



## MCS User's Guide

MCS is the Managed Care System used at CHP for entering and tracking authorization requests.

User Name: \_\_\_\_\_

Password: \_\_\_\_\_

### Entering MCS

- Open your web browser (like Internet Explorer) and go to [www.phpmcs.com](http://www.phpmcs.com)
- Click on the [MCS](#) link in the navigation bar at the top of the PHP web page.
- Click on [Go Online with MCS](#).
- Enter your User ID and Password assigned by PHP. You will then see the screen below.



Choose an option	
Use the "New Request" link below to submit a new referral or preauthorization request.	<b>New Request</b> • <a href="#">New Request</a>
Use the "Find Request" link below to look up existing request(s) or to check status of a request.	<b>Find Request</b> • <a href="#">Find Request</a>
Use the "Recent Requests" link below to look up pending, voided, and denied request(s).	<b>Recent Requests</b> • <a href="#">Recent Requests</a>
Use the "Find Provider" link below to look up a provider and obtain demographic information.	<b>Find Provider</b> • <a href="#">Find Provider</a>
Use the "Find Member" link below to check a member's eligibility or obtain member demographic information.	<b>Find Member</b> • <a href="#">Find Member</a>
Use the "Complete Queue" link below to access the referral queue application.	<b>Complete Queue</b> • <a href="#">Complete Queue</a>

## Submitting a New Request

1. Before submitting a new request, please make sure there is not an existing authorization for the same service. If you are unsure, you can check in the [Finding a Request](#) section, page 34. To submit a new request, go to the main screen (above right) click on [New Request](#).
2. In the [Member](#) section of the form, click on [Last Name](#)
  - a) (*Note: it is important to start from the member section of the form since much information is automatically filled in, or “auto-populated”, to save time.*) The [Member Lookup](#) screen will appear, enter the last name and first name of the member, or the ID number. Click [Find](#) to generate the search.

The screenshot shows the 'New Request' form with several sections. The 'Member' section is highlighted with a red circle and the number '2'. The 'Member Lookup' window is also highlighted with a red circle and the number '3'. The 'Member Lookup' window shows a search interface with fields for Last Name, First Name, and Member ID, and a Find button. Below the search fields is a table with columns: Health Plan Group, Plan ID, Name, Sex, DOB, PCP, Health Plan, Effective, Term, and Erisa Plan.

3. You can enter either a partial last name/ first name OR the ID number (not both) when trying to find a member. **Confirm that you choose the correct member by verifying the date of birth or health plan information. Is the correct information there?**

**If yes:**

- Click on the appropriate underlined member name
- Remaining information will auto-populate on the request form

**If no:**

- First, verify with the health plan through their eligibility system that the member is in fact actively enrolled in the plan. If verified, exit from the [Member Lookup](#) screen in MCS back to the [New Request](#) screen and manually enter all fields marked with an asterisk \*.

New Request

**Request**

\*IPA:  Request Date: 02/01/2006

\*Request Type:   Urgent  Elective

**Requesting Provider**

\*Name:  Contact:

Phone:  Fax:

If not PCP, has PCP approval been obtained?  Yes  No

**Member**

\*Last Name:  \*First Name:

\*Health Plan:  \*DOB:

\*Plan ID:  Group Number:

\*Sex:  Male  Female \*PCP Name:

\*Phone:  \*Zip:

\*Address:  \*City:  \*State:

\*PCP Phone:

**Refer to Provider**

\*Name:  Phone:  Fax:

Facility:  Anesthesiologist:

Surgical Assist:

**Clinical**

DOS:  [Calendar](#) # Units:

\*ICD9:  [Find](#)  [Find](#)  [Find](#)  [Find](#)

\*CPT:  [Find](#)  [Find](#)  [Find](#)  [Find](#)

Past treatment / comments:

Provider Lookup

Name:  [Find](#)

Name	Specialty	Type	Contact	Phone	Fax

4. Refer to the IPA information at the top of the form in the Request section. IPA information will auto-populate if the member was selected from the member look-up. Do not change the IPA information if it was automatically populated. If the member information was manually entered, you will need to select the appropriate IPA by using the drop-down menu.
5. In the **Request Type** field, select the appropriate request from the drop-down menu.
6. When selecting the appropriate priority status on the right hand side of the **Request** section, please use **Urgent** only when life or limb threatening.
7. In the **Requesting Provider** section, change the **Name** only if it is other than the PCP. To do so:
  - Click on **Name** to reveal the provider lookup screen.
  - Enter the provider's complete last name, click **Find**
  - Choose the correct provider from the list by selecting the underlined name. (Provider information will auto-populate on the form.) If the provider's name is not available, all information will need to be manually entered.
8. In the **Refer to Provider** section:
  - Click on **Name** to reveal the provider lookup screen.
  - Enter the provider's complete last name, click **Find**
  - Choose the correct provider from the list by selecting the underlined name. (Provider information will auto-populate on the form) If the provider's name is not available all information will need to be manually entered.

\*Name:  Contact:   
 Phone:  Fax:   
 If not PCP, has PCP approval been obtained?  Yes  No

**Member**

\*Last Name:  \*First Name:   
 \*Health Plan:  \*Plan ID:  Group Number:   
 \*Sex:  Male  Female \*DOB:   
 \*Phone:   
 \*Address:   
 \*City:  \*State:  \*Zip:   
 \*PCP Name:  PCP Phone:

**Refer to Provider**

\*Name:  Fax:   
 Phone:   
 Facility:   
 Surgical Assist:  Anesthesiologist:

**Clinical**

9. DOS:   # Units:   
 10. \*ICD9:  Find  Find  Find  Find  
 11. \*CPT:  Find  Find  Find  Find

Past treatment / comments:  
 12.

13.

9. In the **Clinical Section**, click on the calendar icon and select the date of service.
10. In the **ICD-9** section, manually enter the code if it is known, otherwise click **Find** to search for the code. Only valid ICD-9 Codes will be accepted. (Helpful Hints: You must use a period in order for the code to be valid. If searching for the ICD-9 Code, using the percent sign (%) before or after a word will generate a list of ICD-9 Codes using that word. Unless you know the exact verbiage from the CPT book, CPT Codes will be hard to find when using the **Find** field.)
11. In the **CPT Code** section, please use CPT Code 99201 if the service is for an office visit. Otherwise, please indicate the proper CPT Code for requested service. If the CPT Code is unknown, click Find to search for the code.
12. In the **Past Treatment / Comments** section of this form, provide the specific medical information to support the request. Please include: information the ordering physician is trying to rule out; symptoms; test that have already been performed; the member's history; and any attempted conservative treatment prior to the request.
13. Once all of the above information is complete, you can submit your request by single-clicking once on the **Save** button. Do not double-click (this may generate a duplicate request). The system may pause briefly before returning a confirmation with the request number.