

CARE COORDINATION PROVIDER PORTAL

Viewing Existing Authorization Request Summary
& Request Action Details

OHCA Behavioral Health Unit

November 2025



VIEWING EXISTING AUTHORIZATION REQUEST SUMMARY & REQUEST ACTION DETAILS



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ACTION REQUIRED 2 COMPLETED SUBMITTED DRAFTS 3 Click on a tab to select that tab [NEW REQUEST](#) [EXPORT TO EXCEL](#) [EXPORT TO PDF](#) [FILTERS](#)

Case #	Member Name	Member Number	Review Type	Service Type	Case Status	Request Date	Service Date	Ordering Provider	Servicing Provider
206945	Happy, JOY	1028110339	Initial		In Progress	11/14/2022	11/14/2022	MATTHEW HAMILTON	HMH HOSPITALS CO
206923	Rubble, Betty	1030557880	Initial		In Progress	11/16/2022	11/16/2022	MATTHEW HAMILTON	ABLE IMAGING LLC
206319	LANE, PENNY	1252568863	Initial		In Progress	11/11/2022	11/11/2022	MATTHEW HAMILTON	HERAPY ADVANTAGE
205401	Beauty, Sleeping	1408701968	Initial		In Progress	8/29/2022	9/28/2022	AYESHA HAMEED	PRO HEALTH AMBUL CENTE

1 - 4 of 4 items

Happy, JOY
Member: 1028110339
Date of Birth: 07/26/1965
Case# 206945 Status: In Progress Type: Authorization: Not assigned
Severity: Standard

Request Date: 11/14/2022 Procedure Date: 11/14/2022 Initial Case History

SUMMARY NOTES & ATTACHMENTS LETTERS ACTIONS

INPATIENT REQUEST

Requesting Provider	MATTHEW HAMILTON Family Practice
Servicing Provider	HMH HOSPITALS CORPORATION OCEAN UNIVERSITY MEDICAL BRICK, NJ 087247732
Place of Service	21 Inpatient Hospital
Requested Dates	11/14/2022 to 11/19/2022
Level of Care	Acute

DIAGNOSES

A4189 Other Specified Septic Primary Diagnosis

REQUESTED SERVICES

DETERMINATIONS

Initial In Progress

Pre-certification is done for medical necessity review only and is neither a guarantee of payment nor a guarantee that billed codes will not be considered incidental or mutually exclusive to other billed services. Coverage is subject to the terms of a beneficiary's benefit plan and eligibility on the date of service.

VIEWING EXISTING AUTHORIZATION REQUEST SUMMARY

- Authorization request details can be viewed for any PAR listed in the four Authorization Dashboard tabs:
 - Action Required
 - Completed
 - Submitted
 - Drafts
- Click to choose the Authorization Dashboard tab then locate the request in the list.
- Click anywhere on the line of that request to open the request details.



Rubble, Betty Member#: 1030557880 Date of Birth: 01/29/1969 Case# 206923 Status: In Progress Type: Severity: Standard	Authorization#: Not assigned	Request Date 11/14/2022	Procedure Date 11/16/2022	Initial Case History ▾
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MEMBER BANNER

- The member banner is in the top left corner of the window and contains the member name, member ID#, DOB, case number, status, severity, and an authorization number if a determination has been applied to the request.
- The authorization request's request date, procedure date, and case history list is located at the top right of the member banner.



SUMMARY TAB

- The summary tab displays a summarization of all information entered for the authorization request to include the requesting provider, servicing provider, place of service, diagnoses, requested services, and a determination if one has been applied to this request.
- This page can be printed if needed (see Printing Summary Page).

Rubble, Betty Member#: 1030557880 Date of Birth: 01/29/1969 Case#: 206923 Status: In Progress Type: Authorization#: Not assigned Severity: Standard		Request Date 11/14/2022	Procedure Date 11/16/2022	Initial Case History ▾
SUMMARY	NOTES & ATTACHMENTS	LETTERS	ACTIONS	
OUTPATIENT REQUEST				
Requesting Provider		MATTHEW HAMILTON Family Practice		
Servicing Provider		ABLE IMAGING LLC 999 ROUTE 73 N MARLTON, NJ 080531227		
Place of Service		99 Other Unlisted Facility		
Requested Dates		11/16/2022 to 11/30/2022		
DIAGNOSES				
S86329A		Lacerat Musc/Tend Peroneal Grp At Low Leg Lev, Unsp Leg, Init(Primary Diagnosis)		
G8911		Acute Pain Due To Trauma		
REQUESTED SERVICES				
0614		MAGNETIC RESONANCE IMAGING (MRT) - MRI OTHER (Primary Procedure) Total: 1 Visit(s) Begin Date: 11/16/2022 End Date: 11/30/2022		
Show Requested Procedures				
DETERMINATIONS				
No Determinations				



NOTES & ATTACHMENTS TAB

Rubble, Betty
Member#: 1030557880
Date of Birth: 01/29/1969
Case#: 206923 Status: In Progress Type: Authorization#: Not assigned
Severity: Standard

Request Date: 11/14/2022 Procedure Date: 11/16/2022 Initial Case History ▾

SUMMARY **NOTES & ATTACHMENTS** LETTERS ACTIONS

ADD NOTES AND ATTACHMENTS

Notes

SSM HEALTH ST. ANTHONY HOSPITAL 08/12/2025
Member has TPI, Humana Gold Medicare Replacement as Part C.

Attachments

TD Participant Pre Work.pdf Authorizations

- To view notes and attachments for the request, click on the Notes & Attachments tab.
- Notes are listed in most recent order at the top of the widget.
- Documents added to the request as an attachment are listed under the Attachment widget.



ADDING NOTES & ATTACHMENTS

- Users can add additional notes and/or documents as attachments to a request.
- Click on the ADD NOTES AND ATTACHMENTS icon. In the pop-out window, users can type a note in the text field.
- Click on ADD ATTACHMENT to begin the attachment process.

The screenshot displays a medical request form for a patient named Betty Rubble. The form includes fields for Member#, Request Date, Procedure Date, Initial, Date of Birth, Case#, Status, Type, and Authorization#. The 'NOTES & ATTACHMENTS' tab is selected, and a pop-out window is open. The pop-out window has two sections: 'Notes' and 'Attachments'. The 'Notes' section contains a text field with the text 'Danielle Guidry 11/14/2022 Request for MRI due to ongoing pain to'. The 'Attachments' section contains a text field with the text 'Clinical document SERVICE PLAN.pdf'. The pop-out window also has a red box around the 'ADD ATTACHMENT' button and a red box around the 'Enter Note text in this field' text. The main form has a blue button labeled 'ADD NOTES AND ATTACHMENTS' and a blue button labeled 'ACTIONS'.

Rubble, Betty
Member#: 1030557880
Date of Birth: 01/29/1969
Case#: 206923 Status: In Progress Type: Authorization#: Not assigned

Request Date: 11/14/2022
Procedure Date: 11/16/2022
Initial: Case History ▾

SUMMARY NOTES & ATTACHMENTS LETTERS + ACTIONS

ADD NOTES AND ATTACHMENTS

Notes

Danielle Guidry 11/14/2022
Request for MRI due to ongoing pain to

Attachments

Clinical document SERVICE PLAN.pdf

Attachments ADD ATTACHMENT

Notes

Enter Note text in this field

CANCEL SAVE & CONTINUE



ATTACHMENTS

- To upload, after clicking the **Add Notes and Attachments** icon, tap the **Choose File** icon on the Add Attachment pop-up window.
- Select the local computer file by clicking the file name and click Open.
- Select the attachment type from the drop-down list (*attachment type is not a required field and can be omitted or skipped*).
- Click the **OPEN** icon.
- Repeat for each file to attach.

Add Attachment

File* Choose FileDischarge Summary.docx

Type ▼

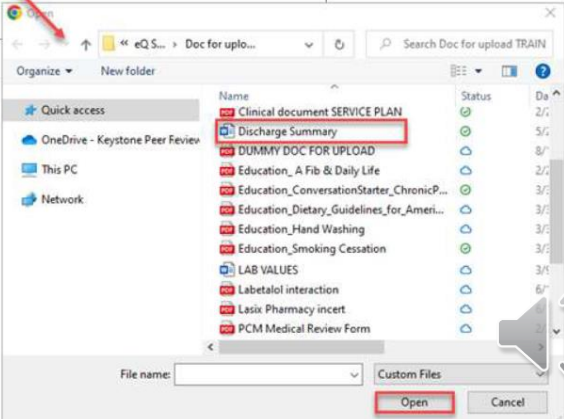
- Authorizations
- Care Transitions
- Consent
- Correspondence
- DirectUpload
- Education
- IROClinical
- Letter

CANCEL **ADD**

Add Attachment

File* Choose File No file chosen

Type ▼

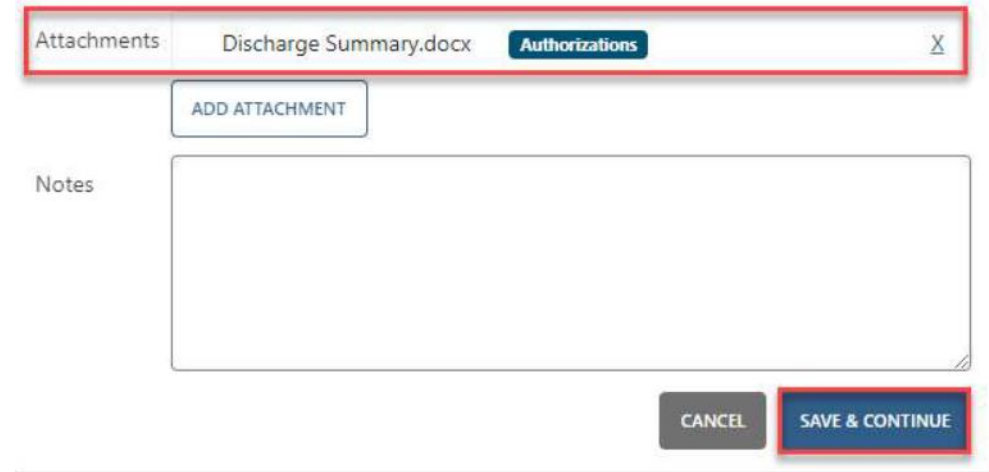


Name	Status	Da
Clinical document SERVICE PLAN	2/1	
Discharge Summary	5/1	
DUMMY DOC FOR UPLOAD	8/1	
Education_ A Fib & Daily Life	2/2	
Education_ConversationStarter_ChronicP...	3/3	
Education_Dietary_Guidelines_for_Ameri...	3/3	
Education_Hand Washing	3/3	
Education_Smoking Cessation	3/3	
LAB VALUES	3/1	
Labetalol interaction	6/1	
Lasix Pharmacy incert	3/1	
PCM Medical Review Form	3/1	

File name: Custom Files **Open** **Cancel**

ATTACHMENTS

- The uploaded file will be listed in the Attachments Line of the Notes and Attachments window.
- Click **Save and Continue** to save the attachment to the authorization request.
- Any new notes or attachments will be listed on the Notes and Attachments tab.

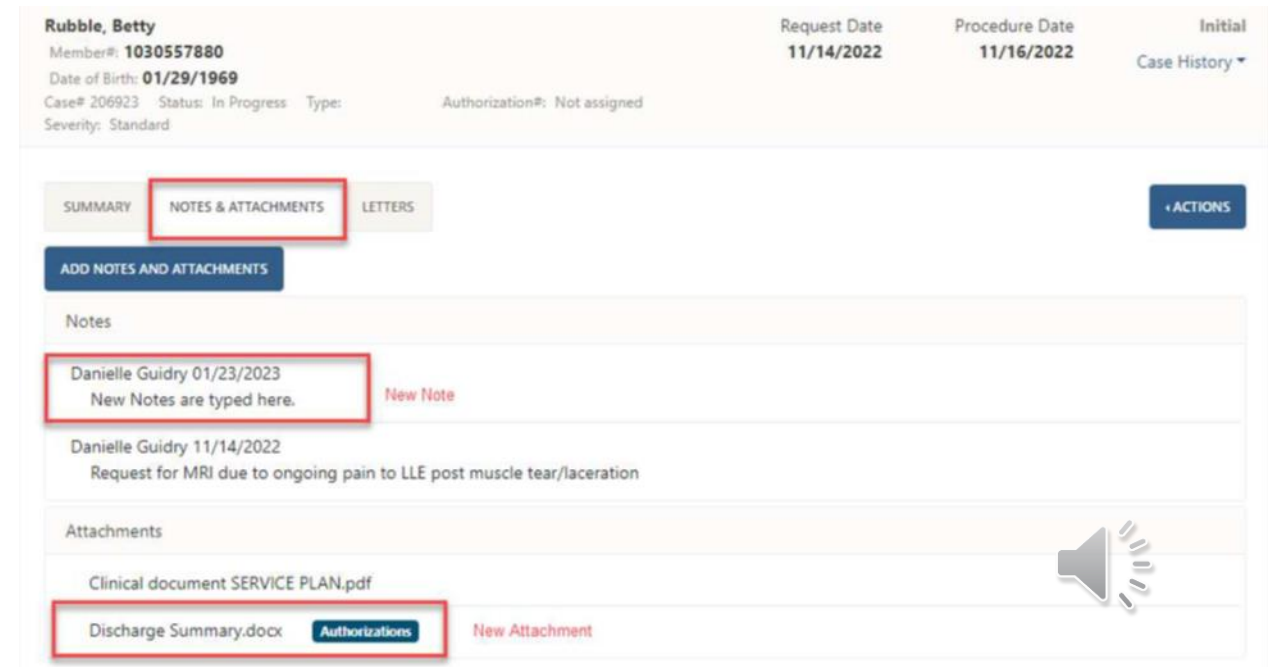


Attachments Discharge Summary.docx Authorizations X

ADD ATTACHMENT

Notes

CANCEL SAVE & CONTINUE



Rubble, Betty
Member#: 1030557880
Date of Birth: 01/29/1969
Case# 206923 Status: In Progress Type: Authorization#: Not assigned
Severity: Standard

Request Date 11/14/2022 Procedure Date 11/16/2022 Initial Case History ▾

SUMMARY NOTES & ATTACHMENTS LETTERS ACTIONS

ADD NOTES AND ATTACHMENTS

Notes

Danielle Guidry 01/23/2023
New Notes are typed here. New Note

Danielle Guidry 11/14/2022
Request for MRI due to ongoing pain to LLE post muscle tear/laceration

Attachments

Clinical document SERVICE PLAN.pdf

Discharge Summary.docx Authorizations New Attachment

Test, Mister Member#: 1024247372 Date of Birth: 05/24/1969 Case# 204882 Status: Certified in Total Type: Severity: Standard	Request Date 08/25/2022	Procedure Date 09/07/2022	Initial Case History ▾
SUMMARY NOTES & ATTACHMENTS LETTERS			+ ACTIONS

LETTERS TAB

- Letters associated with the authorization request can be found under the Letters tab.
- Letters are generated by the Clinical Reviewer and are populated automatically from eQSuite to the Provider Portal.
- Letter types include Approvals, Denials and Discharges.



Test, Mister
Member#: 1024247372
Date of Birth: 05/24/1969
Case# 204882 Status: Certified in Total Type: Authorization#: 180979
Severity: Standard

Request Date
08/25/2022

Procedure Date
09/07/2022

Initial
Case History ▾

SUMMARY NOTES & ATTACHMENTS **LETTERS** +ACTIONS

Letters

PA Letter

about:blank - Work 2 - Microsoft Edge

about:blank

1 of 3

Oklahoma Health Care Authority
LINCOLN CENTER
P&U-0002-D
4345 N. LINCOLN BLVD.
OKLAHOMA CITY, OK 73105

**** Do Not Mail
OK Staging**

Member, Parent or Eligible Guardian:
██████████
██████████
TULSA, OK 74115-0000

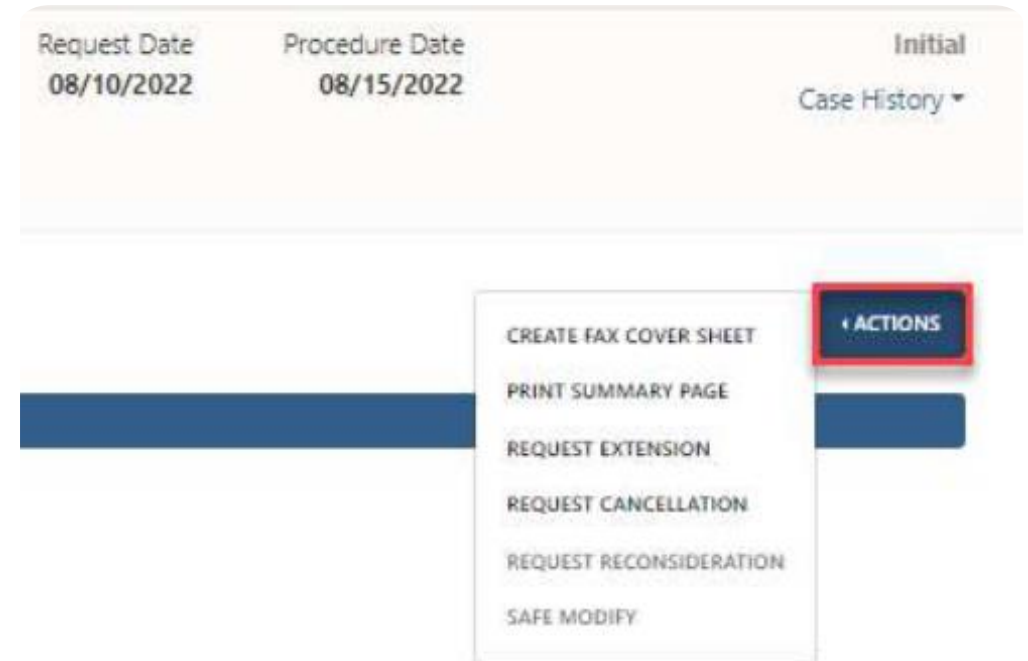
PARKSIDE PSYCHIATRIC HOSPITAL & CLINIC
1239 S TRENTON AVE
TULSA, OK 74120-0420

- To view a letter, click the **Letters** tab.
- In the list, click on the letter name to open the letter in a PDF window.
- To print the letter to a local desktop printer, click the Printer icon at the top right of the PDF window.
- To save a copy of this letter to the local computer files, click the Arrow or download icon at the top right of the PDF window.
- To close the PDF viewing window, click the gray X at the right top corner of the window.



ACTIONS ICON

- The ACTIONS Icon includes a nested menu which lists available options based on the status of the existing authorization request (e.g., In Progress, Completed, Denied).
- To view the menu options for the authorization request, click the ACTIONS icon at the top right of the authorization request details page.
- The nested menu will display.



CREATE FAX COVER SHEET

- Users can create a customized fax cover sheet that contains a member specific QR code.
- This QR code enables the eQSuite system to automatically route and attach the accompanying document to the member's authorization request from which the fax cover sheet was created.
- Click the Actions icon and then select Create Fax Cover Sheet from the menu options.

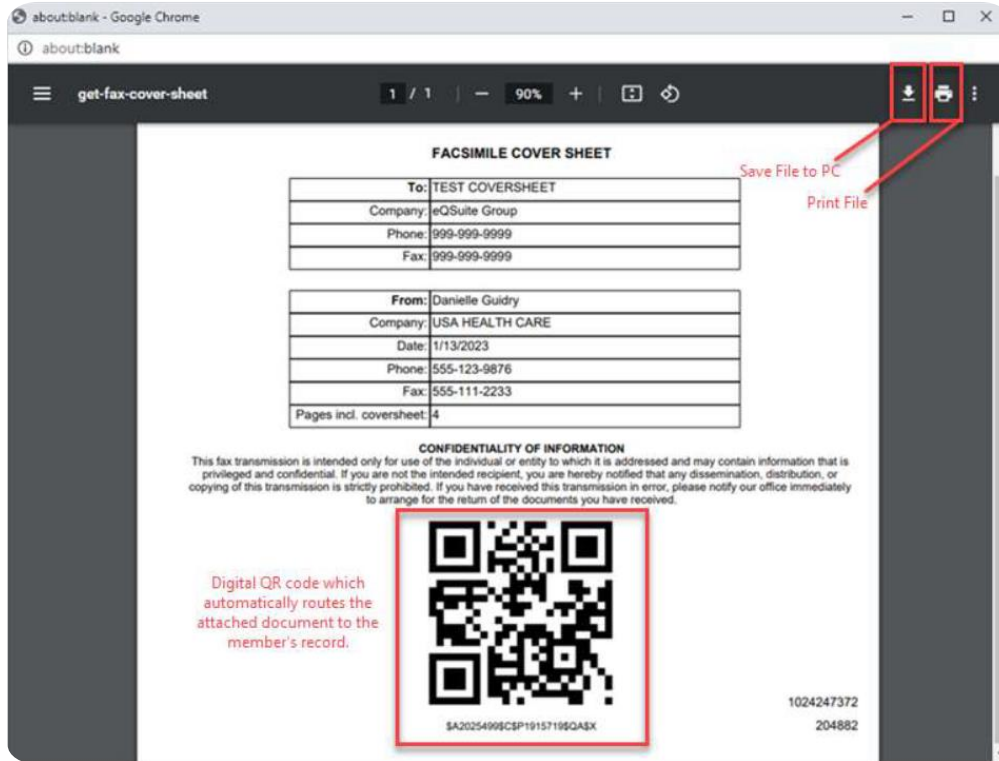


Create Fax Cover Sheet

To:	<input type="text" value="TEST COVERSHEET"/>
Company:	<input type="text" value="eQSuite Group"/>
Phone:	<input type="text" value="9999999999"/>
Select Fax:	<input type="text" value="Other"/> ▼
Other Fax:	<input type="text" value="9999999999"/>
From:	<input type="text" value="Danielle Guldry"/>
Company:	<input type="text" value="USA HEALTH CARE"/>
Phone:	<input type="text" value="5551239876"/>
Fax:	<input type="text" value="5551112233"/>
Page Count:	<input type="text" value="4"/>
Use Today's Date?:	<input checked="" type="checkbox"/>
<div><input type="button" value="CREATE"/> <input type="button" value="CANCEL"/></div>	

- Enter the necessary To and From information in the Create Fax Cover Sheet window, including phone and fax numbers.
- The fax cover sheet form is preloaded with provider information; enter changes or additions as necessary and then click CREATE.





- The Facsimile Cover Sheet will open in a PDF window.
- Users can print the PDF to the local printer by clicking the printer icon.
- The form can be saved to the local computer files by clicking the download arrow icon.
- Click the X at the top right of the window to close.



PRINT SUMMARY PAGE

- The Summary Page contains information about the authorization request and can be printed for the user's records. The summary page can be printed in two ways:
 - From the Actions icon
 - From the Finalize tab



PRINT FROM THE ACTIONS ICON

Click the **ACTIONS** icon in the request summary and select **Print Summary Page** from the menu options.



Test, Mister

Member#: 1024247372

Date of Birth: 05/24/1969

Case# 204882 Status: Certified in Total Type:

Authorization#: 180979

Severity: Standard

Request Date

Procedure Date

08/25/2022

09/07/2022

Initial

SUMMARY

NOTES & ATTACHMENTS

LETTERS

ACTIONS

REQUEST DETAILS

Requesting Provider

ROBERT EDELMAN

Urology

Servicing Provider

GROUP, PC MOUNT KISCO MEDICAL

90 S. Bradford Rd

Mount Kisco, NY 10549

Place of Service

22 ON CAMPUS-OUTPATIENT HOSP

Requested Dates

09/07/2022 to 11/07/2022

DIAGNOSES

S72445N

Nondisp Fx Of Low Epiphy

(Separation) Of L Femr,

7Thn(Primary Diagnosis)

S75891A

Inj Oth Blood Vessels At Hip And Thi

Lev, Right Leg, Init

REQUESTED SERVICES

Print

2 sheets of paper

Destination

 HP7981AB (HP Office) ▼

Pages

All ▼

Copies

1

Layout

Portrait ▼

Color

Color ▼

More settings ▼

Print

Cancel

- In the pop-out window, select the printer destination and click the Print icon.
- This will print the summary page to the user's local desktop printer.



PRINT FROM THE FINALIZE TAB

- After entering and submitting a new authorization request users can print the authorization request summary.
- On the Finalize tab, click the Print icon at the top right of the page.

Request Key initial request	Clinical Enter clinical information	Finalize Finalize and submit
--------------------------------	--	---------------------------------

Finalize

PRINT

DEMOGRAPHICS

Member Name	Flintstone, Pebbles
Member Number	1031735560
Date of Birth	12/27/1963

REQUEST DETAILS

Requesting Provider	MATTHEW HAMILTON Family Practice
Servicing Provider	MATTHEW HAMILTON 4045 HEMPSTEAD TPKE BETHPAGE, NY 11714
Place of Service	81 Independent Laboratory
Requested Dates	11/14/2022 to 01/31/2023



Test, Mister

Member#: **1024247372**

Date of Birth: **05/24/1969**

Case# 204882 Status: Certified in Total Type:

Authorization#: 180979

Severity: Standard

Request Date

Procedure Date

08/25/2022

09/07/2022

Initial

SUMMARY

NOTES & ATTACHMENTS

LETTERS

ACTIONS

REQUEST DETAILS

Requesting Provider

ROBERT EDELMAN

Urology

Servicing Provider

GROUP, PC MOUNT KISCO MEDICAL

90 S. Bradford Rd

Mount Kisco, NY 10549

Place of Service

22 ON CAMPUS-OUTPATIENT HOSP

Requested Dates

09/07/2022 to 11/07/2022

DIAGNOSES

S72445N

Nondisp Fx Of Low Epiphy

(Separation) Of L Femr,

7Thn(Primary Diagnosis)

S75891A

Inj Oth Blood Vessels At Hip And Thi

Lev, Right Leg, Init

REQUESTED SERVICES

<https://odtest.ehrs.com/training/ProviderPortal/Dashboard.aspx?authorization-request-summary/pa/2025499/>

1/2

Print

2 sheets of paper

Destination

 HP7981AB (HP Officej

Pages

All

Copies

1

Layout

Portrait

Color

Color

More settings

Print

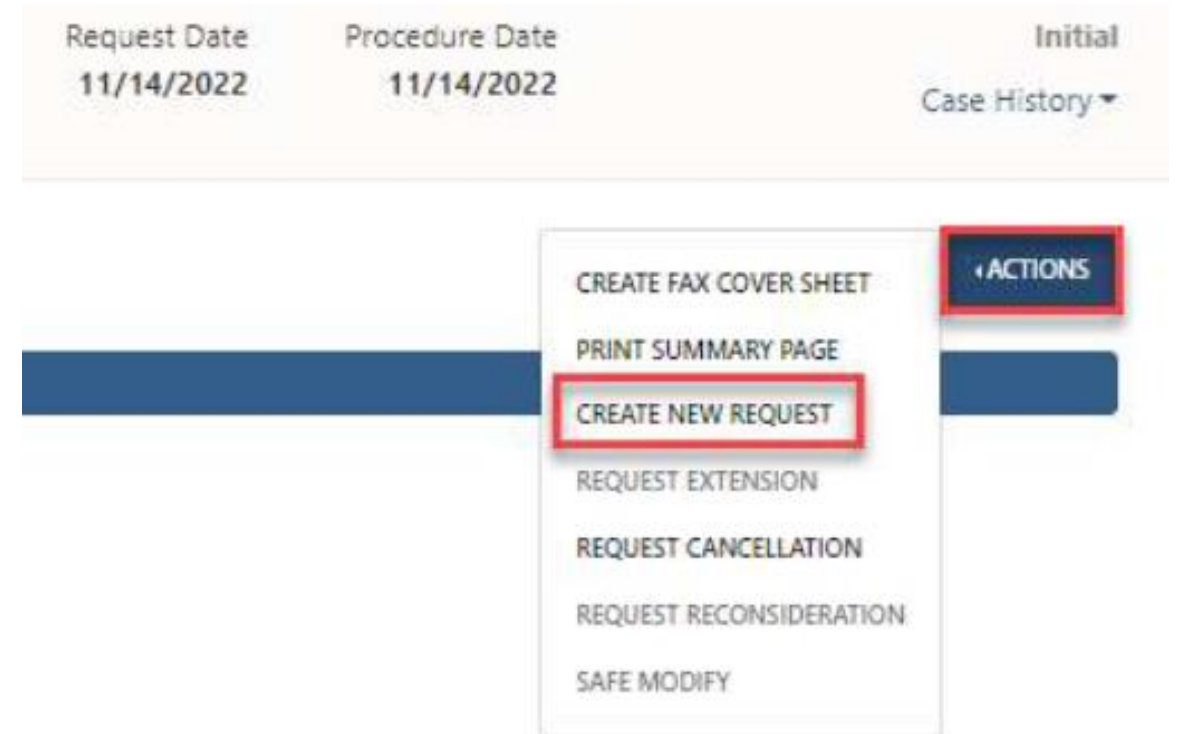
Cancel

- In the pop-out window, select the printer destination and click the Print icon.
- This will print the summary page to the user's local desktop printer.



NEW REQUESTS USING A PREVIOUS PATIENT'S AUTHORIZATION REQUEST

- Users can create new authorization requests for a returning patient using information on a previous request in the Completed dashboard.
- Click the Actions Icon at the top right of the request summary.
- Select **Create New Request** from the menu options.



- All information from the previous request is copied onto the new one in a draft.
- Update or change any information that is different (i.e., dates of service, diagnosis, service codes etc.).

The screenshot shows a web-based medical request form. At the top, there are three tabs: 'Request' (active), 'Clinical', and 'Finalize'. The 'Request' tab is labeled 'Key initial request'. Below the tabs, a status bar indicates the form is in 'Draft' state, with a 'DELETE' button on the right. The form fields are as follows:

Patient	JOY Happy - 1028110339	Change patient...
Patient Plan	HMO	
Start Date	11/14/2022	
Are you the:	<input checked="" type="radio"/> Ordering Provider <input type="radio"/> Servicing Provider <input type="radio"/> Both	
Ordering Provider	MATTHEW HAMILTON - 1700319159 - 4045 HEMPSTEAD TPKE BETHPAGE NY 11714 - Change ordering provider...	
Servicing Provider	HMM HOSPITALS CORPORATION - OCEAN UNIVERSITY MEDICAL 425 JACK MARTIN BLVD BRICK, NJ 087247732 - Change servicing provider...	
Place of Service	21 Inpatient Hospital	
Request Severity	Standard	
Level of Care	Acute	

At the bottom of the form, there are two buttons: 'SAVE & CONTINUE' and 'RESET'.



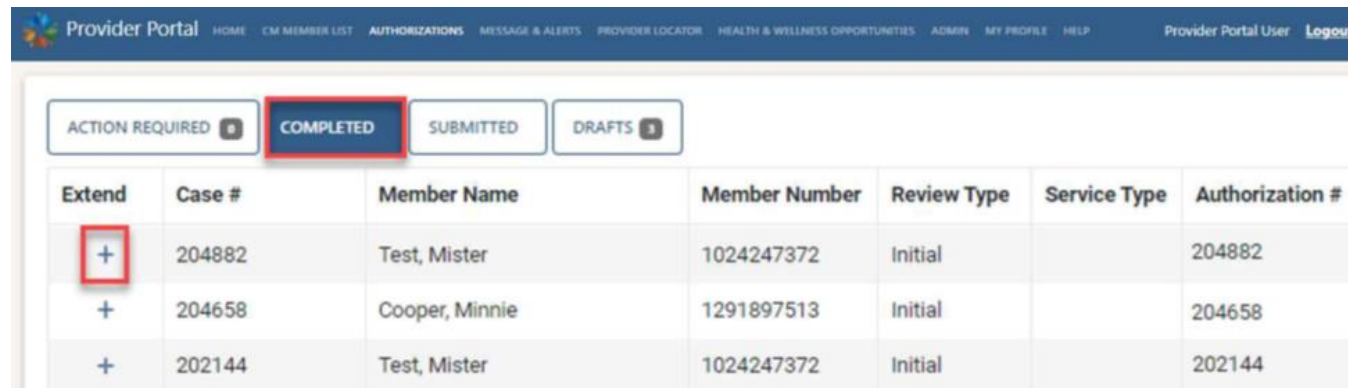
EXTENSION REQUESTS

- Extensions can be requested for any Completed authorization request that has been approved or denied.
- From the request's **Summary** page, click the **ACTIONS** icon and select **Request Extension** from the menu options.

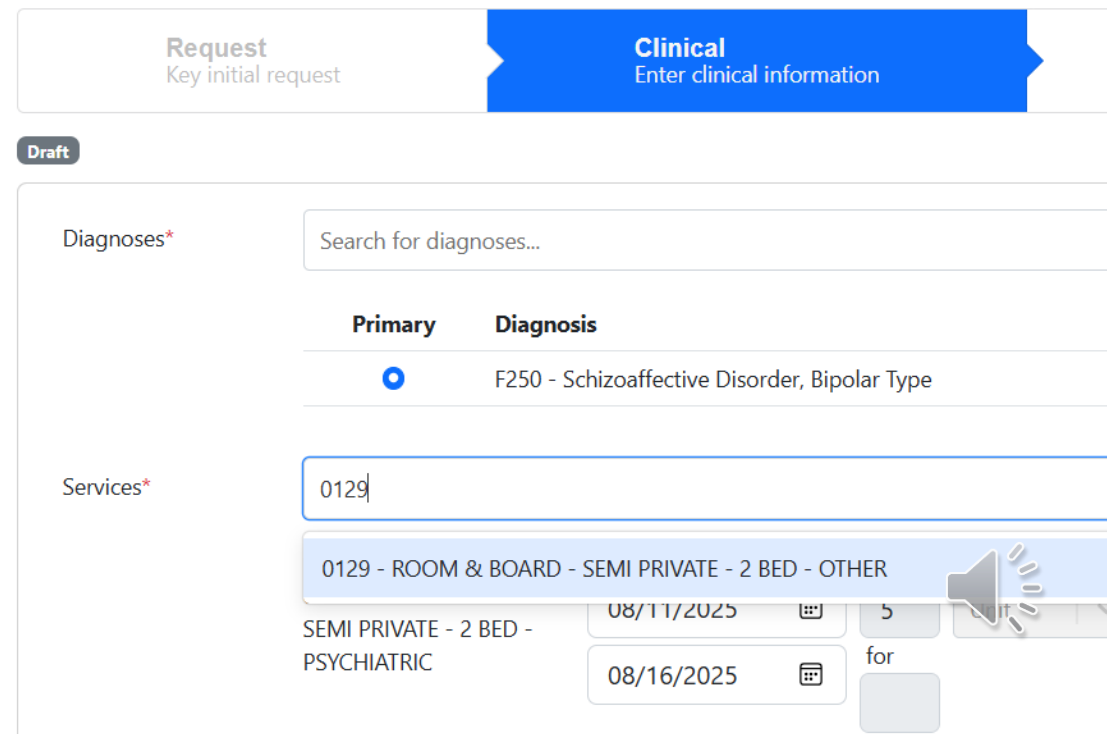


EXTENSION REQUESTS

- Extension Requests can also be initiated from the **Completed** tab.
- Locate the authorization request you wish to extend and click the **+** icon in the left **Extend** column.
- Update any relevant information on the Request tab (e.g., *Ordering or Servicing Provider, level of care, etc*).
- On the CLINICAL tab enter the Services Code to extend. Set the START date as the same date of the last authorization's EXPIRATION date
- Continue with Attachment and Note.



Extend	Case #	Member Name	Member Number	Review Type	Service Type	Authorization #
+	204882	Test, Mister	1024247372	Initial		204882
+	204658	Cooper, Minnie	1291897513	Initial		204658
+	202144	Test, Mister	1024247372	Initial		202144



Request

Key initial request

Clinical

Enter clinical information

Draft

Diagnoses*

Search for diagnoses...

Primary	Diagnosis
<input checked="" type="radio"/>	F250 - Schizoaffective Disorder, Bipolar Type

Services*

0129

0129 - ROOM & BOARD - SEMI PRIVATE - 2 BED - OTHER

SEMI PRIVATE - 2 BED - PSYCHIATRIC	08/11/2025	5	for
	08/16/2025		

REQUEST CANCELLATION

- Authorization requests that are In Progress or without a determination entered, can be cancelled.
- Click ACTIONS at the top right of the request summary.
- Select Request Cancellation from the menu options.

Request Date 08/10/2022	Procedure Date 08/15/2022	Initial Case History ▼
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CREATE FAX COVER SHEET

PRINT SUMMARY PAGE

REQUEST EXTENSION

REQUEST CANCELLATION

REQUEST RECONSIDERATION

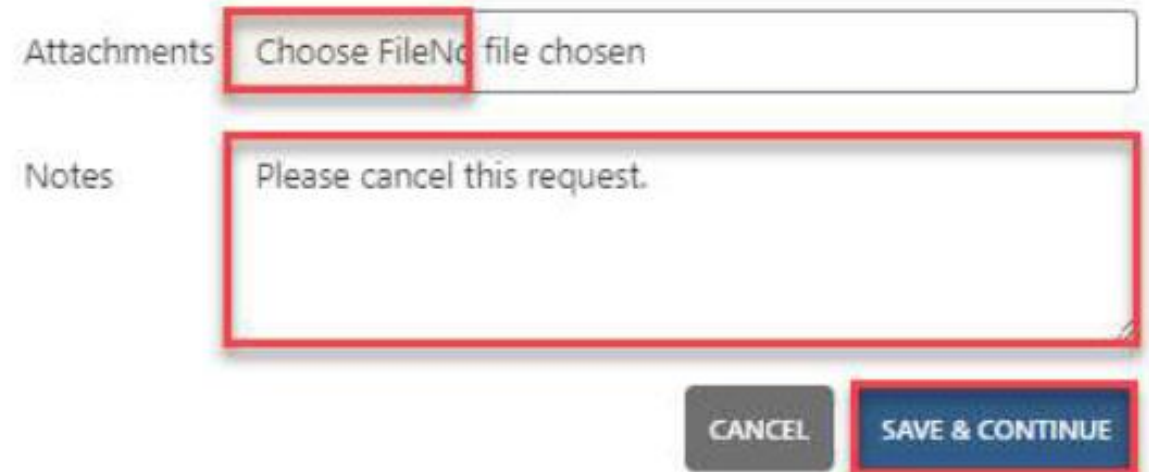
SAFE MODIFY

ACTIONS



AUTHORIZATION CANCELLATION

- An attachment or a note is required to submit a cancellation request.
- Click Choose File to add an attachment (document) from your local PC files.
- Type a note in the Notes text field.
- Click Save & Continue to send the cancellation request to the assigned reviewer.
- The reviewer will cancel the request in the back office of the eQSuites system.
- Cancelled requests will be filed under the Completed tab with a Case Status as Cancelled.



Attachments Choose File No file chosen

Notes Please cancel this request.

CANCEL SAVE & CONTINUE





OKLAHOMA

Health Care Authority

eQSuite Care Coordination Provider Portal Access:

<https://eqsuite-ok.acentra.com/>

GET IN TOUCH

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105

oklahoma.gov/ohca
mysoonerhealth.org

Agency: 405-522-6205

Helpline: 800-522-0114

BH • Press 6 then 2

Help Desk • Press 2 then 1

