

Record-Searching Best Practices

Using the CareConnection Search Request” button

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In searching the CareConnection system, some methods of searching the system for approved or in-process records are faster than others. This document will describe how to search using the fastest method to perform this as fast as possible

Short Instructions: Important!!!

In a nutshell, when searching for a record or set of records, the two fields that will result in the fastest response times are:

1. “Request Status”
 2. “Requesting agency Organization ID”
- Use these two fields when searching for records.**

Full instructions for fast searching of a record

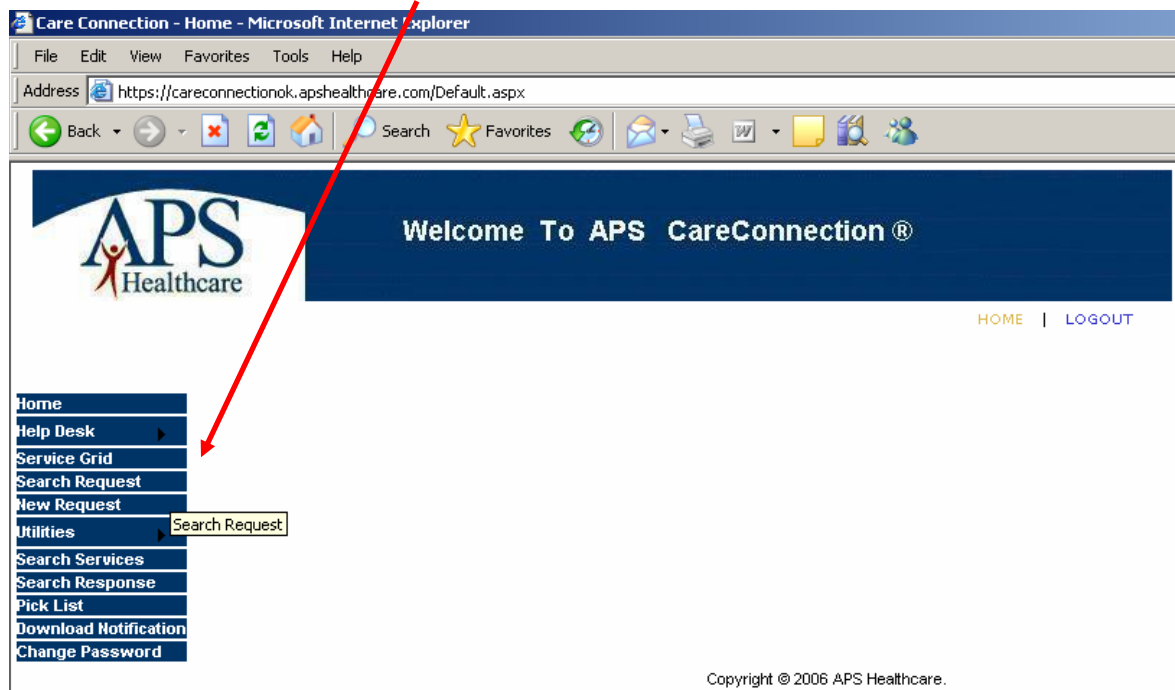
After logging into the CareConnection screen,

CareConnection Log In

User Name:

Password:

Click on the “Search request” button at the left...



The two fields to use that will result in the fastest response times are:

1. **“Request Status”**
2. **“Requesting agency Organization ID”**

Use these two fields when searching for a record.

The screenshot shows the 'Request Search' page in a Microsoft Internet Explorer browser. The address bar shows the URL: https://careconnectionok.apshealthcare.com/serviceRequest/search_request.aspx. The page header includes the APS Healthcare logo and the text 'Welcome To APS CareConnection®'. Below the header, there is a navigation menu with the following items: Home, Search Request, and Logout. The user is logged in as 'dbonnizio'. The main content area is titled 'Request Search' and contains a search form with the following fields: APS Record ID, Request Status, Requesting Agency Organization ID, Requesting Agency Provider ID, Member Medicaid ID, Member SSN, Member First Name, Member Last Name, Authorization Type, Date Request Submitted to APS (mm/dd/yyyy), Date Created (mm/dd/yyyy), and Last Updated (mm/dd/yyyy). There are 'Search' and 'Clear' buttons at the bottom of the form. The footer of the page reads 'Copyright © 2006 APS Healthcare.'

The first field is the **“Request Status”**; the possible choices are as follows:

- New:** The status of a Prior Authorization (PA) before the “Save” Button is clicked.
- Saved:** When a PA is saved by the user before submitting it to either the UM or to APS.
- Queued:** The record has been submitted to the sites UM for review.
- Submitted:** When the requestor of the PA has sent the request to APS for approval.
- Correction:** The PA was returned from APS to the user for additional information or work.
- In-Process:** The record is being reviewed by an APS reviewer.
- Processed-Final:** The Record has been through the entire submit and review process and has been approved with a Prior Authorization Number

PA: Prior authorization

UM: Utilization Manger

APS: APS Healthcare Inc.

The second field is the **“Requesting Agency Organization ID”**

This is the name of the agency to which you belong like “Creoks, or “12 & 12” or “OSU Medical Center”.