**Secure Provider Portal UPDATE**
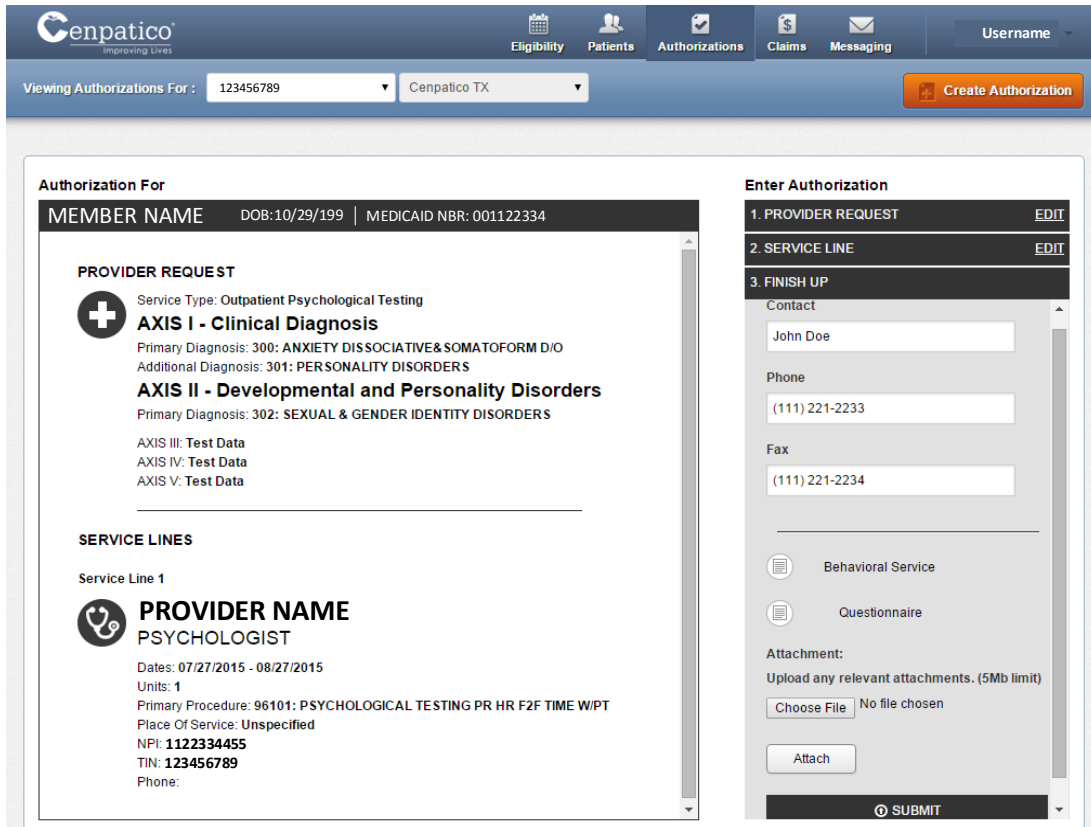Web Authorization Enhancement

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# Secure Provider Portal Update

Please note that as of 08/21/15, the Secure Provider Portal authorization submission process will be enhanced in order to accommodate for mobile devices. Although the look and feel of the web authorization process will change, this will **NOT** result in a loss of functionality. The screenshot below displays a sample of what the new authorization submission process will look like:



## Frequently Asked Questions

- **Is training being offered as a result of this new functionality?**
  - Yes, additional training dates have been scheduled to discuss this enhancement. Access the Web Authorization training section in Cenpatico University (www.CenpaticoU.com) to register.
- **Will this new enhancement allow me to enter ICD-10 codes?**
  - Cenpatico will begin accepting ICD-10 codes per the mandate effective 10/01/15. Any request submitted prior to 10/01/15 should be submitted with ICD-9 codes.
- **Are providers required to submit all authorizations electronically?**
  - No, this new enhancement is not intended to replace the ability to submit requests via fax.
- **Will I be able to submit Inpatient authorization requests?**
  - Web authorizations submitted through the Secure Provider Portal are only available for specific outpatient services.
- **Do I need to submit an authorization request for all services?**
  - Not all services need to be preauthorized, refer to the Covered Services and Authorization Guidelines & your Provider Manual for further details.