



AvMed Authorization and Referral Tool (AART)

# Reference Guide



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# Referrals

Welcome to the “Referrals” overview for AvMed’s Authorization and Referral Tool, also known as “AART”, a web-based portal for AvMed Providers. This module provides a detailed view of referral requests for the Member as well as the ability to create new ones.



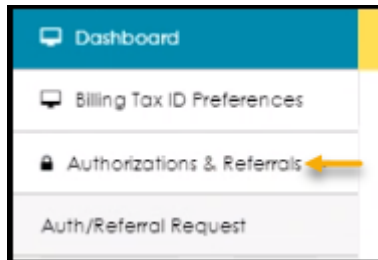
Primary Care Physicians (PCPs) play a critical role in the health of our members and are in the best position to coordinate their healthcare needs. With the update of our Physician-to-Physician referral program, PCPs will provide referrals for AvMed Members to access most Specialty Care Services.

PCPs will access the referral system to create and verify referrals, while Specialists will access it only to verify referrals. A referral does not require AvMed’s approval. It has been established to promote better communication and coordination between treating physicians.

We will review the process on how to create and submit a referral request, as well as check on the status of any previously submitted referrals. The preferred web browser for use with this application is Google Chrome.

# Logging In

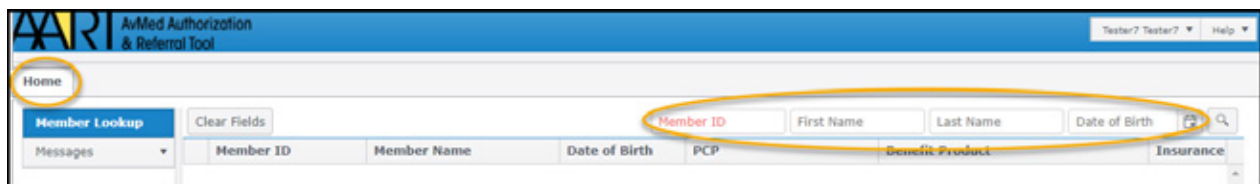
- Launch browser using Google Chrome and log into the Provider Portal at [www.AvMed.org](http://www.AvMed.org) using your username and password
- Once on the Provider landing page, select **Authorization & Referrals** located on the left-hand side of the dashboard.



- You will be redirected, and a pop-up message will notify you that you will be accessing a third-party site.
  - Select **I Agree**.

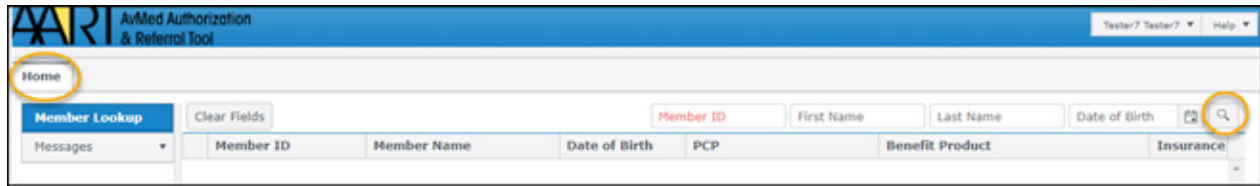


- You will land on the **AART** AvMed Authorization & Referral Tool home screen.
- From the "AART" **Home** tab, you will find the **Member** search field on the right-hand side of the screen.




- The Member look-up search requires two identifiers such as the alphanumeric (1) **Member ID and Last Name**, (2) **Member ID and Date of Birth** or (3) **Member ID and First name** which may be typed directly into the corresponding fields.
- All AvMed Member IDs begin with the letter **"A"** followed by 10 digits.

- In this example the **TEST Member ID is "A000000000"** and in the **Date of Birth** field, **10/10/1960** was entered, then the search icon (magnifying glass) was selected.



Double click on the Member record to open.

- **Active:** Shows Members with a coverage plan that has current coverage dates.
- Member records with active coverage are designated in the first column with a green "P" icon (  ).



- Verify that you have accessed the correct record by quickly reviewing the demographic information across the top of the screen such as:
  - **Member ID, Date of Birth, Benefit Plan Name, PCP,** and so on.
- Review the Member summary including any previously issued referrals.



- Referrals is a full browse screen that may be used to directly access any number of referral records and are limited by permissions.
- Once the desired record is found, double click it to open the referrals module and selected record for this Member.

Referrals			
Referral ID	Requesting Provider	Service Provider	Service Type
Referral ID	DIEGO, JOAQUIN N	Referred to Specialist name	Visits
	DIEGO, JOAQUIN N		Visits
	DIEGO, JOAQUIN N		Visits
	DIEGO, JOAQUIN N		Visits

- Below the Member information, you will find tabs labeled **Summary**, **Authorizations**, and **Referrals**.
- Begin by selecting the **Referrals** tab to verify previous requests for this **Member**.
  - Note: You will only see referrals that you have created, or, if you are accessing as a group, you will see referrals created by your group.
- Records are displayed in order of newest to oldest. However, you can re-sort the records simply by clicking once on any column header, such as the **Requesting** or **Servicing Provider** column.

Summary	Authorizations	Referrals			
Referral ID	Request Date	Service Type	Service Status	Status	
Referral ID	02/24/2021 12:00	Visits	CONSULT & TREAT	Approved	
	02/23/2021 14:33	Visits	CONSULT & TREAT	Approved	
	02/23/2021 14:19	Visits	CONSULT & TREAT	Approved	
	02/11/2021 16:28	Visits	CONSULT & TREAT	Approved	
	02/11/2021 16:08	Visits	CONSULT & TREAT	Approved	

- To create a new referral, click on the **+ New Referral** tab.
- A **New Referral** screen will open with the Member's name and primary coverage information displayed within the rectangle at the top.
  - Please note you must be assigned as the Member's PCP to create referrals for the selected Member.



- A green outline means the coverage is active.
- Some fields will default information for you-these fields are not editable.
  - The **Request Type** will default to "REFERRAL", the **Setting** defaults to "OFFICE- Physician's Office", and the **Start Date** defaults to today's date.
- Fields with red labels represent items that are mandatory data entry values, such as the number of **Visits** requested. These fields must be filled in before saving a referral.
- Select the consult type from the drop-down list. The number of visits will default, or you may select from the list according to the consult type.

• **There are three Consult Types:**

- (1) Consult only, **1 visit**.
- (2) Consult and Treat, **1-5 visits**.
- (3) Evaluation and Treatment, **1-9 visits**.


The screenshot shows a 'New Referral' form with the following fields and values:

- Primary Coverage:** PRIMARY : A0000000000 : Member, Test : Medicare-FI MA HMO-Medicare (highlighted with a green box)
- Visit Category:** (dropdown menu open showing options: CONSULT - Consult Only, CONSULT & TREAT - Consult and Treat, EVAL & TREAT - Evaluation and Treatment)
- Setting:** (dropdown menu)
- Request Type:** REFERRAL - REFERRAL
- Request Date/Time:** 03/31/2021 19:29 (with red arrows indicating a mandatory field)
- Service:** (dropdown menu)
- Requested Service:** (text field)
- Visits:** (dropdown menu)
- Requested Start Date:** 03/31/2021
- Requestor Contact Info:** (text field)
- Providers:**
  - PCP:** P1003220 - DIEGO, JOA... (with red arrows indicating a mandatory field)
  - Role:** REQPROV - Requesting Provi...
  - Servicing Provider:** (dropdown menu)
  - Role:** SVCPROV - Servicing Provider
- Diagnosis:** (text field)

Buttons at the bottom right include 'Save and Close' and 'Close'.

- In the **Providers Field**, you will see that both the **PCP** and **Servicing Provider** are mandatory.
- The **Member's PCP** on file will default. The **Servicing Provider** needs to be entered.
- If you select the drop-down arrow, you will notice that a pop-up directs to please select the search icon.

- Click on the ellipsis button to begin search. You will be redirected to the **Look up Servicing Provider** screen.

- Type the specialty such as Cardiology/Cardiologist, Infectious Disease etc. in the **Select Specialty** field and select the appropriate specialty once it appears.
- In the search field (top right corner), enter the last name of the Provider, or you may search by location, such as "Miami".
- Once you have entered the search criteria, click [search]. 
- You will then see the search results displayed.
- Select the specialist you are searching for by double clicking.
- This will transfer the information over to the referral form.
  - o Please note: The referral is valid for all participating locations although you will only see one record. Referrals do not guarantee nor define benefit coverage and limitations.

Lookup Servicing Provider

Miami

Filters	External ID	Provider Name	Type	NPI	Status
207R10200X - Internal Medicine, Infectious Disease	P1017				

- The final required field to complete this referral is the **Diagnosis** code.
- The search for the diagnosis code can be done by either typing the description of the diagnosis or by entering the actual diagnosis code example: "Methicillin...", or **"A49.02"**.

**Diagnosis**

Diagnosis: A49.02 - METHICILLIN RESIST STAPH INFECTION

- To complete the **Referral**, select **Save** and **Close**.

New Referral

Primary Coverage: PRIMARY : A0000000000 : Member, Test : Medicare-FI MA HMO-Medicare

Visit Category: CONSULT - Consult Only Request Type: REFERRAL - REFERRAL

Setting: OFFICE - Physician's Off... Request Date/Time: 04/01/2021 09:53

**Service**

Requested Service

Visits: 1 - Visit

Requested Start Date: 04/01/2021

**Requestor Contact Info**

**Providers**

PCP: P1003220 - DIEGO, JOA... Role: REQPROV - Requesting Provi...

Servicing Provider: P1017 - ... Role: SVCPROV - Servicing Provider

**Diagnosis**

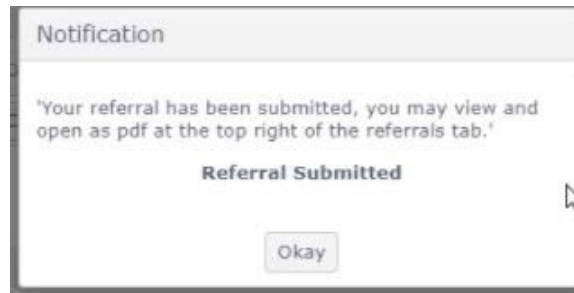
Diagnosis: A49.02 - METHICILLIN RESIST STAPH INFECTION

**Attachments**

Save and Close Close



- A pop-up reminder notifying you that a PDF version of the referral is available to print or download.



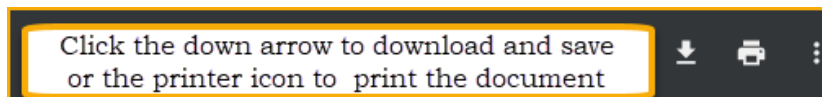
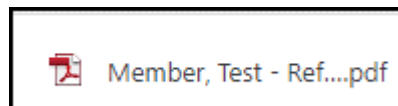
- You will then be routed back to the **Referrals** tab where you can review the newly created referral.
- The most recent referral will display on the top of the list.

Referral ID	Request Date	Service Type	Service Status	Status
S300535	04/01/2021 09:53	Visit	CONSULT	Approved

- To view the referral in PDF format, click **once** on the red  PDF icon located on the top right-hand corner of the referral page.



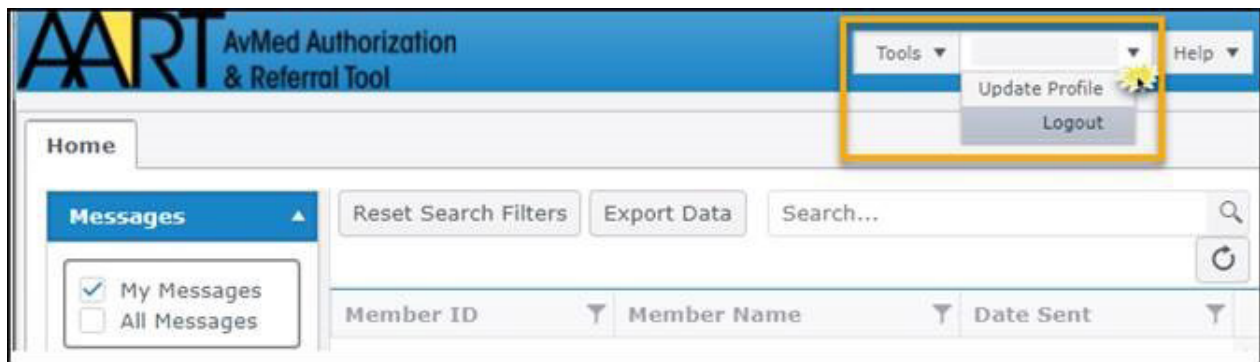
- The PDF document will appear at the bottom left side of the referral page. Double click the document to open/view.



- You may now close this Member's record by clicking the **"X"** on the **Member** tab on the right side of the Member's name, or you may use the **Clear Fields** button on the top left to clear out the existing Member record.
- You will then be redirected to the **HOME** screen, where you may begin searching for another Member record or you may log off from AART.

## Logging Out

- To log out of and exit **AART**, start by clicking on the drop-down menu at the upper-right corner of the screen that lists the first and last name associated with this Login ID.
- Click the **Logout** button.



For further questions, you can review the built-in "User Guide" within the software or reach out to the AvMed Provider Service Center at **1-800-452-8633**.



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