

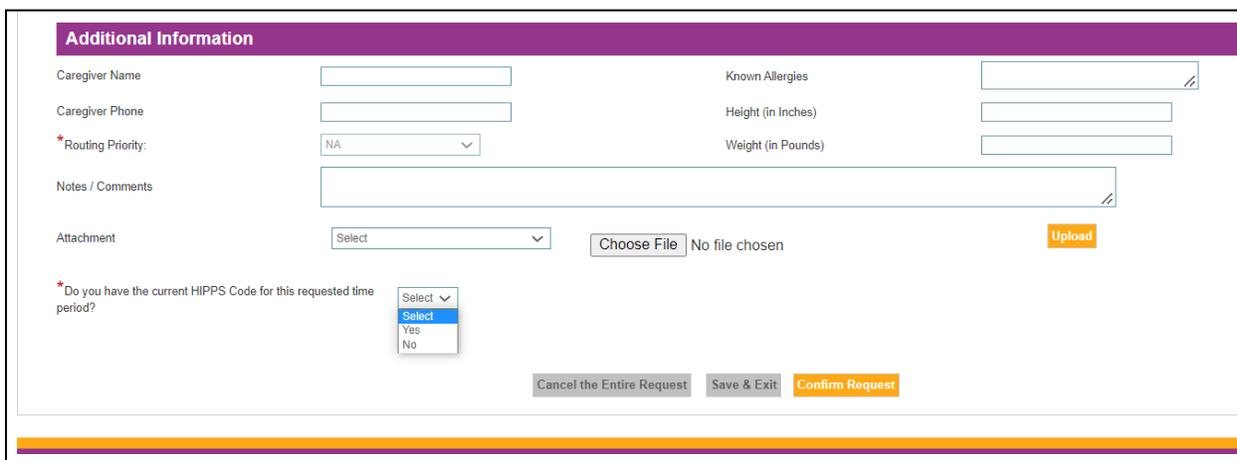
Accessing and Navigating the Updated HIPPS Template in the CareCentrix Provider Portal

Introduction

The purpose of this document is to outline the modified HIPPS template for a BCBSM Medicare Plus Blue member. The HIPPS template is presented in the CareCentrix Provider Portal known as HomeBridge®. The modified template will streamline PDGM authorization request submissions and ensure accurate HIPPS codes are supplied, which must be included on the claim for home care services.

Accessing the HIPPS Template via Initial Authorization

Upon accessing the HomeBridge system, select “Request an Initial Authorization” from the “Authorization” drop down menu, then complete all other required fields. Prior to submitting the request, complete the question “Do you have the current HIPPS code for this required time period?” Once the request has been completed, select “Confirm Request.”



Additional Information

| | | | |
|--|-----------------------------|----------------------------|----------------------|
| Caregiver Name | <input type="text"/> | Known Allergies | <input type="text"/> |
| Caregiver Phone | <input type="text"/> | Height (in Inches) | <input type="text"/> |
| * Routing Priority: | NA <input type="text"/> | Weight (in Pounds) | <input type="text"/> |
| Notes / Comments | <input type="text"/> | | |
| Attachment | Select <input type="text"/> | Choose File No file chosen | Upload |
| * Do you have the current HIPPS Code for this requested time period? | Select <input type="text"/> | | |

Cancel the Entire Request Save & Exit Confirm Request

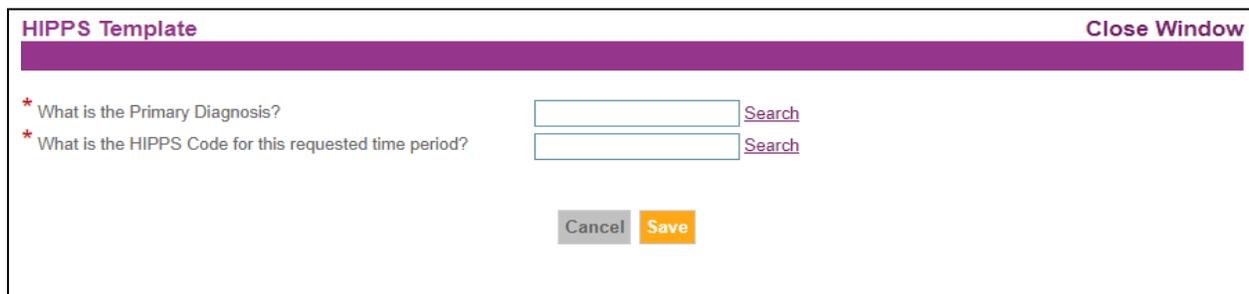
HIPPS Code is Not Known

If you do not know the HIPPS Code or opt not to provide it, select “No”.

If the HIPPS Code is Known

If you know the HIPPS code and opt to provide it, select “Yes”. Once selected the system will display the HIPPS template with the following questions for you to complete.

- a. *What is the Primary Diagnosis?*
- b. *What is the HIPPS code for this requested time period?*



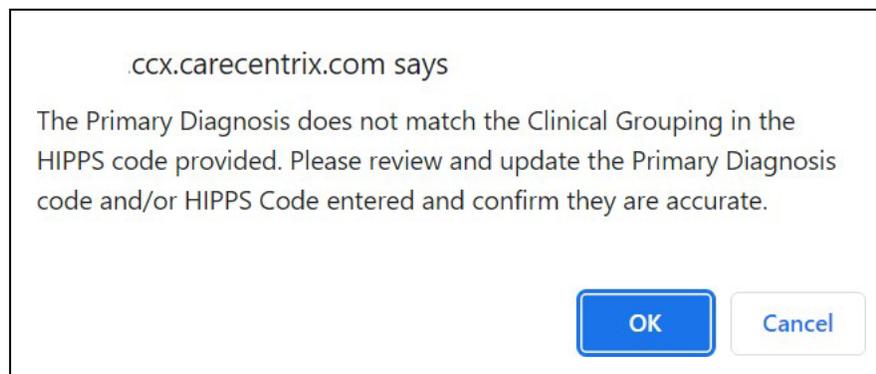
The screenshot shows a web form titled "HIPPS Template" with a "Close Window" button in the top right corner. The form contains two required questions, each with a text input field and a "Search" button:

- * What is the Primary Diagnosis? [input field] Search
- * What is the HIPPS Code for this requested time period? [input field] Search

At the bottom of the form are two buttons: "Cancel" (grey) and "Save" (orange).

If the Primary Diagnosis code in the HIPPS template does not map to the clinical category designated by the second position of the HIPPS code provided, then the system will display the following message.

- a. *Primary Diagnosis does not match the Clinical Grouping in the HIPPS code provided. Please review and update the Primary Diagnosis code and/or HIPPS Code entered and confirm they are accurate.*



The screenshot shows a dialog box with the following text:

.ccx.carecentrix.com says

The Primary Diagnosis does not match the Clinical Grouping in the HIPPS code provided. Please review and update the Primary Diagnosis code and/or HIPPS Code entered and confirm they are accurate.

At the bottom right of the dialog box are two buttons: "OK" (blue) and "Cancel" (white).

If you select “Ok”, then the system will redirect back to the main page so you can review and update the Primary Diagnosis code and/or HIPPS code as needed.

Accessing the HIPPS Template via Reauthorization

After accessing the HomeBridge system, select “Request a Reauthorization” from the “Authorization” drop down menu, then complete all required fields. Once the request has been completed, select “Confirm Request.”

Upon submitting the request, the HIPPS template window will appear.

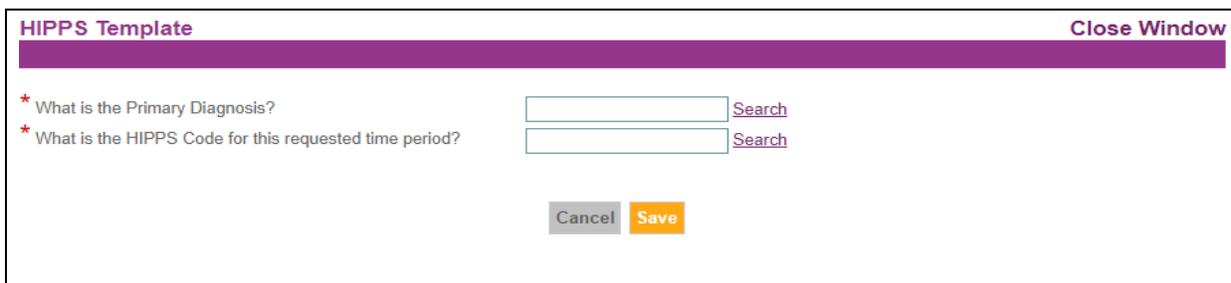
HIPPS Code is Not Known

If you do not know the HIPPS Code or opt not to provide it, then the template can be bypassed by closing out the window without populating the Primary Dagnosis.

If the HIPPS Code is Known

If you know the HIPPS code and opt to provide it, select “Yes”. Once selected, the system will display the HIPPS template with the following questions:

- c. *What is the Primary Diagnosis?*
- d. *What is the HIPPS code for this requested time period?*

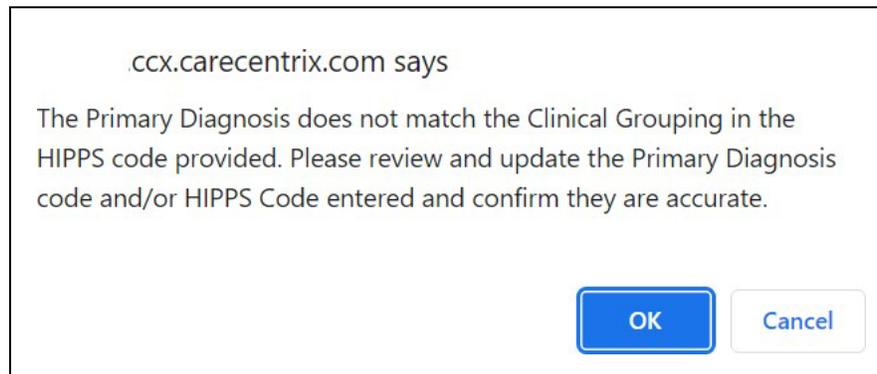


The screenshot shows a window titled "HIPPS Template" with a "Close Window" button in the top right corner. The window contains two required questions, each with a text input field and a "Search" button:

- * What is the Primary Diagnosis? [input field] Search
- * What is the HIPPS Code for this requested time period? [input field] Search

At the bottom of the window, there are two buttons: "Cancel" (grey) and "Save" (orange).

If the Primary Diagnosis code in the HIPPS template does not map to the clinical category designated by the second position of the HIPPS code provided, the system will display the following message.



If you select “Ok”, the system will redirect back to the main page so you can review and update the Primary Diagnosis code and/or HIPPS code as needed.

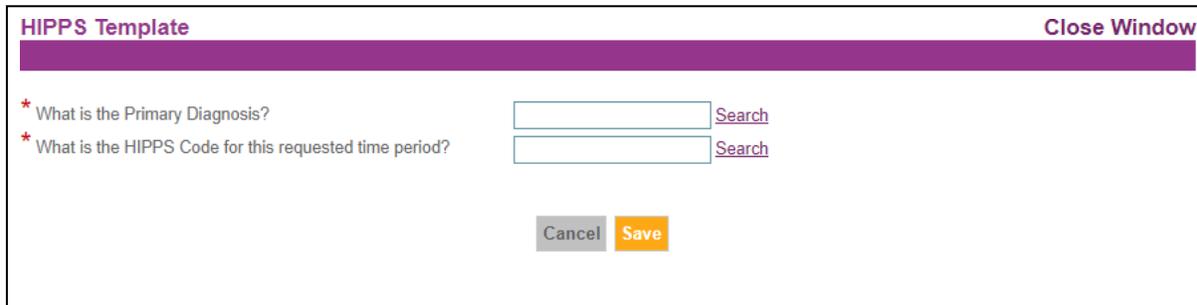
How to Add/Edit a HIPPS Template

After accessing the HomeBridge system, select “Edit an Authorization” from the “Authorization” drop down menu, then complete all other required fields. You will be able to view/add/edit the HIPPS template once a UM decision has been made.

Note: If a UM decision is still pending, you will not be able to make edits to the HIPPS template. Users who would like to make changes to authorizations still in process should contact CareCentrix at 833-409-1280 for assistance.

The system will display the HIPPS template with the following questions:

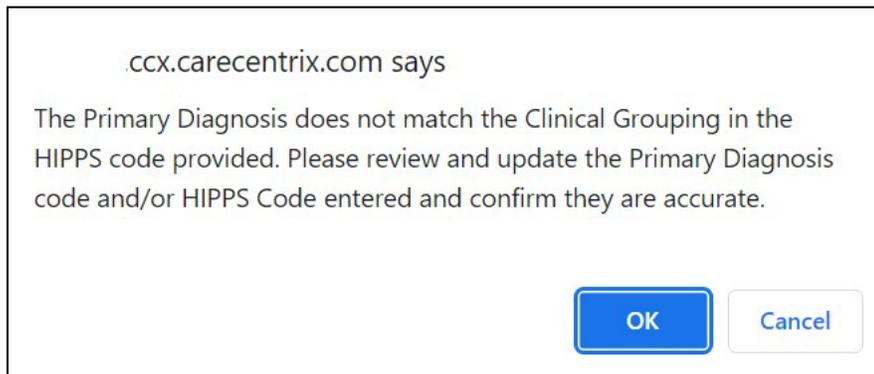
- a. *What is the Primary Diagnosis?*
- b. *What is the HIPPS code for this requested time period?*



The screenshot shows a web form titled "HIPPS Template" with a "Close Window" button in the top right corner. The form contains two required fields, each with a "Search" button to its right. The first field is labeled "* What is the Primary Diagnosis?" and the second is labeled "* What is the HIPPS Code for this requested time period?". At the bottom of the form, there are two buttons: "Cancel" and "Save".

Note: The HIPPS code field will appear blank if it was not entered during previous submissions.

If the Primary Diagnosis code in the HIPPS template does not map to the clinical category designated by the second position of the HIPPS code provided then the system will display the following message.



The screenshot shows a dialog box with the following text: ".ccx.carecentrix.com says
The Primary Diagnosis does not match the Clinical Grouping in the HIPPS code provided. Please review and update the Primary Diagnosis code and/or HIPPS Code entered and confirm they are accurate." At the bottom right of the dialog box, there are two buttons: "OK" and "Cancel".

If the Primary Diagnosis code and the HIPPS code match, you will be prompted to select one of the following reasons explaining why the modified HIPPS template is being changed/populated.

- a. Incorrect HIPPS code
- b. Correct Clerical Error
- c. Missing HIPPS code
- d. Other

Once the HIPPS code edit is completed, an updated Service Registration Form will be available under Authorization Status and will be re-faxed.