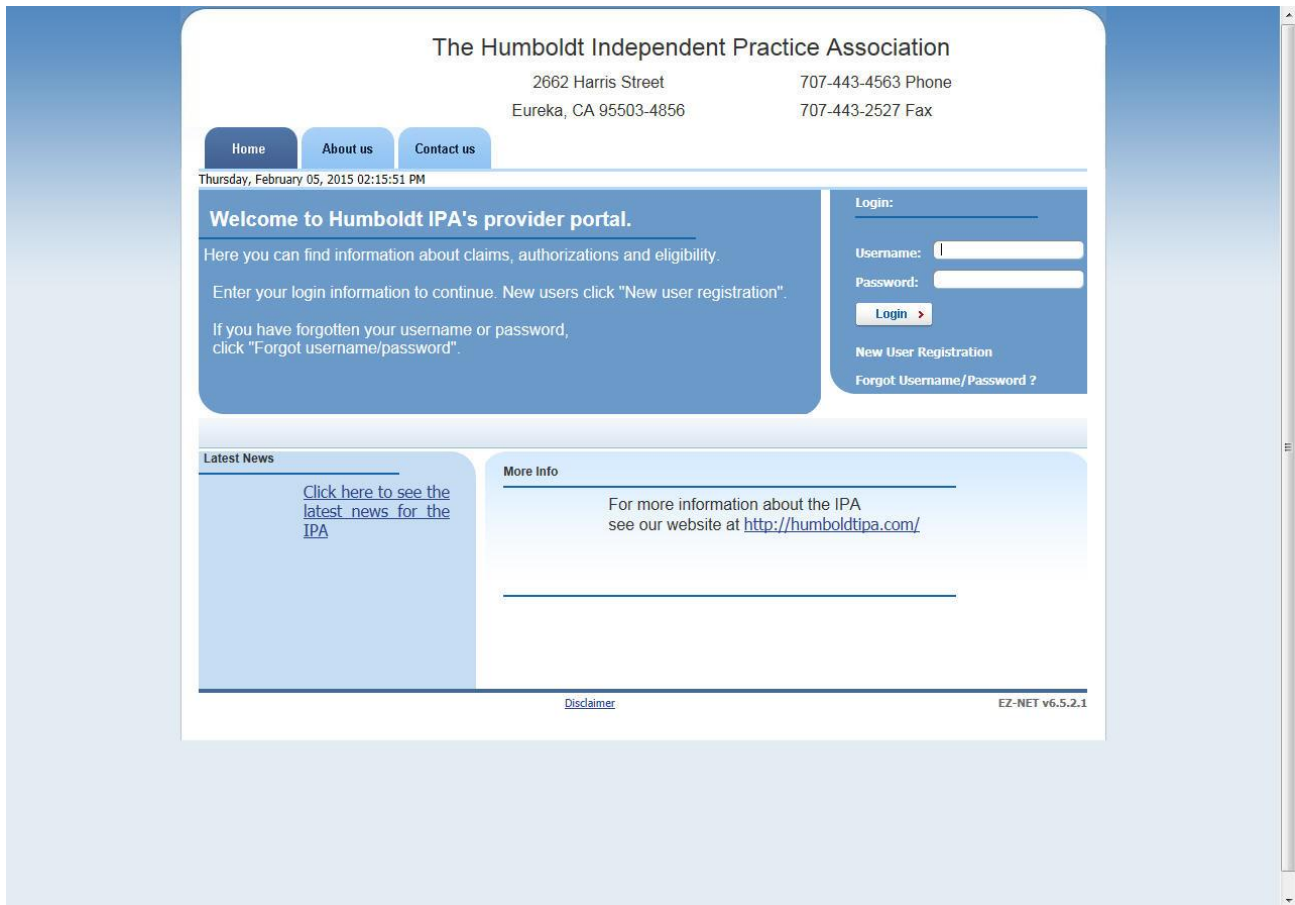


## EZ-NET Authorization Submission

1. Go to [portal.humboldtipa.com](http://portal.humboldtipa.com) You will see a login screen that should look similar to this:

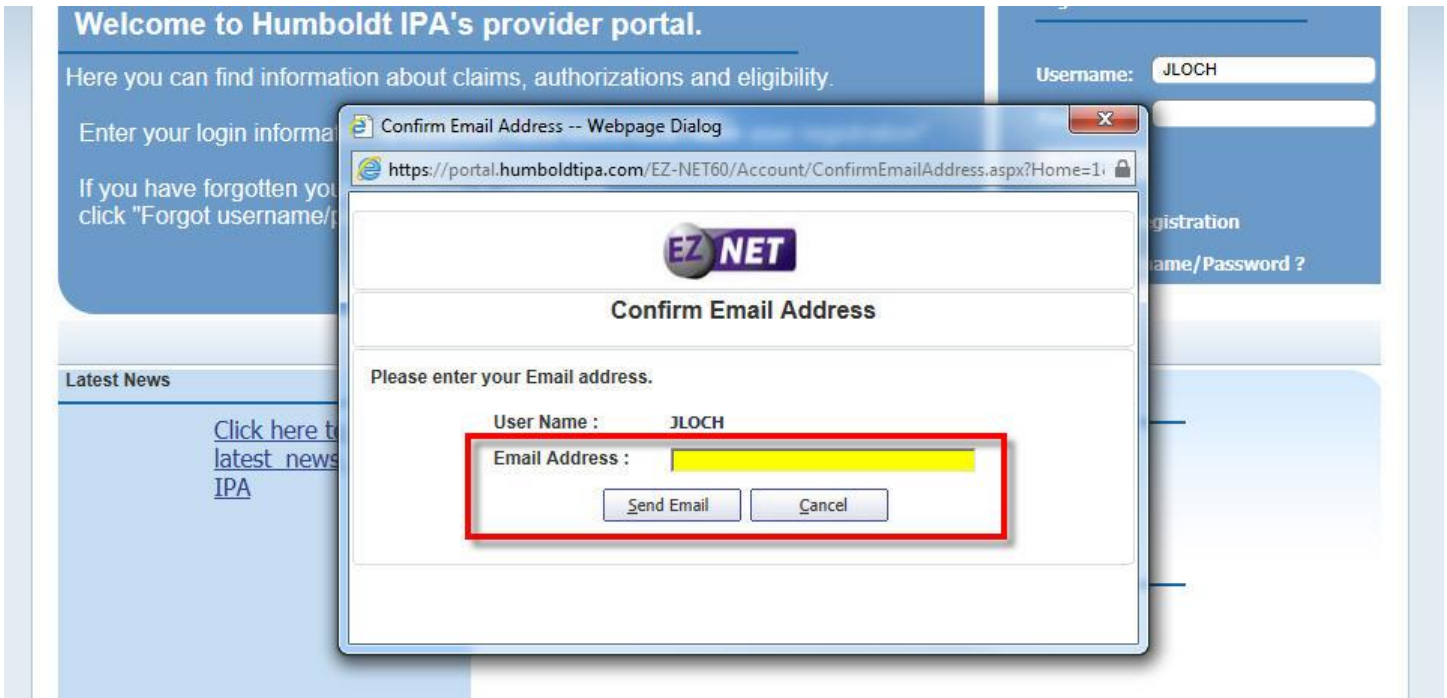


2. Go to the Login area and type in the Username and Password you were provided with. You may be prompted to change your password the first time you login. Please remember that passwords are case sensitive. Your password must be at least 8 characters long and contain at least 1 uppercase character, 1 lowercase character and 1 number.



3. Click Login after typing your Username and Password in the boxes provided.

Note: You may receive a pop-up like the one below, enter your email address and click "Send Email". You will receive an email with a link to confirm your address. Be sure to log out of EZ-NET before clicking the confirmation link. Once you have confirmed your address, you will no longer receive the pop-up. If you have trouble logging in, please go to the FAQ page at the end of this document.



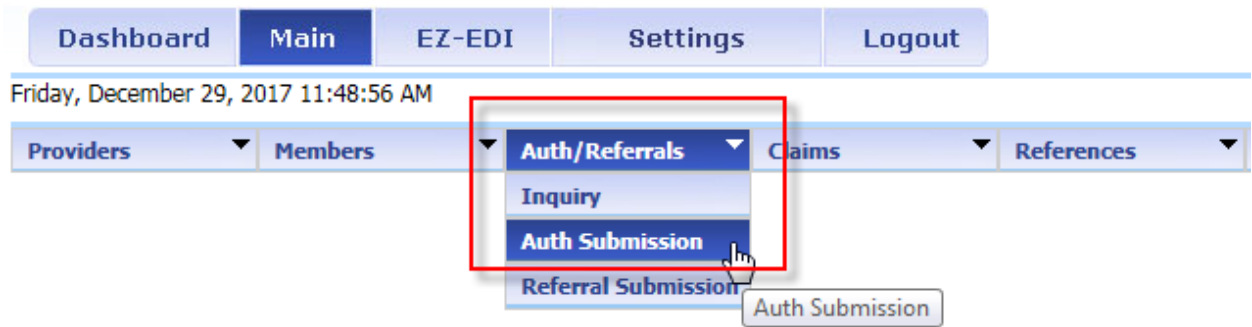
4. Click on the Main tab to see options for authorizations, claims, and eligibility.



5. The Main tab is where you will find all of your search and submission options available through EZ-NET.







6. Place your mouse over the Auth/Referrals tab to see the list of options:




**NOTE: Once your request is submitted, it cannot be altered.**

7. Complete the following fields:


- a. Select the “Company ID:” from the drop down menu. The “Company” is the health plan of the patient.
- b. Priority Status
- c. Member ID – you can search for the member by clicking the  button.
- d. Authorizing Provider ID – It will pre-populate with the patient’s assigned PCP for HMOs. You can click the  button to search for other providers.
- e. Requested Provider ID – Click the  button to search for the provider. If you are unable to locate the provider by searching, enter 1820 in the field. The provider name will appear as “PROVIDER NOT PROGRAMMED – SEE MEMO.” If you use this provider, you must enter the information about the requested provider in the “Auth Notes” area at the bottom of the screen.\*
- f. Place of service – a drop down list is available, but you can also just key in the appropriate place of service code.


**Authorization Submission Entry** 


|  |   |   |
|--|---|---|
| <b>Company ID:</b> HBS - CALPERS BLUE SHIELD HMO                             | <b>Master Record</b>  |   |
| <b>Requested Date:</b> 12/29/2017 Time: 12:21:02                             | <b>Auth Action:</b> 12/29/2017  | <b>Auth Expiration:</b> 3/29/2018               |
| <b>Priority Status:</b> R ROUTINE  | <b>Authorized Units:</b> 0  | <b>Healthplan Name:</b> CALPERS BLUE SHIELD HMO |
| <b>LOS:</b> 0  | <b>Gender:</b> F  | <b>DOB:</b> 1/1/1960                            |
| <b>Member ID:</b> 1234567891   | <b>Authorizing Provider ID:</b> 680351509-MEE-MAR MEENGS MARY         |   |
| <b>Name:</b> PATIENT, TEST   | <b>Requested Provider ID:</b> 1820 PROVIDER NOT PROGRAMMED - SEE MEMO |   |
| <b>Service Area:</b>   | <b>Service Area:</b>  |   |
| <b>Facility ID:</b>  |   |   |
| <b>Place Of Service:</b> 11 - OFFICE <input type="checkbox"/> From Favorites | <b>Requested Units:</b> 0   |   |
| <b>Request Category:</b>   | <b>Certification Type:</b>  |   |
| <b>Service Type:</b>   | <b>Auth Service Pkg:</b>  |   |
| <b>Admit Type:</b>   | <b>Admit Source:</b>  |   |
| <b>Patient Status:</b>   | <b>Facility Type Code:</b>  |   |
| <b>Additional Master Info</b>  |   |   |

- g. Diagnosis Code(s) – Enter the diagnosis code or search for one by clicking the  button. Click the “Add Diag” button to add the code to the authorization. If you enter a diagnosis code in error, you can remove it by clicking the red “X” next to that line.


**Diagnosis**

Diagnosis Code:    (Only 12 diagnosis codes allowed)

| Number  | Code   | Version | Description  | LOINC Code |
|---|--------|---------|--|------------|
|  1 | Z00.01 | 10      | ENCOUNTER FOR GENERAL ADULT MEDICAL EXAMINATION WITH ABNORMAL FINDINGS |            |

- h. Procedure Code – Enter the service code or search for one by clicking the  button.
- i. Service Type – Unless you are entering a revenue code, leave this field as “PROF.”
- j. Modifier(s) – as needed.
- k. Requested Qty – NOTE: Be sure to use the “Requested Qty” field instead of the “Auth Qty” field. The page layout is somewhat confusing.
- l. Click the “Add Proc” button between entering Procedure Code lines.
- m. If you add a procedure code line in error, click the red “X” next to that line.

**Service Requested**

Procedure Code:   Service Type:

Auth Procedure Group:


Modifier 1:   From Favorites

Modifier 2:

Modifier 3:

Modifier 4:

Service Line Amount:  Line Rate:

Auth Qty:    Diag Ref:


Admit Date:  Discharge Date:

Number of Days:  Admit Type:

Admit Source:  Requested Qty:

Request Category:  Certification Type:

Service Type:  Facility Type Code:

| Additional DtI Info  | Auth Action | Auth Expiration | Auth Proc Grp | Service Type | Description             | Mod1 | Mod2 | Mod3 | Mod4 | Auth Qty | Diag Ref | Admit Date |
|--|-------------|-----------------|---------------|--------------|-------------------------|------|------|------|------|----------|----------|------------|
|  Additional Detail Info |             |                 |               | 77065        | P DX MAMMO INCL CAD UNI |      |      |      |      | 1.0      | 1        |            |

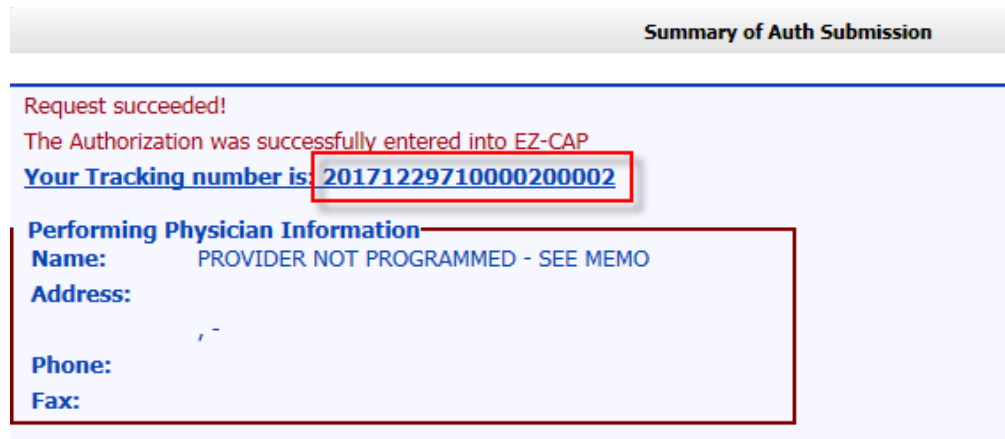
\*If you have entered 1820 for the requested provider, in the Auth Notes section at the bottom of the screen, you need to enter the information for the provider. We need the provider’s name, practice name, address and phone number.

**Auth Notes**

(Click to Enlarge Notes)

DR. JOHN DOE  
 UCSF - NEUROLOGY  
 505 PARNASSUS AVENUE  
 SAN FRANCISCO, CA 94143  
 415.476.1000

- Once you have completed all the necessary fields, click "Submit Request" at the bottom of the screen.
- You will be taken to a screen that will show you the tracking number for your authorization. Make a note of this




number so you can refer to it later.

## Adding Documents to Your Authorization

Please only attach required documentation and limit the documentation to the minimum necessary to support the request.

- If you need to submit documentation with your authorization request, you can do so at this point by clicking on the line that reads "Your Tracking number is: ...."

- You will be returned to the Authorization Details screen. Click on the  button to open the Document Management screen.

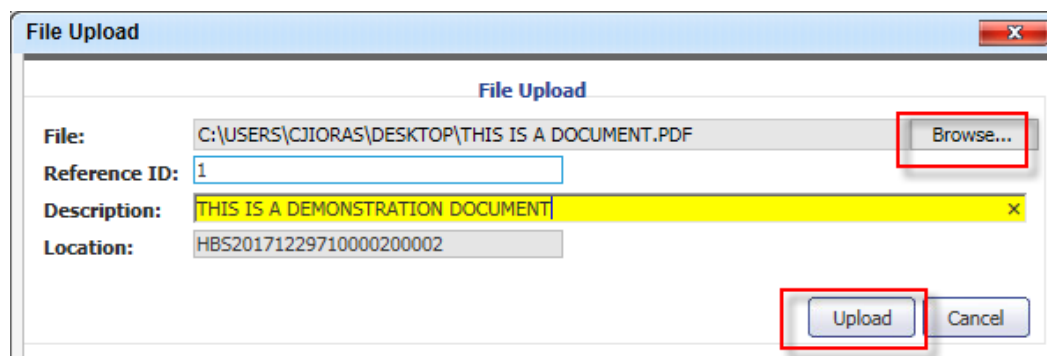
- Click "Add New Document"

- Browse for your file

- In the "Reference ID" field, enter the number "1."

- Enter a brief description of the document in the "Description:" field.

- Click Upload



17. Repeat steps 12-16 for each document you need to add.

### **EZ-NET FAQ's**

1. Pop-up Blockers - Turn off any Pop-up Blockers. EZ-NET may appear to be working with the Pop-Up Blocker turned on, but it will often cause errors when searching for information.
2. Passwords - Passwords are case sensitive. EZ-NET automatically converts the user name to all CAPS when entered, but will not alter passwords.
3. Magnifying Glass - Whenever you see a magnifying glass icon - It means there are further search options available. Click the icon to see all search options available for the selected field.
4. Search Options - If you are searching by name or by ID number, click the magnifying glass located in the Member ID field and then type your search criteria in the window that pops up.
5. Logout - When you have completed looking up the information you require, click the Logout tab located in the upper right side of the window. If you do not click Logout the system will lock you out. Do not close the window without clicking Logout first.