



PRIMARY PROVIDER MANAGEMENT COMPANY INC.

connectTM

Training Guide

Referral Inquiry

*Specialty Services
Requests*

Referrals






Office Management

Referrals/Auths

- **To search for service requests:**
 1. **Patient/ Requesting Provider/ Servicing Provider** – specify the search parameters to be used for the search. You may either choose from the lists on the left OR select an option button and enter search text on the right.
 2. **Request Number** – if you know the request number, you may enter it in the text box.
 3. **Requested Service** – click to select or clear the check boxes corresponding to the type of service requests to be returned.
 4. **Start Date/End Date** – select the date range from the **Start Date** and **End Date** lists; the default range is for the last 30 days, ending on the current date.
 5. **Service Request Status** – click to select or clear the check boxes corresponding to the desired status of service requests to be returned.
 6. **Sort** – Select the field that you would like to sort by. The default sort is in ascending order; if you would like to reverse the sort order, uncheck the ascending box.
 7. **Click Search**
 - The search results will be displayed in the **Service Request Search Results** table, in the order you requested. Each row will correspond to a single service request.

Service Request Status Form:

Specialist Outpatient **Status**

Status				Help 
Search by Any Combination				
Patient	(None) 	or	<input type="radio"/> Last Name <input checked="" type="radio"/> Member ID	<input type="text"/>
Requesting Provider	No Referred By List	or	<input checked="" type="radio"/> Last Name <input type="radio"/> Provider ID <input type="radio"/> Provider NPI	<input type="text"/>
Servicing Provider	No Referred to List	or	<input checked="" type="radio"/> Last Name <input type="radio"/> Provider ID <input type="radio"/> Provider NPI	<input type="text"/> Specialty Type <input type="text"/>
Request Number	<input type="text"/>	Requested Service	<input checked="" type="checkbox"/> Specialist <input checked="" type="checkbox"/> Outpatient <input checked="" type="checkbox"/> A <input checked="" type="checkbox"/> Transportation <input checked="" type="checkbox"/> Home Care	
Start Date	8/16/2010 	End Date	9/16/2010 	
Service Request Status	<input checked="" type="checkbox"/> Pending <input checked="" type="checkbox"/> Approved <input checked="" type="checkbox"/> Denied <input checked="" type="checkbox"/> Rejected			
Sort	Select Sort 	<input checked="" type="checkbox"/> Ascending		
<input type="button" value="Search"/> <input type="button" value="Clear"/>				

Make sure to change the start and end dates to capture the request(s) you are searching for.

Service Request Search Results: To view details, click the underlined [Service Request Number](#) , or [Detail](#)

■ Patient Management Name: **Sally Smith** Member ID: 123456 DOB: 25 Feb 1969 PCP: CONTRACTED PROVIDER (9999999999 NPI)

Current Patient :
Smith, Sally ▾
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■ Office Management
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■ Administration
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Results: 2

Service Request Search Results For SALLY SMITH [Help](#)

Service Request Number	Status	Service Request Type	Requested Service	Requesting Provider	Servicing Provider	Start Date	End Date
Detail	Pended (09/09/2010)	Specialist	Specialist Followup	PROVIDER, CONTRACTED	SPECIALIST, CONTRACTED	9 Sep 2010	7 Nov 2010
Detail	Pended (09/10/2010)	Specialist	Consult	PROVIDER, CONTRACTED	SPECIALIST, CONTRACTED	10 Sep 2010	8 Nov 2010

Results: 2



Specialist Request Detail

Name: Sally Smith Member ID: 123456 DOB: 25 Feb 1969 PCP: CONTRACTED PROVIDER (9999999999 NPI)

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Detail PENDED

SALLY SMITH 123456

Request Information

Patient	<u>SALLY SMITH</u>	Requesting Provider	<u>CONTRACTED PROVIDER</u> (9999999999 NPI)	Contact Info	Jane (555) 555-5555		
Diagnosis	V22.2 PREGNANT STATE, INCIDENTAL	Servicing Provider	<u>CONTRACTED SPECIALIST</u> (9999999999 NPI)	Contact Info			
Requested Service	Specialist: Specialist Followup			Units	Requested	Approved	Used
					1 visits		
Procedure Code	99213			Procedure Date			
Start Date	9 Sep 2010	End Date	7 Nov 2010	Delay Reason			
Level of Service	Routine	Related Causes		Release of Information	On file/payor or plan		
Remarks	tr11 09/09/10 15:00 Please see Lab results						


Procedures and Services


Status	Reason	Follow-up Action	Description	Procedure Date
Pended			Specialist Followup	
Pended			99213 (0) OFC/OUTPT VISIT E&M EST LOW-MOD SEVERITY 15 MIN	

Additional Information

Additional Information Requested	Transmission Format	Identification Code	Description
<i>No paper work at this time</i>			

No paper work at this time

 Linked Documents

	Description
	Sally Smith's lab Results

Cancel