

# UM Precertification Exchange Portal

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# Registering for the Precertification Exchange Portal

Click Here to Register



Don't have account?

[Register](#)

# Activate a better utilization management experience

## Check Status

Check status of a precertification request.

Requesting NPI

Reference Number

Search

 [Help locate Reference Number](#)

## Log In

Log in to submit or update a precertification request.

Username

[Forgot Username?](#)

Password

[Forgot Password?](#)

Log In

 By logging in you agree to our [Disclaimer](#)

### Are you new to ActiveHealth?

In order to create an account with us, you must first submit a request with us manually. To do this please call 1 (855) 233-7390



Call and a member of the  
AHM care team will assist  
with registration.

### If you're a Current ActiveHealth Affiliate

You should have received a Registration Number via letter, email or fax, please use the Registration Number to start the process.

#### Your Registration Number

[Don't have a Registration Number?](#)

Cancel

Next

### Simplicity at your fingertips

Our Precertification Exchange will organize and store your precertification requests for you. No more printing, faxing, sorting and filing. You can find what you need right here.

# Submitting a New Precertification Request

# Activate a better utilization management experience

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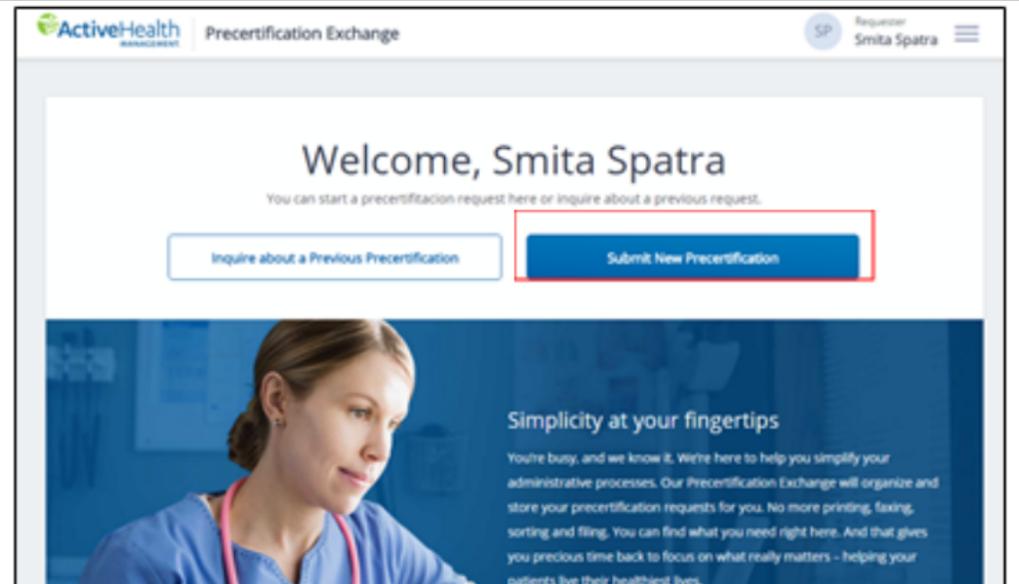
By logging in you agree to our [Disclaimer](#)

## New Request

Users click **Submit New Precertification** to begin.

Users must complete three sections for a new request:

- Patient
- Event
- Services



# Patient

## Patient

Users will answer: *Is this patient a subscriber or a dependent?*

The user will choose **Subscriber** if the patient is the subscriber/insured.

The user will choose **Dependent** if the patient is a dependent.

If the answer is “Subscriber” the user will enter the patient’s personal details. The required fields are:

- \*Member Insurance ID
- \*Patient’s First Name
- \*Patient’s Last Name
- \*Patient’s Date of Birth

ActiveHealth Management Precertification Exchange

Requester: Smita Spatra

### New Precert Request

[Inquire About a Request](#)

Patient  
 Event  
 Services

Is this patient a subscriber or a dependent?  
 Subscriber  Dependent

**\* Member Insurance ID**  
Member Insurance ID  
See More Options

**Patient's Details**

**\* Patient Name**  
First Name  
Last Name Suffix

**\* Patient Date Of Birth**  
MM/DD/YYYY

**Gender**  
 Male  Female  Unknown  
See More Options

Click here to add Supplemental Identifiers

Click here to add Patient's Address.

# Event

## Event – Request Type

The user must choose one of the options for Request Type.

- Inpatient
- Outpatient
- Ambulance

The fields shown will vary by the chosen Request Type. Fields with asterisks are required. The other fields are optional.

### Inpatient Details

The required fields are:

- \*Admission Date
- \*Service Type (select *Surgical or Medical*)

ActiveHealth MANAGEMENT | Precertification Exchange | Requester: Smita Spatra

### New Precert Request

[Inquire About a Request](#)

Patient  
 **Event**  
 Services

What is the Request Type?

Inpatient  
 Outpatient  
 Ambulance

[← Back](#) [Next >](#)

**Inpatient Details**

\* Admission Date  Discharge Date

[Add Date](#)

See More Options

**Click here to add Service Type, Facility Code Type, Facility Code, Admission Type, Patient Status, and Nursing Home Residential Status.**

## Event - Diagnosis Codes

Users are required to enter Diagnosis Codes and Event Level Providers & Facilities. These fields are required.

### Add Diagnosis Codes

A pop-up window with a list of diagnosis codes appears.

Users may search by entering either a description or code in the Search ICD10 Diagnosis Codes field.

Once the correct code is found, click the check box to select it and then click Add.

The screenshot displays the 'New Precert Request' interface. On the left, a sidebar shows three tabs: 'Patient', 'Event' (which is selected with a blue checkmark), and 'Services'. The main content area is divided into two sections. The first section, titled 'Diagnosis Codes' with a red asterisk and a help icon, contains a table with columns for 'Diagnosis' and 'Code', and an 'Add Diagnosis Codes' button below it. The second section, titled 'Event Level Providers & Facilities' with a red asterisk, contains two sub-sections: 'Physician(s)' with a column for 'Physician Type' and an 'Add Physician(s)' button, and 'Facility(s)' with a column for 'Facility Type' and an 'Add Facility(s)' button. At the top right of the form, there is a link 'Inquire About a Request' and navigation buttons for 'Back' and 'Next'.

# Add Physician(s)

A pop-up window will allow the user to search for physicians.

Users may search by:

- First Name
- Last Name
- NPI
- City
- State

To select a physician, click the check box near the name. Users must select an option from the required *Choose a Physician Type* drop down menu. 'Attending Physician' is required for all requests. Click Add and the physician's name will display in the Event section.

For admissions, both an 'Attending Physician' and 'Admitting Physician' must be added to the request. Another physician can be added by

The screenshot shows the 'Add Physician(s)' form with the following fields and controls:

- Buttons: Cancel, Add, Next
- Section: Physician Name
- Input fields: First Name, Last Name, NPI
- Input fields: City, Choose a State (dropdown)
- Button: Search Physicians
- Table header: First & Last Name, City, State, NPI

The screenshot shows the 'Add Physician(s)' form with a search result table and a dropdown menu:

First & Last Name	City	State	NPI	
Anthony Sempino	v 71a33333	NV	Anthony	<input checked="" type="checkbox"/>
Mary Sempino	5ev6x	NV		

Dropdown menu options for 'Choose a Physician Type':

- Choose a Physician Type
- Choose a Physician Type
- Admitting Services
- Assistant Surgeon
- Attending Physician
- Operating Ph
- Ordering Ph

# Services

## Services

In the Services section, users will add services, procedure codes and dates.

Users will click Add Procedure(s). A pop-up window will appear with several sections. Required sections are marked with red asterisks. The other sections are optional.

The user can click Next or click the header title to navigate through the sections.

The screenshot shows the 'New Precert Request' form in the ActiveHealth Precertification Exchange. The page header includes the ActiveHealth logo, 'Precertification Exchange', and a user profile for 'Requester Smita Spatra'. The main title is 'New Precert Request' with a link to 'Inquire About a Request'. A sidebar on the left contains three sections: 'Patient', 'Event', and 'Services', each with a radio button. The 'Services' section is selected and highlighted with a blue circle. The main content area shows the 'Services' section with a red asterisk next to the title and an 'Add Procedure(s)' button. Navigation buttons for '< Back' and 'Submit' are located in the top right corner of the form area.

### \*Choose Code

Users can search for CPT, HCPCS, or ICD10 procedure codes by selecting the appropriate radio button.

Users may search by entering either a description or code in the Search field.

Only one procedure code can be selected. To select a procedure code, click Add. The code will display. Users can remove the selected code by clicking Remove.

For inpatient medical admissions where there is no CPT code use 99221.

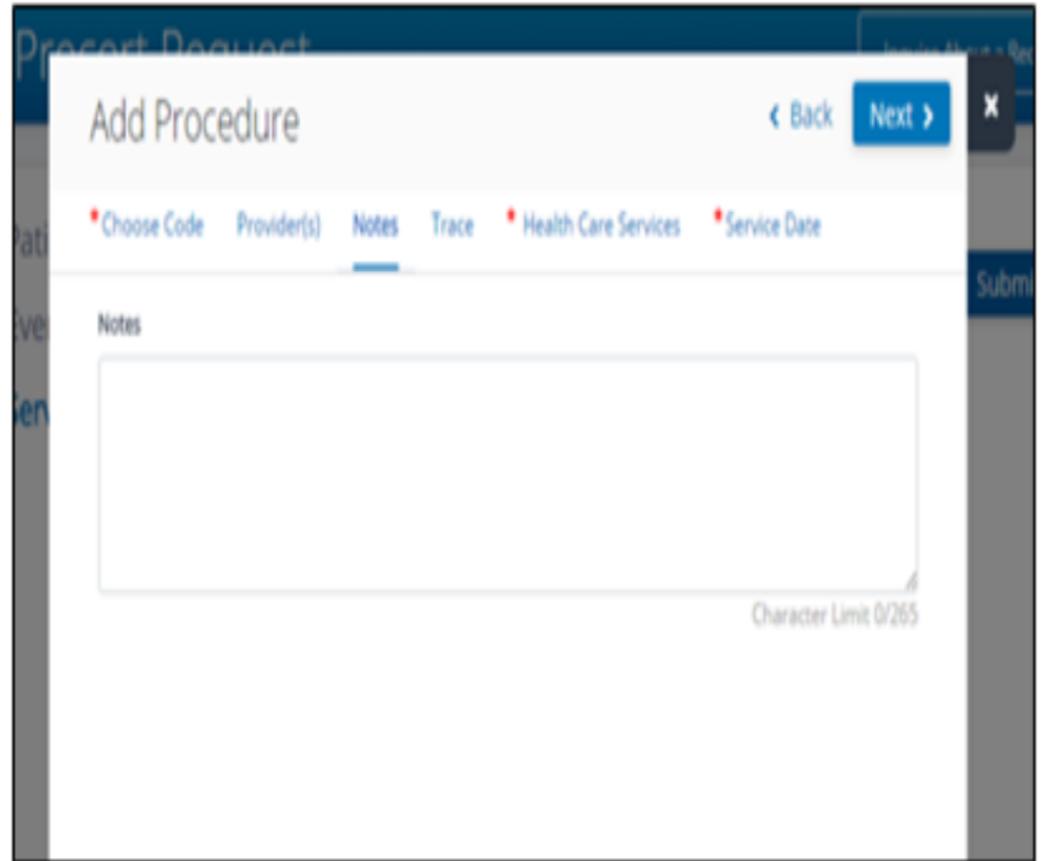
The screenshot shows the 'Add Procedure' form in the eHealth Precertification Exchange. The form has a 'Next' button in the top right corner. Below the title, there are tabs for 'Choose Code', 'Provider(s)', 'Notes', 'Trace', 'Health Care Services', and 'Service Date'. The 'Choose Code' tab is active. Underneath, there are three radio buttons: 'CPT' (selected), 'HCPCS', and 'ICD10'. A search field labeled 'Search CPT Codes' contains the text 'antibio'. Below the search field is a list of search results for CPT codes. Each result row includes a code, a description, the code type, and an 'Add' button. The results are as follows:

Code	Description	Type	Action
4042F	DOC ANTIBIO NOT GIVEN	CPT	Add
4045F	EMPRIC ANTIBIOTIC RX	CPT	Add
4046F	DOC ANTIBIO GIVEN B/4 S...	CPT	Add
4120F	ANTIBIOT RID/GIVEN	CPT	Add
4124F	ANTIBIOT NOT RID/GIVEN	CPT	Add

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## Notes

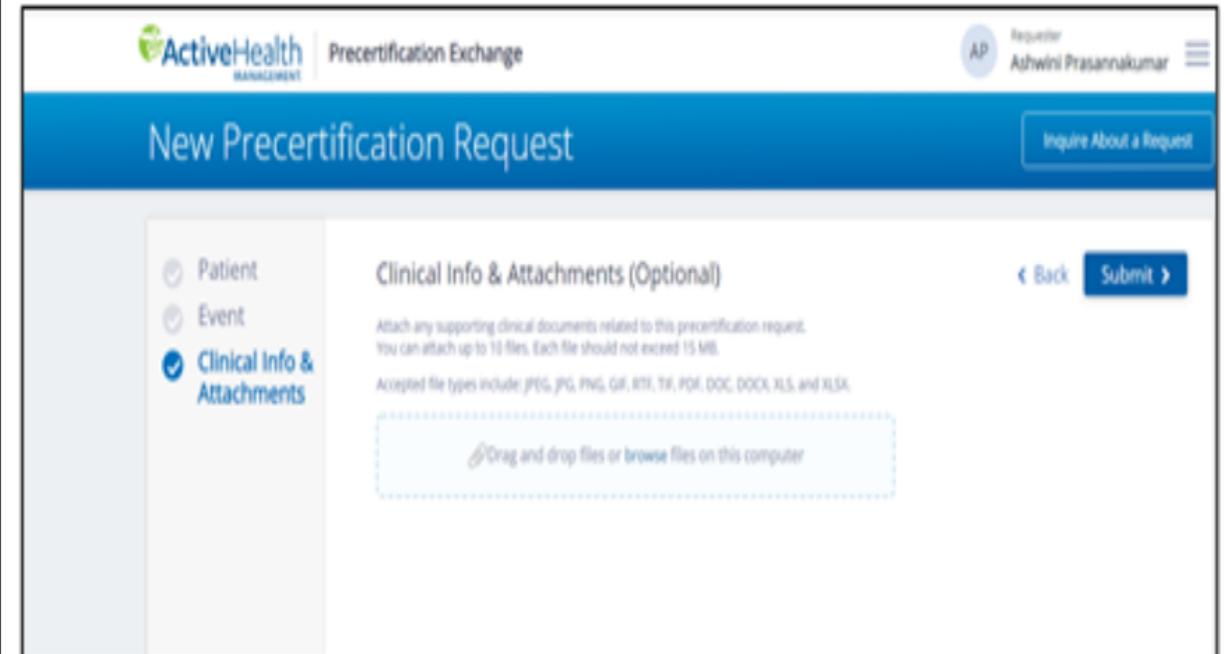
Users can add notes about the procedure. Space is limited to 265 characters. This section is not required.



The screenshot shows a web application interface for adding a procedure. The main heading is "Add Procedure" with a "Back" button and a "Next" button. Below the heading is a navigation bar with tabs: "Choose Code", "Provider(s)", "Notes", "Trace", "Health Care Services", and "Service Date". The "Notes" tab is currently selected. Below the tabs is a large text input area labeled "Notes". At the bottom right of the input area, there is a character limit indicator: "Character Limit 0/265".

## Add Document/Attachment - 1

Users can add documentation to the request either by dragging the document and placing in the defined area or browsing from the system. Up to 10 documents can be added, each with a maximum size of 15 Mb



The screenshot displays the 'New Precertification Request' page in the ActiveHealth Management Precertification Exchange. The page header includes the ActiveHealth Management logo, the text 'Precertification Exchange', and a user profile for 'Requester Ashwini Prasannakumar' with a menu icon. A blue navigation bar contains the title 'New Precertification Request' and a button labeled 'Inquire About a Request'. On the left, a sidebar menu has three items: 'Patient', 'Event', and 'Clinical Info & Attachments', with the latter being selected. The main content area is titled 'Clinical Info & Attachments (Optional)' and includes a 'Back' button and a 'Submit' button. Below the title, there is instructional text: 'Attach any supporting clinical documents related to this precertification request. You can attach up to 10 files. Each file should not exceed 15 MB. Accepted file types include: PNG, JPG, PNG, GIF, RTF, TIF, PDF, DOC, DOCX, XLS, and XLSX.' A dashed blue box contains the instruction 'Drag and drop files or browse files on this computer' with a small icon of a file.

# Inquire About a Previous Request

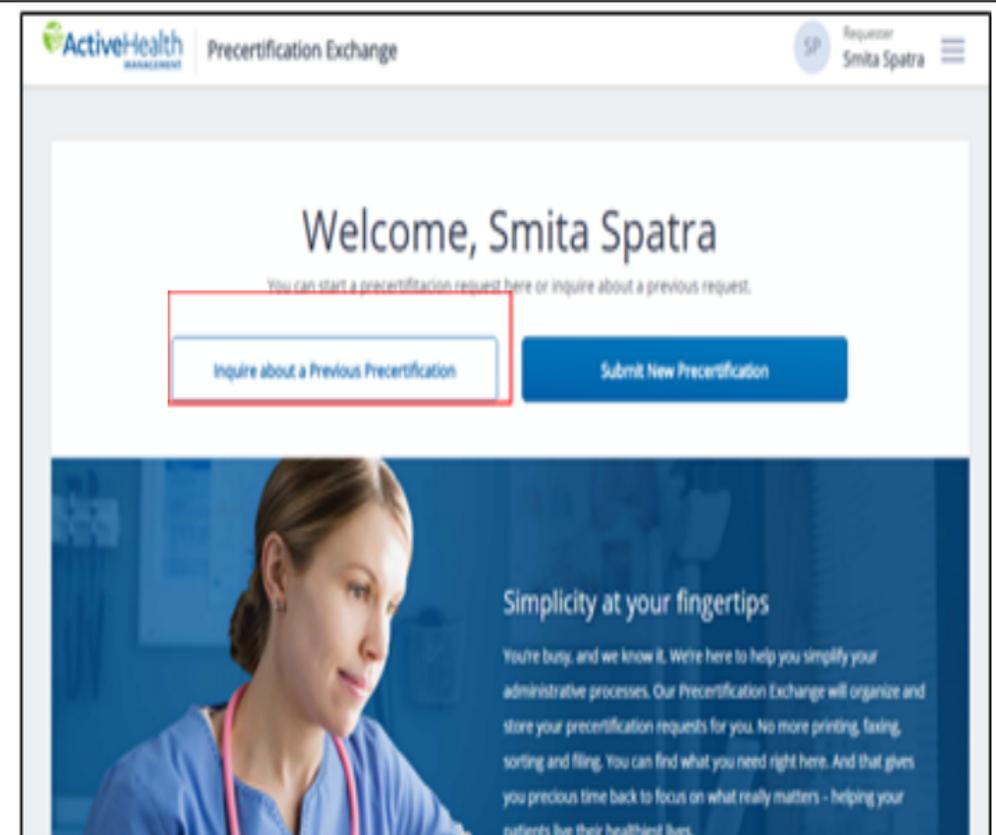
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## Inquire About a Previous Request

Users can review previously entered precertification requests. This includes requests that were entered in ActiveAdvice as long as:

- The user provides the correct patient information for the request.
- The user is associated with the previously submitted request.

Users click **Inquire about a Previous Precertification** to begin.



## Patient

Users will answer: *Is this patient a subscriber or a dependent?*

The user will choose **Subscriber** if the patient is the subscriber/insured.

The user will choose **Dependent** if the patient is a dependent.

If the answer is "Subscriber" the user will enter the patient's personal details. The required fields are:

- \*Member Insurance ID
- \*Patient's First Name
- \*Patient's Last Name
- \*Patient's Date of Birth

ActiveHealth Precertification Exchange

Smile Spina

### New Precert Request

Inquire About a Request

Patient  
 Event  
 Services

Is this patient a subscriber or a dependent?  Subscriber  Dependent Next >

\* Member Insurance ID  
Member Insurance ID  
See More Options

Patient's Details

\* Patient Name  
First Name  
Last Name Suffix

\* Patient Date of Birth  
MM/DD/YYYY

Gender  
 Male  Female  Unknown  
See More Options

Click here to add Supplemental Identifiers

Click here to add Patient's Address

## Request Number

Users can search for a specific request using the Request Number field. The patient information fields marked by an asterisk must be completed.

(This feature will not be available when the application launches.)

The screenshot shows a web form titled "Inquire about a Previous Precertification" with a "Submit New Precertification" button in the top right. The form contains several input fields and sections:

- A "Find" button next to a search field.
- Fields for "Last Name" and "Suffix".
- A red asterisk (\*) next to "Subscriber Date Of Birth" with a date input field (MM/DD/YYYY).
- A red asterisk (\*) next to "Gender" with radio buttons for "Male", "Female", and "Unknown".
- A "See More Options" link.
- A section titled "Patient's Details" with a red asterisk (\*) next to "Patient Name".
- Fields for "First Name", "Last Name", and "Suffix" under "Patient Name".
- A red asterisk (\*) next to "Patient Date Of Birth" with a date input field (MM/DD/YYYY).
- Radio buttons for "Male", "Female", and "Unknown" under "Patient Date Of Birth".
- A "See More Options" link at the bottom.

Two red callout boxes are present:

- One pointing to the "Subscriber Date Of Birth" field with the text: "Click here to add Subscriber's Address".
- Another pointing to the "Patient Name" section with the text: "Click here to add Patient's Address, Supplemental Identifiers, and Relationship Code."

## Request Details

All requests associated with the patient will display. If the user entered a Request Number, then only the details for that request will display.

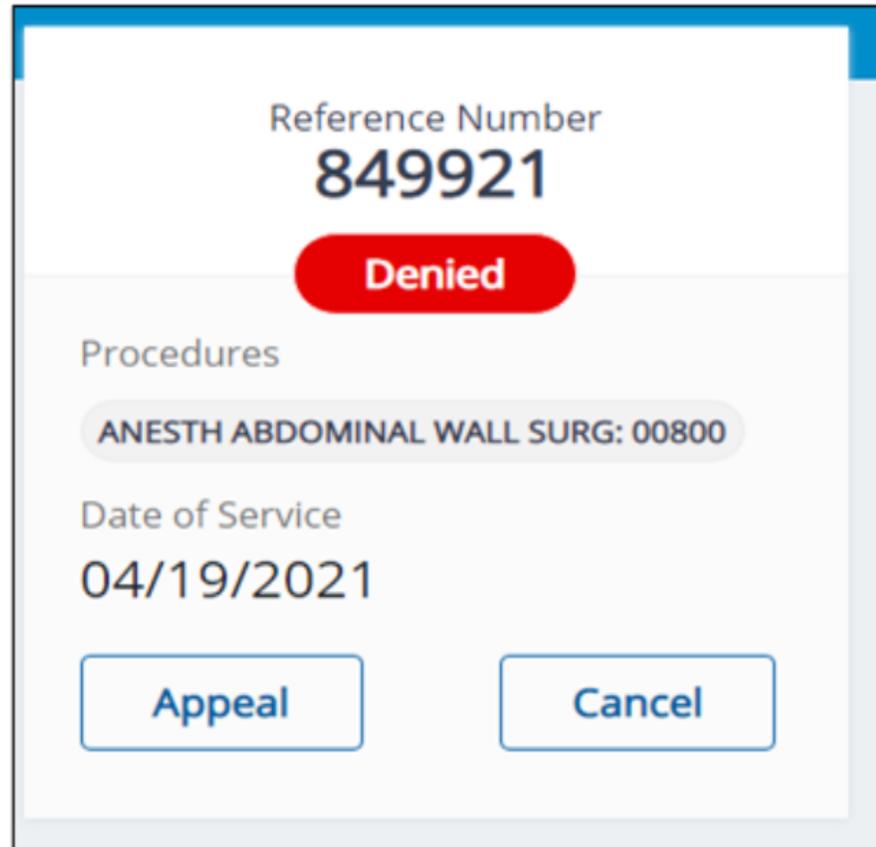
Users can click on the request to view details.

The screenshot displays a patient's request details page. At the top, a blue header bar contains a circular logo with the letters 'MB' on the left. To the right of the logo, patient information is listed: Patient Name (mddkh bqx9h7999), Patient Date of Birth (01/01/1970), Gender (Male), and Member ID (178306023). Below this, a location pin icon is followed by the text 'Address' and 'Requester: Smita Spatna'. The main content area features three white cards, each representing an authorization request. Each card has a title 'Authorization' followed by a unique number (983519, 983513, and 983139). Below the title is a green 'Modified' button. Underneath, the 'Procedures' section lists 'CT ABD & PELVIS W/O CONTRAST: 74176'. The 'Date of Service' for all three requests is '10/20/2018'.

### Appeal a Previous Request

Users can Appeal a request that has been denied clicking on “Appeal” button.

Note: Appeal button will only be seen for a request that has been denied



The screenshot shows a user interface for appealing a denied request. At the top, it displays the 'Reference Number' as '849921'. Below this, a prominent red button with the word 'Denied' in white text indicates the status of the request. Underneath, the 'Procedures' section lists 'ANESTH ABDOMINAL WALL SURG: 00800'. The 'Date of Service' is shown as '04/19/2021'. At the bottom of the form, there are two buttons: 'Appeal' and 'Cancel', both in blue text with blue borders.

On click of [Appeal](#) button, user will be navigated to the Attachment section. User can upload up to 10 documents supporting the need to Appeal and click on Submit.

### Appeal Info & Attachments Submit >

Patient Name	Date of Service
c2t4d fc43	04/19/2021

You may appeal the precertification determination. Please provide documentation that supports why decision should be overturned.

Attach any supporting clinical documents related to this precertification request. You can attach up to 10 files. Each file should not exceed 15 MB.

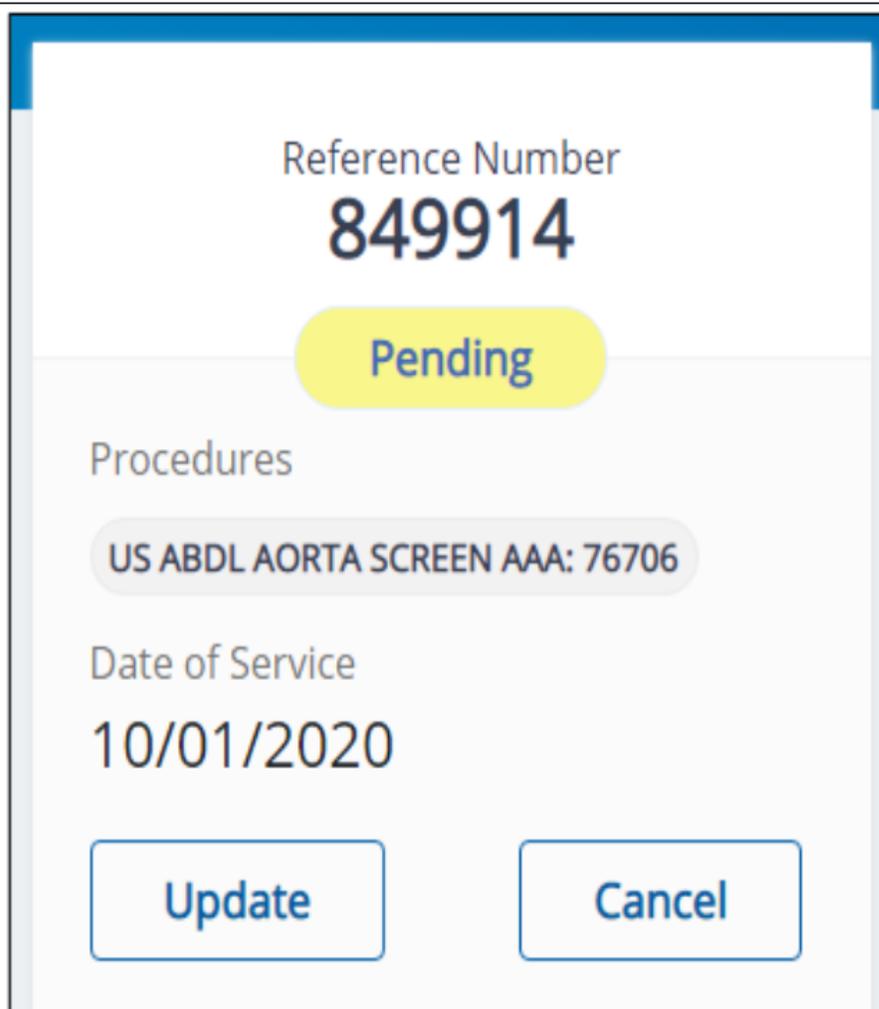
Accepted file types include: JPEG, JPG, PNG, GIF, RTF, TIF, PDF, DOC, DOCX, XLS, and XLSX.

 Drag and drop files or browse files on this computer

### Cancel a Previous Request

Users can Cancel a request by clicking on the Cancel button. This can be done if the request is no longer needed/erroneously created.

Note: Cancel button will be seen for a request in all status, except when a request is already Cancelled



The screenshot shows a request card with the following details:

- Reference Number: 849914
- Status: Pending (indicated by a yellow pill)
- Procedures: US ABDL AORTA SCREEN AAA: 76706
- Date of Service: 10/01/2020
- Buttons: Update and Cancel

# Thank You

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