

'Ohana Provider Portal - Authorizations and You

The portal is your best, fastest and most reliable way to submit an auth request. The portal allows you to skip the fax machine and get your request directly to the clinical team to process your request.

Getting into the portal

Provider Portal Registration – **click here:**

<https://provider.wellcare.com/Provider/Accounts/Registration>

Provider Portal Training – **click here:**

https://wellcare.csod.com/content/wellcare/publications/3818/story_html5.html?lms=1

Portal Benefits:

- Faster Responses
- Improved Transparency
- Improved Quality
- Reduced Cost



Pro Tip:

When you see the prompt below, it is asking if the member is an *inpatient* or *outpatient*.

Yes = Inpatient No = Outpatient

Has this Member already been admitted?

Yes No

	Service Description*	MMP Service Type	Field in portal that tells the system about the service being requested.	MMP Sub Type	Next level field in portal that tells the system about the services being requested.
MEDICAL	OUTPATIENT SERVICES				
	Ambulance	Outpatient Services		Transportation	
	Ambulatory Surgery	Outpatient Services		Surgery	
	CT Scan (Cat Scan)	Radiology		CAT Scan	
	Office Visits	Office		Consult And Treat	
	Dialysis	Outpatient Services		Dialysis	
	Genetic Testing	Outpatient Services		Genetic Testing	
	Home Health Services	Home Health		Home Health	
	Hospice	Outpatient Services		Hospice	
	Laboratory	Outpatient Services		Lab	
	MRI	Radiology		MRI	
	OB Global/Prenatal Notification	Outpatient Services		OB Global	
	Outpatient Hospital	Outpatient Services		Outpatient Hospital Services	
	RBA – Room Board & Anesthesia	Outpatient Services		Room Board & Anesthesia	
	Radiology	Radiology		Radiology Services	
Rehabilitation Therapy (PT/OT/ST)	Outpatient Services		Occupational Therapy or Physical Therapy or Speech Therapy		

(continued on back)

Quality care is a team effort.
Thank you for playing a starring role!



	Service Description*	MMP Service Type	Field in portal that tells the system about the service being requested.	MMP Sub Type	Next level field in portal that tells the system about the services being requested.
MEDICAL	INPATIENT SERVICES				
	Radiation Therapy	Therapy		Radiation	
	OB Ultrasound	Radiology		OB Ultrasounds	
	Long Term Acute Care Hospital	Inpatient Services		Long Term Acute Care Hospital	
	Skilled Nursing Facility	Inpatient Services		Skilled Nursing Facility	
	Observation Hospital	Inpatient Services		Observation Hospital	
	Inpatient	Inpatient Services		Inpatient	
	Outpatient Delivery	Inpatient Services		Outpatient Delivery	
	Emergency Room	Inpatient Services		Emergency Room	
	Inpatient Rehab	Inpatient Services		Inpatient Rehab	
	Long Term Care SNF	Inpatient Services		Long Term Care SNF	
	Waitlist	Inpatient Services		Waitlist	
	Sub-Acute	Inpatient Services		Sub-Acute	
	Intermediate Care Facility	Inpatient Services		Intermediate Care Facility	
	Transplant Surgery	Inpatient Services		Transplant Surgery	
	Intermediate Care Facility	Inpatient Services		Intermediate Care Facility	
	Sub- Acute Rehab	Inpatient Services		Sub- Acute Rehab	
	Bed Hold	Inpatient Services		Bed Hold	
	Custodial Nursing Home	Inpatient Services		Custodial Nursing Home	
	Community Residential	Inpatient Services		Community Residential	
	Assisted living Facility	Inpatient Services		Assisted living Facility	
Custodial	Inpatient Services		Custodial Stay		
Hospice	Inpatient Services		Hospice		
Respite Services	Inpatient Services		Respite		
BEHAVIORAL HEALTH	OUTPATIENT SERVICES				
	Act Services	Behavioral Health		Behavioral Act Services	
	Substance Abuse Rehab	Inpatient Behavioral Health		BH Substance Abuse Rehab	
	Residential	Inpatient Behavioral Health		BH Residential	
	Detox	Inpatient Behavioral Health		BH Detox	
	Sub- Acute	Inpatient Behavioral Health		BH Sub-Acute	
	INPATIENT SERVICES				
	Inpatient	Inpatient Behavioral Health		BH-Inpatient	
	BH Psych Test	Behavioral Health		Psych Test	
	Targeted Case Management	Behavioral Health		BH Case Management	
	BH Office/Consult	Behavioral Health		BH Office Visit	
	BH Ongoing Treatment	Behavioral Health		BH Routine Outpatient	
	BH ECT (shock therapy)	Behavioral Health		Electroconvulsive Therapy	
BH IOP Services	Behavioral Health		Intensive Outpatient Program Services		

*This list is not all inclusive.

