

10A in MYUHHN

PURPOSE: The following are instructions for setting up and then sending 10A Prior Authorizations to Utah Medicaid through the MYUHHN portal.

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Getting Access

Access to 10A in MYUHN is granted to each user individually so that each user has their own login. Since each username is based on the email address (the non-secure email you use for daily business), each user must have their own email address.

Setting up Users

You can request new users by filling out the [10A Prior Authorization User Form](#) and submitting the completed form to enrollment@uhin.org. Once UHN has set up your users, each user will receive a welcome email with training information.

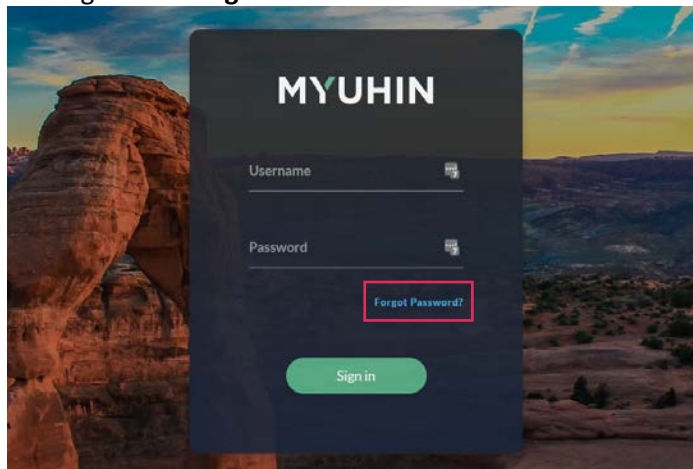
If you need to notify UHN of a change to a user, such as a change in contact information, please send an email to enrollment@uhin.org with the update.

To remove access for a user, simply send an email to enrollment@uhin.org with the name of the user and the system(s) where their access should be disabled.

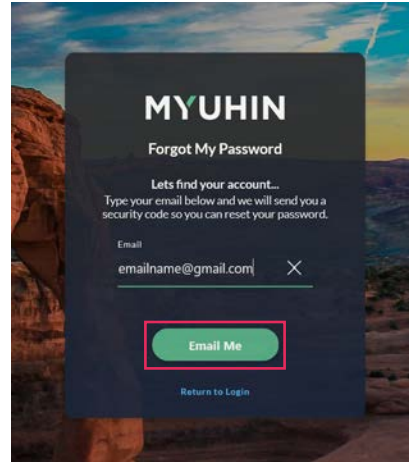
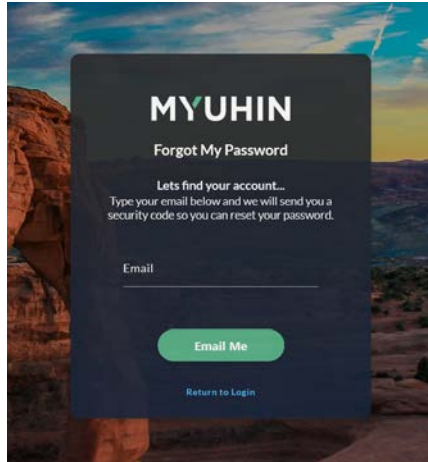
Logging In

Follow the below steps to log into MYUHN:

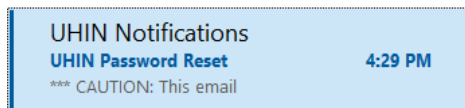
1. Click on the link to <https://my.uhin.org>.
2. If you have logged in previously, enter your non-secure email address in the **Username** field, type your password into the **Password** field, and then click **Sign in**.
3. If this is your first time logging into MYUHN, or if you don't know your password, begin by clicking on the **Forgot Password?** link.



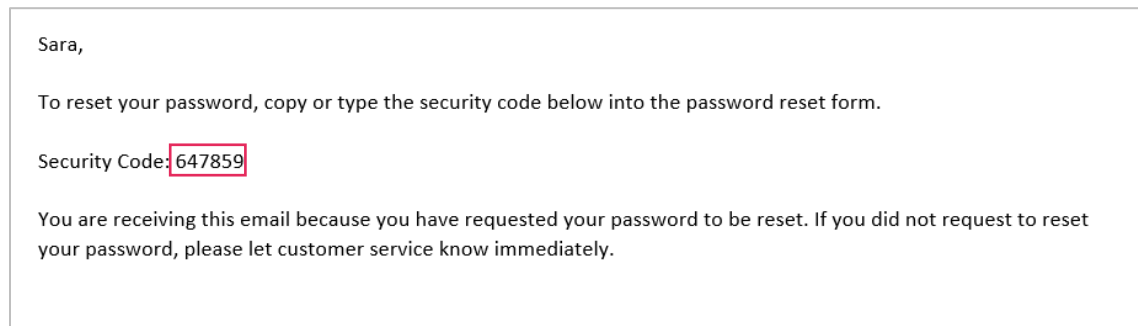
4. Type your non-secure email address into the **Email** field. Then, click **Email Me**.



5. The system will send an automated email containing a security code to your non-secure email address. Go to your email inbox and find an email from **UHHN Notifications**.



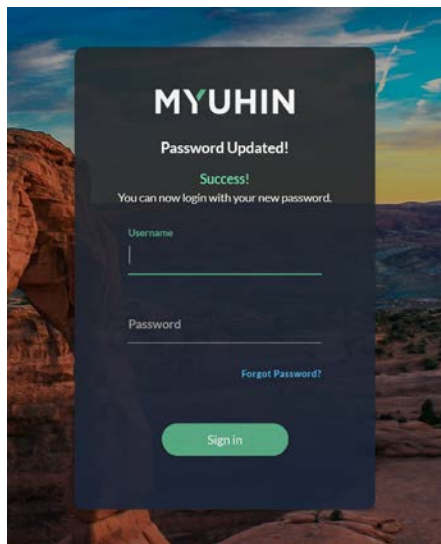
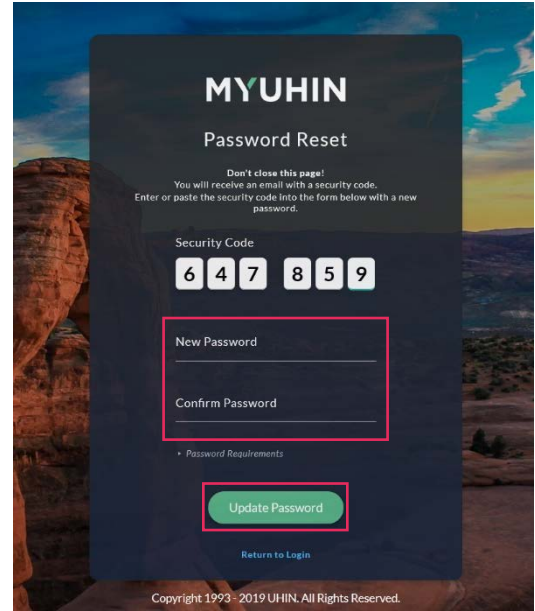
6. Open the email to find the security code. Make note of this code or highlight and copy it.



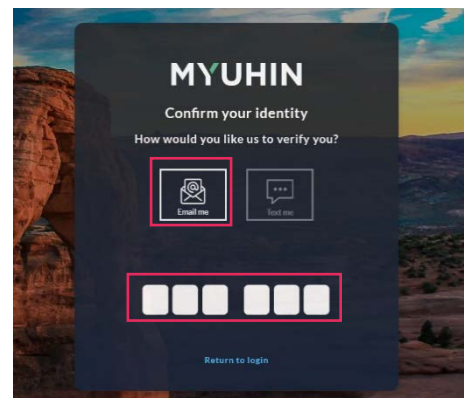
7. Type or paste the security code into the MYUHHN web page under **Security Code**.



8. Click on **New Password** and type in a password. This will become your password for the next 90 days. Passwords must:
 - a. Be 10 characters long
 - b. Include uppercase and lowercase letters
 - c. Include one number
 - d. Include one special character (such as ! @ # \$ % etc.)
9. Type your password a second time into **Confirm Password**.
10. Click **Update Password**.
11. Once your password is updated, you will be prompted to log in. Enter your email address in the **Username** field, type your new password into the **Password** field, then click **Sign In**.



12. As this will be your first time logging into MYUWIN after changing your password, you will be prompted to add another security code.
 - a. Click the **Email Me** box.
 - b. Check your email inbox for a new email with a new security code. Type the security code from the email into the MYUWIN screen. If the code is correct, the home screen will load automatically.



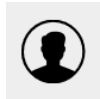
Set Up

Please complete the steps in this section before sending your first 10A Prior Authorization.

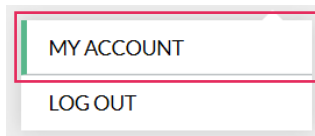
Notification Set-Up

MYUHIN has a notification feature, which will send an email to your non-secure email address when something requires your attention.

1. To set up your notifications, begin by finding the user icon in the upper-right corner next to the user's name.



2. Click on the name or the user icon, then select **My Account**.



3. Scroll down the page until you see a section titled **Notification Preferences**. In this section, enter your preferences for receiving notifications to your non-secure email:

- a. Send Notifications

Send Notifications:

Instantly	Daily	Weekly
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- i. **Instantly:** Every time a 10A reviewer requests information or finalizes a 10A Prior Authorization, you will receive an immediate notification email in your non-secure inbox.
- ii. **Daily:** Every day, a summary of requests for information or finalized 10A Prior Authorizations will be sent to your non-secure inbox.
- iii. **Weekly:** Once a week, a summary of requests for information or finalized 10A Prior Authorizations will be sent to your non-secure inbox.

- b. Send Notifications For

Send Notifications For:

- Account Updates
- Attachments
- Prior Authorizations


- i. **Account Updates:** If you would like to receive a notification when changes are made to your MYUHIN account, check this box.
- ii. **Attachments:** This is unrelated to 10A; we recommend leaving this box blank.

- iii. **Prior Authorizations:** This will allow notification for 10A Prior Authorization activity. We recommend that you check this box.

c. Send Notifications

Send Notifications


To:


CC: 

- i. **To:** This field will show the email address for the user; it is not editable, so the user will always receive the email notifications.
- ii. **CC:** If you would like an additional email address to receive these notifications, type the non-secure email address into the CC field. When you have finished, click the green checkmark button.
 1. Once you have added a CC email address, you will have a new box to enter additional CC recipients, if you wish.
 2. To remove a CC address, click the red button to the right.

Send Notifications

To:

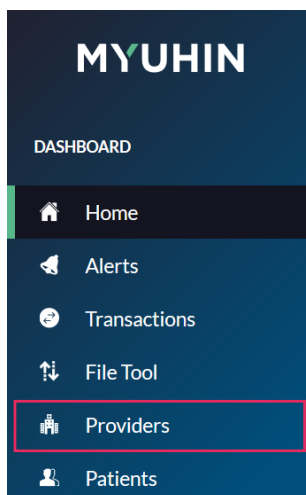
CC: 

CC: 

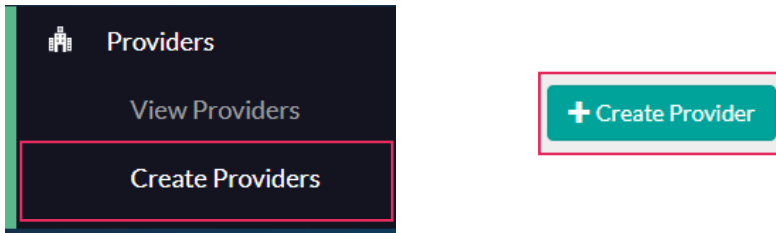
Initial Provider Set-Up

You must add at least one provider to MYUHIN before sending 10A Prior Authorizations. This is a one-time process.

1. Click on the **Providers** tab in the main menu on the left.



- Click **Create Providers** on the left or **+ Create Provider** on the upper-right.



- Fill out the requested fields.

- Mailing Address

- NPI:** enter an organization or individual NPI associated with your attachments. If you work with multiple facilities, [make sure that the NPI you are adding is correct for the facility listed at the top of the screen.](#)
- NPI Type:** select an option from the drop-down menu to indicate whether the NPI entered above is an organization or individual NPI.
- Primary Taxonomy Code:** enter the primary taxonomy code associated with the NPI entered above. If you don't know the taxonomy code, you can find it by searching the NPI on <https://npiregistry.cms.hhs.gov/>; the results will include the taxonomy code.
- EIN:** enter the organization EIN/Federal Tax ID.
- Basic:** fill out the available name fields in the section for basic information.
- Fax:** enter a fax number, if applicable. This field is optional.
- Telephone:** enter a contact number to receive any inquiries from the receiver.
- Street Line 1:** fill out a mailing address.
- Street Line 2:** enter secondary address information, if applicable. This field is optional.
- City:** enter the city name.

PROVIDERS

NPI

NPI Type

Primary Taxonomy Code

EIN

Basic
Organization Name

Mailing Address
Fax

Telephone

Street Line 1

Street Line 2

City

Zip Code / Postal Code

State

Two character state code

Country

xi. **Zip Code/Postal Code:** enter the address's 9-digit ZIP code without dashes (ex. 841015678). If you don't know the last 4 digits, you can look them up at <https://tools.usps.com/zip-code-lookup.htm?byaddress>.

xii. **State:** enter the two-digit state code in uppercase (ex. UT).

b. Location Address

If the physical location is the same as the mailing address, select the **Copy Mailing Address** button to the right.

Copy Mailing Address

If it is a different address, proceed with entering the appropriate information. All fields are the same as those listed under "Mailing Address."

4. Click **Save**.

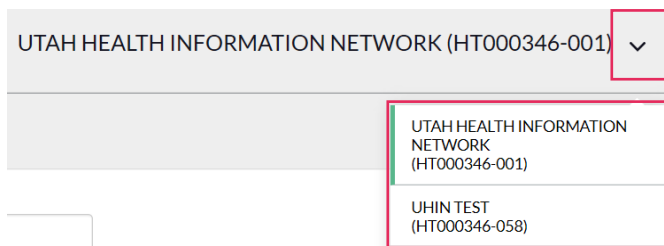
Multiple Facilities

Although you will be working in and viewing a single facility at a time in the MYUHN platform, you can still be associated to multiple facilities. The top of the screen will display the facility you are currently working in and viewing.



To switch to a different facility, click on the drop arrow next to the facility name/account number. You will see a list of the facilities you can access.

Click on a facility to switch to that account.



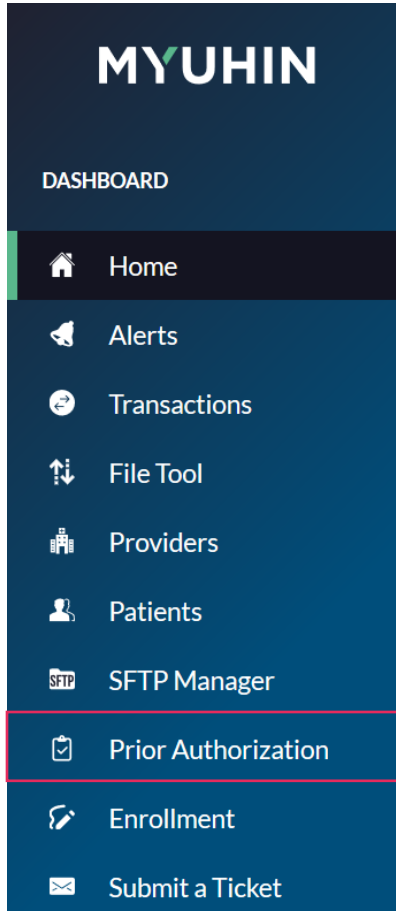
When setting up your facility information in the **Providers** section, ensure you are working in and viewing the correct account before you begin entering the facility information.

Sending and Viewing 10As

Sending a 10A

Use the steps below to create and send a new 10A Prior Authorization.


1. Click on the **Prior Authorization** tab in the main menu on the left.

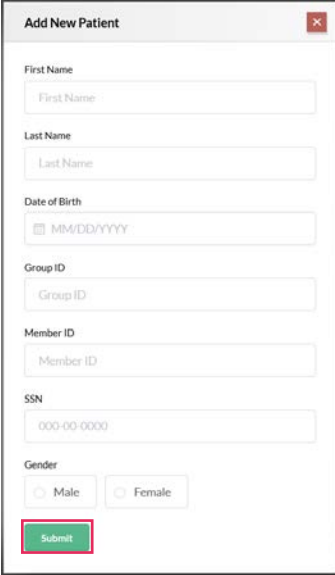


2. Click the **+ New Authorization** button.



3. Begin filling out the form.
 - a. **Service Facility:** Use the drop-down menu to select a facility that was set up through the Providers tab in the main menu. If you have a long list of facilities, you can search by clicking in the box and typing a facility name.
 - b. **Patient:** If you have entered any patients into the MYUHN portal, you can use the drop-down menu to select a patient, or you can search by clicking in the box and typing a patient name.


- i. If the patient has never been entered in the MYUHN portal, click the green  button. Enter as much patient information as you can, then click **Submit**.




- c. **Admission Date:** Enter the date the patient was admitted to the facility. If this was a readmission, check the box above the date field titled, **Is this a readmission?**

Admission Date

Is this a readmission?

 10-08-2019


Discharge Date

 10-07-2019

- i. Checking the **Is this a readmission** box will cause the form to add another field. Enter the date the patient was previously discharged to the **Discharge Date** field.


- d. **Diagnosis Codes:** You may enter up to 8 diagnosis codes. Type the first ICD-10 code into the **Diagnosis Codes** field. Click on the green + button to enter additional codes.

Diagnosis Codes:

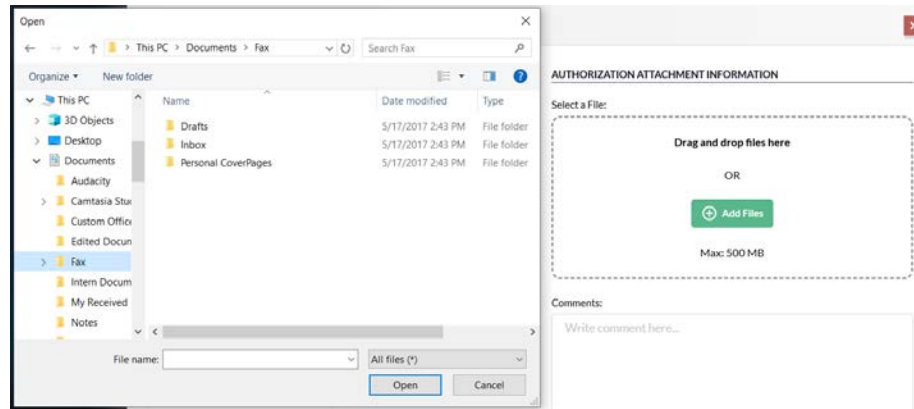


- e. **Is this patient on hospice?:** If the patient is on hospice, check this box. Then, enter the start date and end date for hospice coverage.

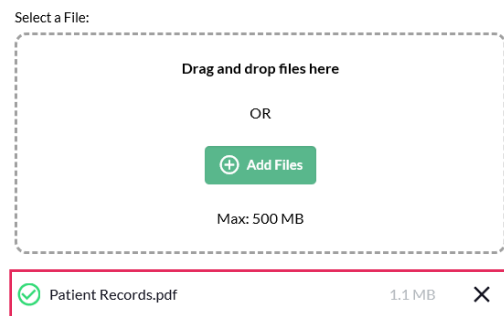
Is this patient on hospice?

 09-18-2019 — 12-31-2019

- f. **Select a File:** You must attach at least one file before submitting the 10A Prior Authorization. You can drag and drop files from your folders into the box, or you can click the **+ Add Files** button to browse for files.



- i. Files should be in a non-editable format such as PDF, JPG, or PNG.
- ii. **Each file** may be up to 500MB in size.



- g. **Comments:** You may type a message in the **Comments** field.
- h. When done, click **Submit Attachment**.

Comments:

Write comment here...

0/1000

Submit Attachment

10A Workflow in MYUhin

On the main Prior Authorization screen, you will see a list of all in-progress 10A Prior Authorizations.

PRIOR AUTHORIZATION				
<input type="text" value="Search..."/>		<input type="button" value="Finalize"/>	<input type="button" value="New Authorization"/>	
Date	Patient	DOB	Status	
09/10/2019	Paul Atreides	12/31/1969	Assigned	
08/30/2019	Paul Atreides	12/31/1969	Rejected	

Clicking on a line will show you additional information about that 10A in a panel to the right.

PRIOR AUTHORIZATION #1027

AUTHORIZATION STATUS

Provider: Dr Rocks Test Clinic

Details

Today's Date 10/09/2019	Admission Date 09/09/2019
Contact Name April Pace	Phone Number Fax

Patient Information

Patient Name Paul Atreides	Birth Date 01/01/1970	Gender Male	
SSN 000-00-0000	Member ID 12345	Group ID 12345	

10A Prior Authorization Number

A tracker showing the current status of this 10A

Date/time and contact information

Patient information

Provider Information

Service Facility	Dr Rocks Test Clinic
Service Facility NPI	1780679829

Diagnosis Codes

ICD 10	Diagnosis
A41.9	Sepsis, unspecified organism
E11.9	Type 2 diabetes mellitus without complications
F20.9	Schizophrenia, unspecified
G47.00	Insomnia, unspecified
J18.9	Pneumonia, unspecified organism

Attachments

Date	File Name
08/30/2019 12:31 pm	Test Filename&%^.pdf ↓ ⊗

Activity

08/30/2019 12:23 pm
Submitted by Sara Vandermolen.
Automated email sent to UTAH DEPARTMENT OF HEALTH (HT000004-001).
Comments:
This is a test file

08/30/2019 12:30 pm
Modifications made by Sara Vandermolen.
Modified fields: Prior Authorization Files

08/30/2019 12:31 pm
Modifications made by Sara Vandermolen.
Modified fields: Prior Authorization Files

08/30/2019 12:56 pm
Rejected by Sara Vandermolen, UTAH DEPARTMENT OF HEALTH (HT000004-001).
Automated email sent to UTAH HEALTH INFORMATION NETWORK (HT000346-001).
Comments:
Test rejection

⊕ Add Attachment
↓ Download All

Provider details

Diagnosis codes

List of attachments

The Activity log shows all actions taken regarding this 10A.

All activity has a date/time stamp.

Once you have submitted a 10A Prior Authorization, it will appear in the list on the main screen. It will begin with the status **Submitted**.

○	Date	Patient	DOB	Status
	10/09/2019	Daisy Duck	12/31/1939	Submitted
	09/10/2019	Paul Atreides	12/31/1969	Assigned
	08/30/2019	Paul Atreides	12/31/1969	Rejected

The **Status** will change as the 10A moves through the prior authorization process:

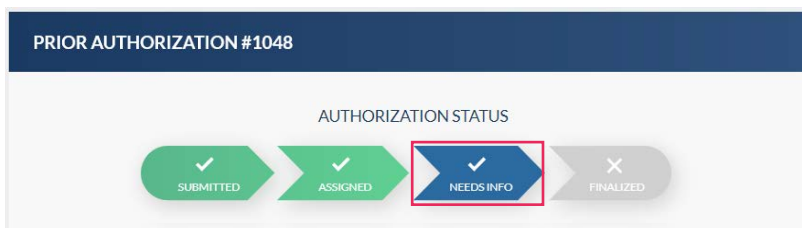
1. **Submitted** – The 10A has been sent, but no action has been taken yet.
2. **Assigned** – The 10A has been assigned to a specific reviewer at Utah Medicaid. No action is required from you at this time.

PRIOR AUTHORIZATION

Finalize
New Authorization

○	Date	Patient	DOB	Status
	10/09/2019	Daisy Duck	12/31/1939	Assigned
	09/10/2019	Paul Atreides	12/31/1969	Assigned
	08/30/2019	Paul Atreides	12/31/1969	Rejected

3. **Needs Info** – The reviewer has determined additional information is needed and is asking you to provide this information. Check the Activity log for a note from the reviewer with details about what you should send. *Reference section [Editing a 10A](#) for instructions on how to send additional information.*



PRIOR AUTHORIZATION

Search... Finalize New Authorization

Date	Patient	DOB	Status
10/09/2019	Daisy Duck	12/31/1939	Needs Info
09/10/2019	Paul Atreides	12/31/1969	Assigned
08/30/2019	Paul Atreides	12/31/1969	Rejected

TIP:

When a 10A requires action from you and has NOT been opened, the text will be bolded, and you will see a blue dot on the left side.

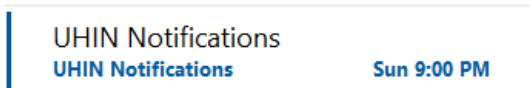
Once you click on the line, the blue dot will disappear, and the text will become un-bolded again.

- Accepted/Rejected** – The 10A has been either accepted or rejected.



- Finalized** – the 10A has been moved into the **Finalized** folder.

Any time the Medicaid reviewer sends the 10A back to you, whether they need more information or whether the file has finalized, you will receive an email notification according to the preferences you set up in the [Notification Set-Up](#) step.



To search for a specific file, type into the search bar at the top of the list. You can search by the following types of information:

- 10A Prior Authorization Number
- Patient Name
- Member ID
- Group ID
- Facility/Provider NPI
- Facility/Provider Name
- ICD-10 Codes



Once you have searched for something, to go back to the main list delete everything in the search field, then hit enter.

Editing a 10A

Attachments

Date	File Name	
10/09/2019 2:28 pm	Patient Records.pdf	

+ Add Attachment
Download All

Activity

10/09/2019 2:28 pm
Submitted by Sara Vandermolen.
Automated email sent to UTAH DEPARTMENT OF HEALTH (HT000004-001).

10/09/2019 2:35 pm
Assigned by Sara Vandermolen to Sara Vandermolen.

10/09/2019 2:37 pm
More information was requested from Sara Vandermolen, UTAH DEPARTMENT OF HEALTH (HT000004-001).
Automated email sent to UTAH HEALTH INFORMATION NETWORK (HT000346-001).
Comments:
Requesting additional information: documents x, y, and z.

Archive
 Withdraw
 Edit

Use the **+ Add Attachment** button to upload additional documents.

Use the **Edit** button to add comments, ICD-10 codes, or make other changes to the rest of the 10A form.

Details

Today's Date 10/09/2019	Admission Date <input type="text" value="10-08-201"/>	Discharge Date <input type="text" value="If re-admi:"/>
Contact Name Sara Vandermolen	Phone Number	Fax

Patient Information

Patient Name <input type="text" value="Daisy Duck"/>	Birth Date <input type="text" value="01-01-194"/>	Gender <input type="text" value="Female"/>
SSN <input type="text" value="000000000"/>	Member ID <input type="text" value="123456789"/>	Group ID <input type="text" value=""/>
On Hospice <input type="checkbox"/>	Hospice Start <input type="text" value="mm-dd-yy"/>	Hospice End <input type="text" value="mm-dd-yy"/>

Clicking **Edit** will allow most of the 10A fields to be edited.

Attachments

Date	File Name	
10/09/2019 2:42 pm	More Patient Records.pdf	
10/09/2019 2:28 pm	Patient Records.pdf	

+ Add Attachment
Download All

Notice that once the new attachments are added, they will be marked with their own date/time stamp.


Provider Information

Service Facility

Service Facility NPI

Diagnosis Code

ICD 10



You will have a green + button for adding additional ICD-10 codes.

Activity

10/09/2019 2:28 pm
Submitted by Sara Vanderمولen.
Automated email sent to UTAH DEPARTMENT OF HEALTH (HT000004-001).

10/09/2019 2:35 pm
Assigned by Sara Vanderمولen to Sara Vanderمولen.

10/09/2019 2:37 pm
More information was requested from Sara Vanderمولen, UTAH DEPARTMENT OF HEALTH (HT000004-001).
Automated email sent to UTAH HEALTH INFORMATION NETWORK (HT000346-001).
Comments:
Requesting additional information: documents x, y, and z.

10/09/2019 2:42 pm
Modifications made by Sara Vanderمولen.
Modified fields: Prior Authorization Files

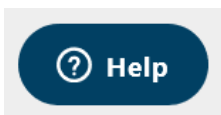
37/1000

You can add new comments as well.

When done, click **Save**.

Need Help?

If you need additional assistance, look for the **Help** button in the bottom-right corner of the page. You will be able to request help, and UHN Customer Service will get back to you as soon as possible.



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