

'Ohana Provider Portal Authorizations



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



Getting into the portal

Provider Portal Registration –

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

Provider Portal Training –

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

Portal Benefits:

- Faster Responses
- Improved Transparency
- Improved Quality
- Reduced Cost
- Real-time Authorization Status
- Edit Submitted Authorizations
- Upload Additional Attachments

Service Description*	MMP Service Type	Field that tells the system about the service being requested.	MMP Sub Type	Next level field that tells the system about the services being requested.
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	
Hospice	Outpatient Services		Hospice	
Radiation Therapy	Therapy		Radiation	
OB Ultrasound	Radiology		OB Ultrasounds	





Medical

(continued on back)

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



	Service Description*	MMP Service Type	Field that tells the system about the service being requested.	MMP Sub Type	Next level field that tells the system about the services being requested.
	 Medical	INPATIENT SERVICES			
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	
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.

