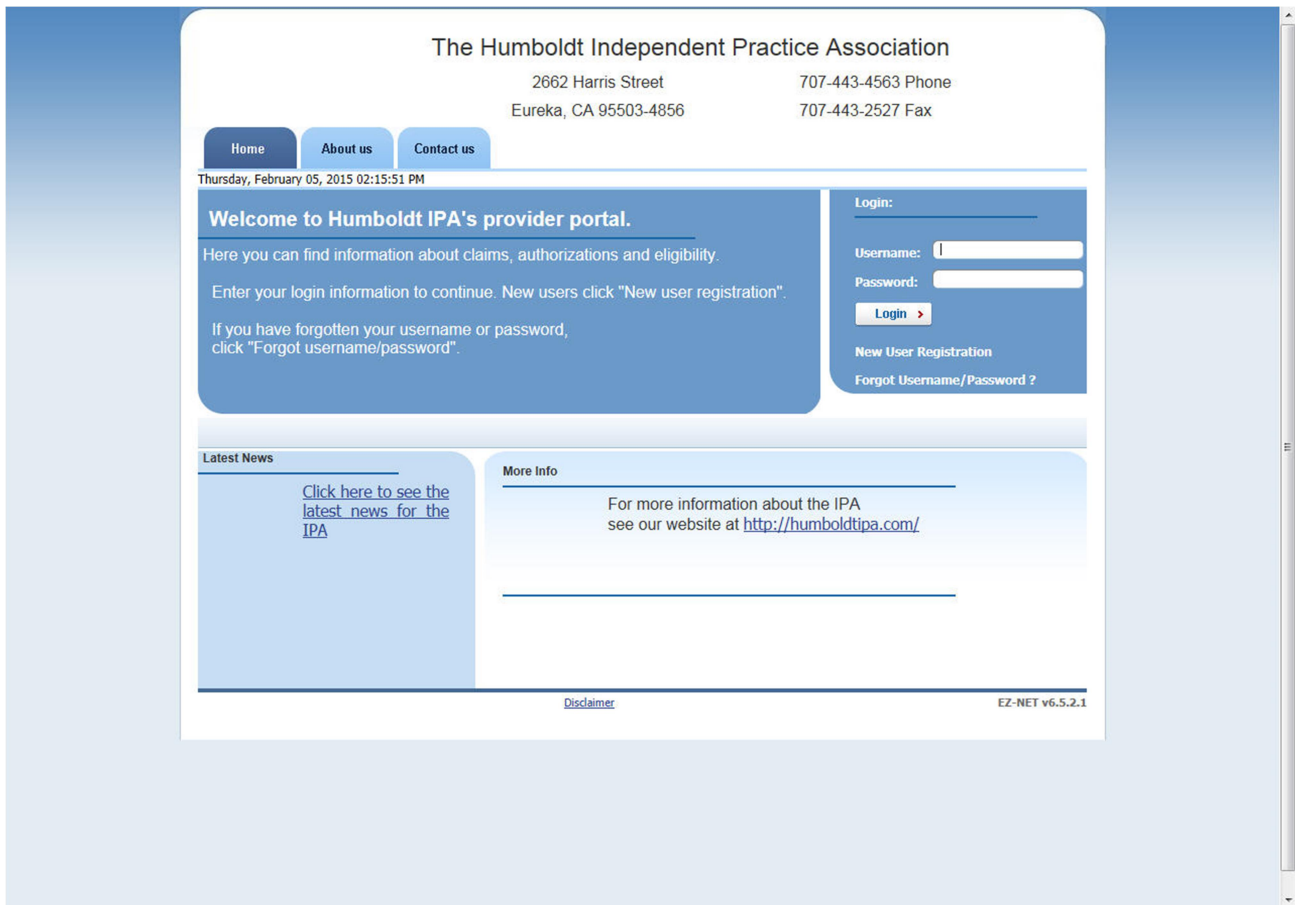


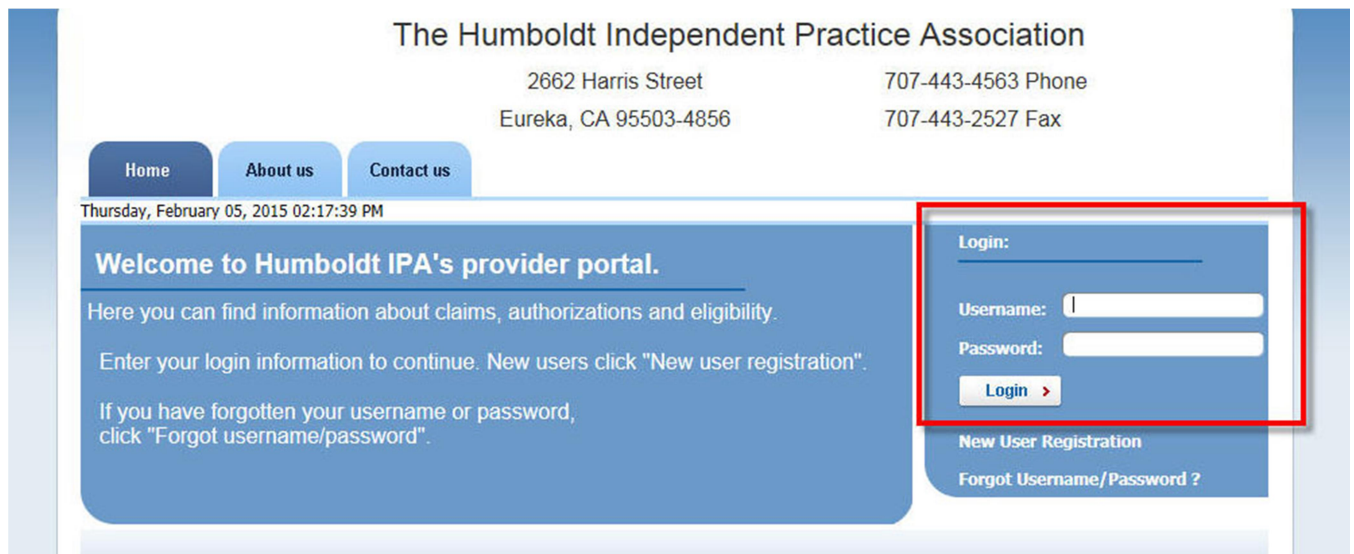
## EZ-NET Authorization Submission

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



The screenshot shows the homepage of The Humboldt Independent Practice Association. At the top, the organization's name is centered, followed by its address (2662 Harris Street, Eureka, CA 95503-4856) and contact information (707-443-4563 Phone, 707-443-2527 Fax). Below this is a navigation bar with links for Home, About us, and Contact us. The main content area is divided into two columns. The left column contains a welcome message, a brief description of the portal's purpose, and instructions for login. The right column features a login form with fields for Username and Password, a Login button, and links for New User Registration and Forgot Username/Password. Below the login form, there is a 'Latest News' section with a link to the latest news and a 'More Info' section with a link to the organization's website. The footer includes a disclaimer link and the version number EZ-NET v6.5.2.1.

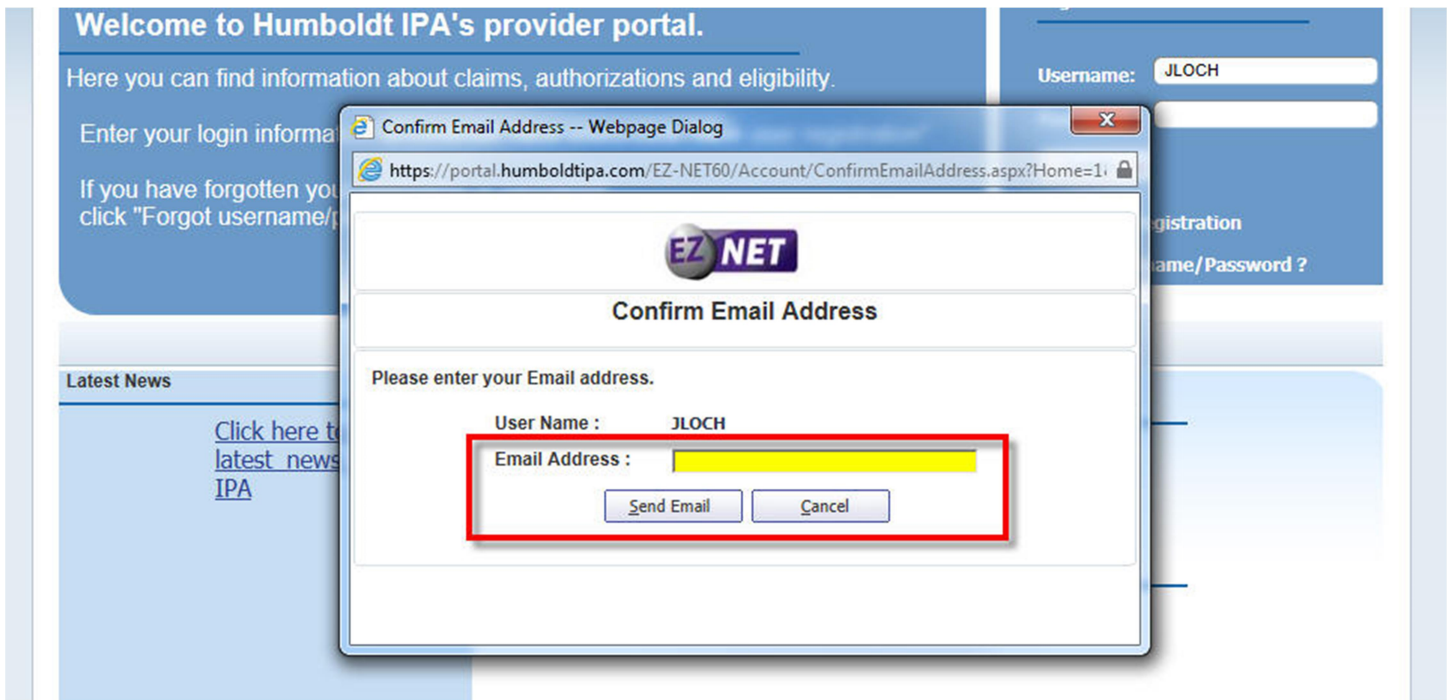
2. Go to the Login area and type in the Username and Password you were provided with. You may be prompted to change your password the first time you login. Please remember that passwords are case sensitive. Your password must be at least 8 characters long and contain at least 1 uppercase character, 1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



This screenshot is identical to the one above, but with a red rectangular box highlighting the login form on the right side of the page. The highlighted area includes the 'Login:' label, the Username and Password input fields, the 'Login >' button, and the links for 'New User Registration' and 'Forgot Username/Password?'.

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.



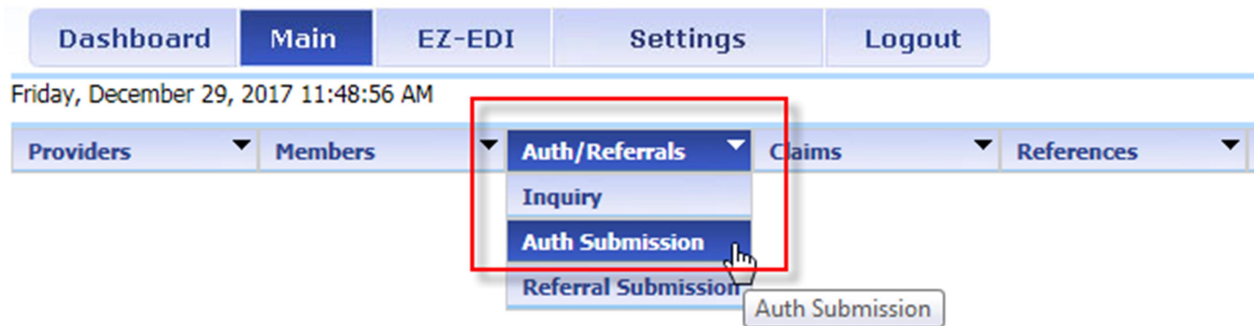
4. Click on the Main tab to see options for authorizations, claims, and eligibility.



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 (**Bolded Fields** are required):

- Select the "Company ID:" from the drop down menu. The "Company" is the health plan of the patient.
- Priority Status
- Member ID – you can search for the member by clicking the button. **Be sure to enter DOB only.**
- 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.
- 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.\*
- Place of service – a drop down list is available, but you can also just key in the appropriate place of service code.


A screenshot of the 'Authorization Submission Entry' form. The form is titled 'Authorization Submission Entry' at the top. It contains several sections for data entry. On the left, there are fields for 'Company ID' (CALC - CALIFORNIACARE HEALTH P), 'Requested Date' (3/26/2021), 'Time' (09:45 AM), 'Priority Status' (R), 'LOS' (X), 'Member ID' (DO NOT ENTER MEMBER ID), 'Name', 'Service Area', 'Authorizing Provider ID' (USE MAGNIFYING GLASS), 'Requested Provider ID' (USE MAGNIFYING GLASS), 'Place Of Service' (22 - OUTPATIENT HOSPITAL), 'Request Category', 'Service Type', 'Admit Type', and 'Patient Status'. On the right, there are fields for 'Auth Action' (3/26/2021), 'Auth Expiration' (6/24/2021), 'Authorized Units' (0), 'Healthplan Name', 'Gender', and 'DOB'. There are also buttons for 'Look up by DOB', 'Look up by Provider Last name or Facility', and 'Enter 1820 into these fields if provider not found'. A 'Master Record' link is visible. At the bottom right, there is an 'Additional Master Info' button.

- 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 Dtl Info	Auth Action	Auth Expiration	Auth Service Proc Grp	Type	Description	Mod1	Mod2	Mod3	Mod4	Auth Qty	Diag Ref	Admit Date
 Additional Detail Info	<input type="text"/>	<input type="text"/>	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, and Tax ID number and fax number for authorization delivery.

**Auth Notes**

(Click to Enlarge Notes)

DR. JOHN DOE  
UCSF - NEUROLOGY  
505 PARNASSUS AVENUE  
SAN FRANCISCO, CA 94143  
415.476.1000  
TAX ID 123456789


Enter Fax number for authorization delivery

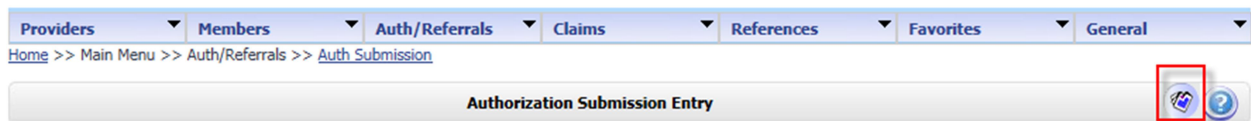
8. Every authorization request MUST have documentation supporting the request included with it. We have provided a PDF that can be uploaded to each request in lieu of scanned notes if either you have typed the notes into the “Auth Notes” section. The PDF can be downloaded from the sign-on page of the portal.

Our fax number is 707.443.2527

Be sure to include the authorization number you will receive once you click “Submit” on the cover sheet of your fax.

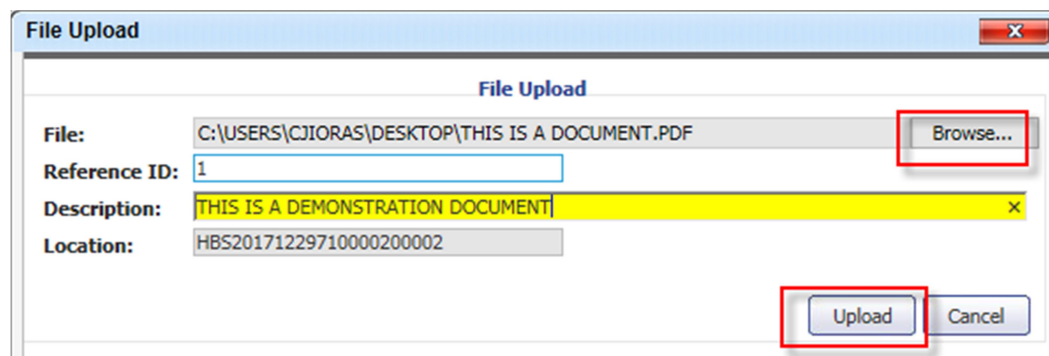
Please only attach required documentation and limit the documentation to the minimum necessary to support the request.

9. To submit documentation with your authorization request, click on the  button in the upper right corner of the “Authorization Submission Entry” bar to open the Document Management screen.



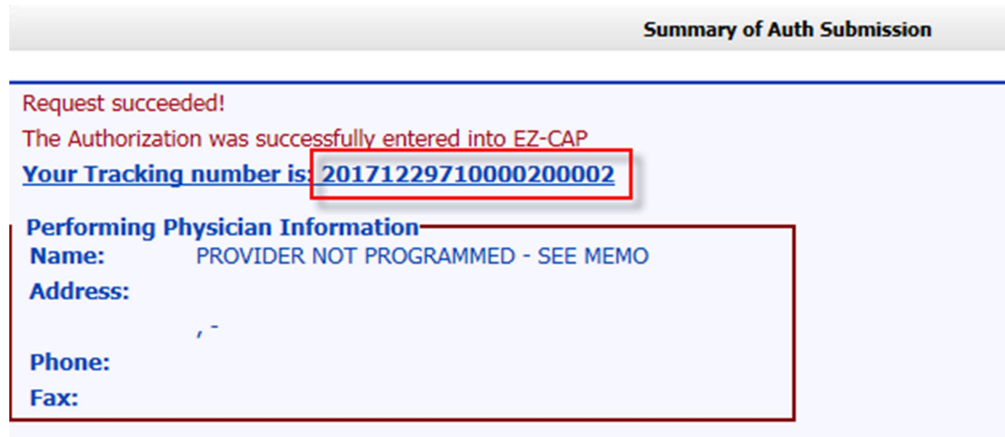
**This is the Document Management Button**

10. Click “Add New Document”
11. Browse for your file
12. In the “Reference ID” field, enter the number “1.”
13. Enter a brief description of the document in the “Description:” field.
14. Click Upload

A screenshot of a "File Upload" dialog box. The dialog has a title bar with "File Upload" and a close button. Inside, there are four fields: "File:" with the value "C:\USERS\CJIORAS\DESKTOP\THIS IS A DOCUMENT.PDF" and a "Browse..." button; "Reference ID:" with the value "1"; "Description:" with the value "THIS IS A DEMONSTRATION DOCUMENT" (highlighted in yellow); and "Location:" with the value "HBS20171229710000200002". At the bottom right, there are "Upload" and "Cancel" buttons. The "Upload" button is highlighted with a red box.

15. Repeat steps 10-14 for each document you need to add.
16. Once you have completed all the necessary fields and uploaded supporting documentation, click “Submit Request” at the bottom of the screen.

17. 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.



Summary of Auth Submission

Request succeeded!  
The Authorization was successfully entered into EZ-CAP  
**Your Tracking number is:** 20171229710000200002

**Performing Physician Information**

**Name:** PROVIDER NOT PROGRAMMED - SEE MEMO  
**Address:**  
**Phone:**  
**Fax:**

### Adding Documents to Your Authorization After Submission

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

18. If you need to add documentation to your authorization request after it has been submitted, you can do so by selecting "Inquiry" from the Auth/Referrals menu and searching for your authorization (refer to the Auth Inquiry document <http://humboldtifa.com/pdf/EZNet%20Auth%20Inquiry.pdf> for instructions on this).

19. You will arrive at the Authorization Details screen. Click on the  button to open the Document Management screen.

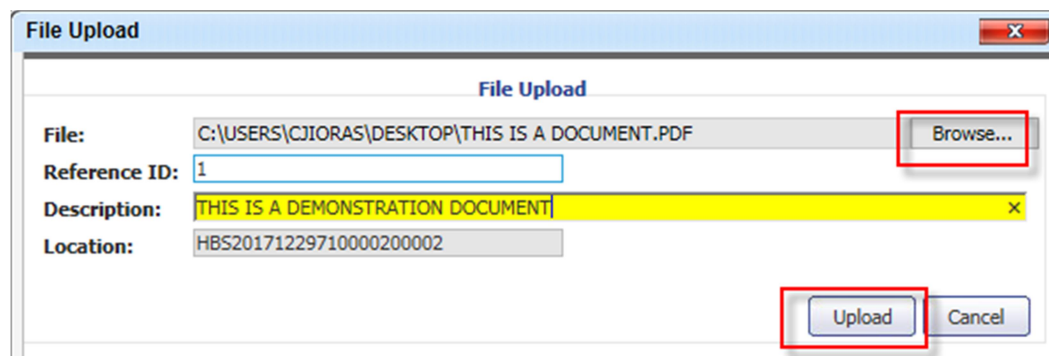
20. Click "Add New Document"

21. Browse for your file

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

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

24. Click Upload



File Upload

File Upload

**File:** C:\USERS\CJIORAS\DESKTOP\THIS IS A DOCUMENT.PDF **Browse...**

**Reference ID:** 1

**Description:** THIS IS A DEMONSTRATION DOCUMENT

**Location:** HBS20171229710000200002

**Upload** **Cancel**

25. Repeat steps 20-24 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.