

Detailed Request Checklist & Quick Step Guide for Additional Outpatient (AOP)

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Getting ready to place a request

Knowing what information you will need for each request saves time. Our additional outpatient (AOP) request checklist can help you identify and collect the information you need to have available when entering a request. We recommend that you print a copy or save it to your computer to keep it handy when you are preparing to submit a request.

**INFORMATION YOU WILL NEED FOR AOP REQUESTS**

For ALL AOP requests you will need:

Service date

Member first and last name

Member ID

Member date of birth

Member phone #

CPT code(s)

# of Units/Sessions

ICD-10 diagnosis code(s)

Ordering provider NPI/TIN, address, and fax #

Servicing provider NPI/TIN, address, and fax #

Documentation will be requested for submission at the time of entering a request. This includes but is not limited to the following:

Support for the reason/medical necessity of the requested AOP service

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Quick step guide to submitting an order request via the Provider Portal™

1. Login to [www.ProviderPortal.com](https://www.providerportal.com/) if you are a registered user (or register and then login once account has been verified).

**Member Info**

1. Enter the service date, member’s first and last names, member ID and date of birth. Then click the “Find This Member” button.
2. You may need to select the member by clicking on their underlined name.

**Service Info**

1. Select the “Additional Outpatient” tile and verify the member’s phone # and type. Then click the “Start Order Request” button.
2. Enter the CPT code or type in the name of procedure and click the “Add Service” button. You can enter more than one procedure (as long as they are within the same Solution). You may be prompted for units/sessions if they apply to the service you are requesting. Once all procedures and corresponding units have been entered, click the “Next” button.
3. Enter the diagnosis code. Click the “search” button and select from dropdown.
4. Verify the information on the Procedure Summary screen and click the “Next” button.

**Ordering Provider Info**

1. Enter ordering provider info in at least 2 fields and press the “Search” button. A list of ordering providers will appear for the user to select one.
2. Enter or validate the provider’s fax # and click the “Save” button. The fax # will be used for provider communications regarding the case.

**Servicing Provider Info**

1. Enter servicing provider info in at least 2 fields and press the “Search” button. A list of servicing providers will appear for the user to select one.
2. You can enter more than one servicing provider. Once all providers have been entered, click the “No, I’m Done” button and “Next”.

**Clinical Questionnaire**

1. Answer the clinical questions for the case.

**Order Request Preview**

1. Review all the info you entered for the case and upload any necessary documentation. Click the “Submit This Request” button.

**Order Request Summary**

1. The order has now been submitted. Requests that meet clinical criteria will be adjudicated real time upon case submission. Approved orders will have a status of “Authorized”, “Order ID”, and “Approval Valid Through” date within a green box. You can “Print” or “Save to a PDF” from this screen.