



CALIFORNIA

Psychiatric Inpatient Concurrent Review and Authorization

How to Add a Temporary Consumer

How to Submit an Initial Authorization Request for Concurrent Review

The purpose of this guide is to provide step-by-step instructions on How to Add a Temporary Consumer in the Atrezzo provider portal.

No PHI was involved in the making of this guide.

All information is for training purposes only and does not contain actual personal or medical data.



Unable to locate? Add Temporary Consumer

If your consumer search results indicate no records found, you will need to **Add a Temporary Consumer**.
(Please Note: If you are unable to locate consumer, or if consumer is Short-Doyle/Indigent, you will be required to create a Temporary Consumer Account.)

Change Context KEPRO TEST HOSPITAL, California

New UM Case KEPRO TEST HOSPITAL CaIMHSA -
Requesting Provider Inpatient -

Step 1 Case Parameters Step 2 Consumer Information

Consumer Information/ Search Consumer/ Results

CONSUMER ID LAST NAME FIRST NAME (MIN 1ST LETTER) DATE OF BIRTH

jane doe 12/10/20

*Combination of DOB and Last Name or Member ID

Cancel

Name ▲	DOB ⇅	Address ⇅	Consumer ID ⇅	Contract ⇅
No records found.				
Showing 10 of 0				

Not finding what you're looking for? **Add temporary consumer**

Back

Unable to find the consumer you are looking for?
Please refine search to continue.

Unable to find the consumer you are looking for?
Please refine search to continue.

Add temporary consumer



Create Temporary Consumer – Consumer Information

Complete all required information indicated by a red asterisk. Once consumer information is filled select **Create Temporary Consumer**.

The screenshot displays a web application interface for creating a temporary consumer. At the top, there is a header with 'Change Context' and 'KEPRO TEST HOSPITAL, California'. Below this, a 'New UM Case' section shows 'KEPRO TEST HOSPITAL' as the 'Requesting Provider' and 'CaIMHSA' as the 'Inpatient' status. The process is divided into 'Step 1: Case Parameters' and 'Step 2: Consumer Information', with Step 2 being the active step. The main form area is titled 'Consumer Information/ Add Temporary Consumer' and is divided into three sections: 'CONTRACT INFORMATION', 'CONSUMER DETAILS', and 'CONTACT INFORMATION'. In the 'CONTRACT INFORMATION' section, 'CONTRACT' and 'PLAN' are both dropdown menus set to 'California'. The 'CONSUMER DETAILS' section includes fields for 'PREFIX' (dropdown, 'Select One'), 'FIRST NAME' (text input, 'Jane'), 'MIDDLE NAME' (text input, empty), 'LAST NAME' (text input, 'Doe'), and 'SUFFIX' (dropdown, 'Select One'). Below these are 'GENDER' (radio buttons for 'Male' and 'Female', with 'Female' selected) and 'DATE OF BIRTH' (calendar icon, '12/10/2000') and 'LANGUAGE' (dropdown, 'Select One'). The 'CONTACT INFORMATION' section has a checkbox for 'Use Facility Address' which is unchecked, and fields for 'ADDRESS LINE 1', 'ADDRESS LINE 2', 'CITY', and 'COUNTRY', all of which are currently empty. At the bottom right of the form, there is a 'Create Temporary Consumer' button highlighted with a red box, and a red arrow points to it from the left.



Temporary Consumer Created

The Temporary Consumer has been created and added to the Atrezzo system. Atrezzo will provide previously submitted requests to ensure no duplicates have been created. If no duplicates are found, click **Create Case**. Please note: Once you Create a Case, your changes will be saved, and the case will be created but not submitted until all required steps are completed. *(At any time if a case needs to be canceled due to error/duplicate you may select **Cancel** to exit case creation.)*

Change Context KEPRO TEST HOSPITAL, California

New UM Case KEPRO TEST HOSPITAL CalMHSA Jane Doe (F)
Requesting Provider Inpatient 12/10/2000

Step 1 Step 2

Case Parameters Consumer Information

Consumer Information/ Search Consumer/ Consumer Cases

Submitted Requests Servicing Requests

Request ▲	Status ⚙	Submit Date ⚙	Category ⚙	Discharge Date ⚙	Service Type ⚙	Service Dates ⚙	Procedures	Letters	Actions
Showing 10 ▾ of 0									

Previous Page 1 of 1 Next

Once you click **Create Case**, your changes will be saved and the case will be created **but not submitted**.

Cancel **Create Case**



Acentra

HEALTH

Accelerating
Better Outcomes

For additional resources or support please contact Customer Service: (866) 449-2737