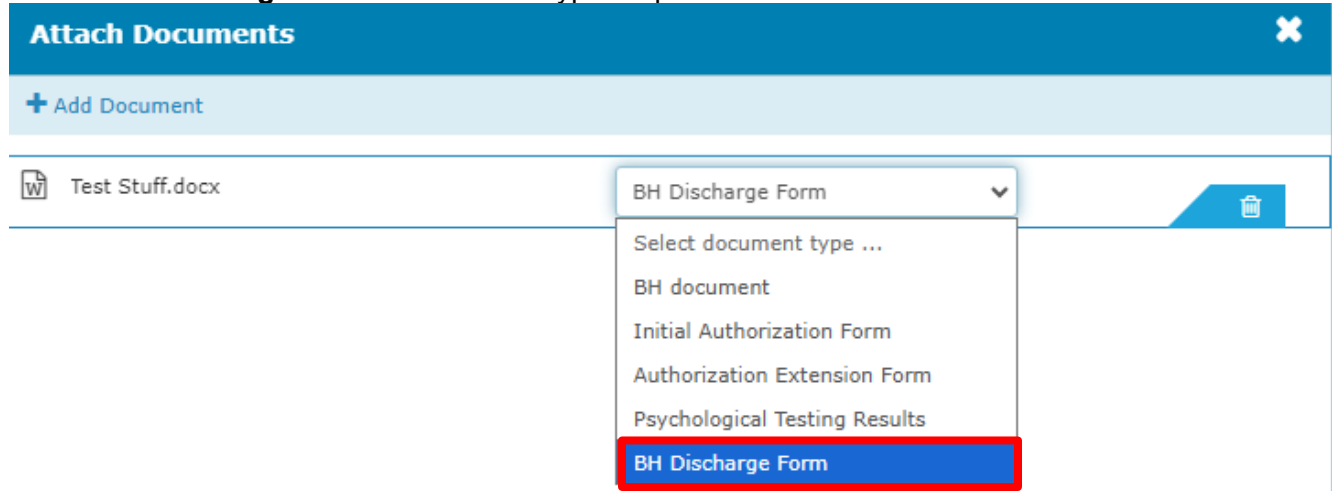


## Discharging an Authorization

Discharging a request is the process of ending an existing authorization in the system, providers should follow the below instructions to complete this process. This step is required for ACT/ CTT, Targeted Case Management, and Mobile MH/ID providers.

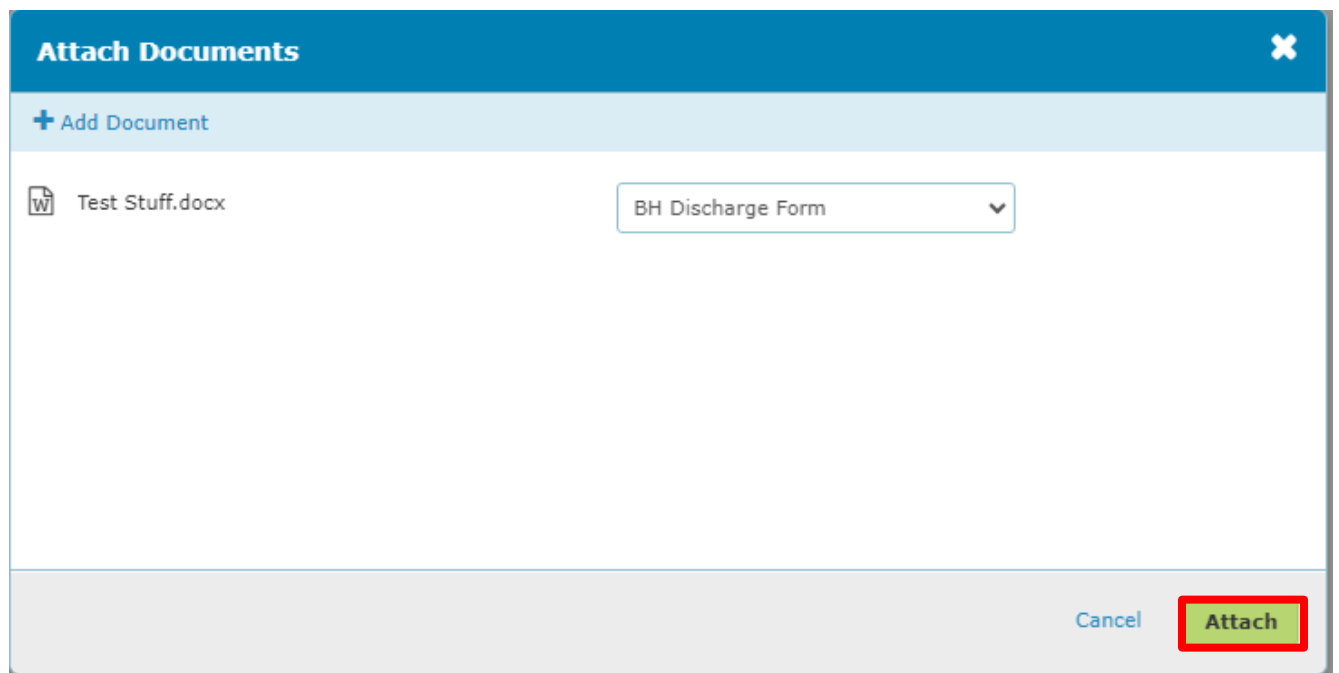
Step	Action						
1.	<p>Locate the existing request under <b>Workflows for this Plan</b>.</p> <div> <p><b>Workflows for this Plan</b></p> <ul style="list-style-type: none"> <li>Eligibility and Benefits Inquiry</li> <li>Claim Status Inquiry</li> <li>Behavioral Health Authorization Management</li> <li>Behavioral Health Authorizations Log</li> </ul> </div> <table> <tr> <th>If...</th><th>Then...</th></tr> <tr> <td>The request was created in NaviNet</td><td>Select <b>Behavioral Health Authorizations Log</b></td></tr> <tr> <td>The request was not created in NaviNet (for example if the request was faxed, phoned, or submitted via Jiva)</td><td>Select <b>Behavioral Health Authorizations Management</b> and then <b>Search for Existing Authorization</b> (also referred to as Authorization Inquiry by NaviNet)</td></tr> </table>	If...	Then...	The request was created in NaviNet	Select <b>Behavioral Health Authorizations Log</b>	The request was not created in NaviNet (for example if the request was faxed, phoned, or submitted via Jiva)	Select <b>Behavioral Health Authorizations Management</b> and then <b>Search for Existing Authorization</b> (also referred to as Authorization Inquiry by NaviNet)
If...	Then...						
The request was created in NaviNet	Select <b>Behavioral Health Authorizations Log</b>						
The request was not created in NaviNet (for example if the request was faxed, phoned, or submitted via Jiva)	Select <b>Behavioral Health Authorizations Management</b> and then <b>Search for Existing Authorization</b> (also referred to as Authorization Inquiry by NaviNet)						
2.	<p>Select <b>Attach</b> on the request that needs to be amended.</p> <div> <p><b>GRETA EMERSON</b>      Date of Service: 03/18/2022      Date of Submission: 03/18/2022      <span>Approved as of 03/18/2022</span></p> <p>AmeriHealth Caritas      Auth #: 92203003350</p> <p> <span>Auth Details</span> <span>Create New</span> <span>History</span> <span>Attach</span> <span>Refresh Status</span> </p> </div>						
3.	<p>Select <b>Add Document</b>.</p> <div> <p><b>Attach Documents</b> <span>×</span></p> <p><span>+ Add Document</span></p> <p>Drop Documents here to Attach</p> </div>						
4.	<p>Attach supporting clinical documentation (supported document types: pdf, docx, xml, csv, png, gif). The user may attach up to 10 documents. The user can identify the document type based on the drop down list. If the user attaches a document, the document type is mandatory. The user also has the ability to delete any document attached in error.</p>						

Select **BH Discharge Form** in document type drop down.



The screenshot shows the 'Attach Documents' dialog box. At the top is a blue header bar with the title 'Attach Documents' and a close button (X). Below the header is a light blue bar with a '+ Add Document' button. The main area contains a document icon and the text 'Test Stuff.docx'. To the right of the document is a dropdown menu currently showing 'BH Discharge Form'. The dropdown menu is open, displaying a list of options: 'Select document type ...', 'BH document', 'Initial Authorization Form', 'Authorization Extension Form', 'Psychological Testing Results', and 'BH Discharge Form'. The 'BH Discharge Form' option at the bottom of the list is highlighted with a red border. A trash icon is visible in the top right corner of the document area.

5. Select **Attach** when the request is complete.



This screenshot shows the 'Attach Documents' dialog box after the document type has been selected. The dropdown menu now shows 'BH Discharge Form' with a downward arrow. The document 'Test Stuff.docx' is still listed. At the bottom right of the dialog, there are two buttons: 'Cancel' and 'Attach'. The 'Attach' button is highlighted with a red border.