

SummaCare GuidingCare Authorization Portal - User Guide

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1. Overview

Integrated with GuidingCare Care Management, the provider portal offers a centralized system for submitting authorization requests, uploading supporting documentation, and tracking request statuses in real time, with automated updates throughout the process.


2. Account Access and Registration

New users must register for access using their **NPI**.

To register:

1. Access the Authorization Portal and select 'Request Access.'
2. Choose **NPI** from the drop-down menu.
3. Enter your **NPI** and select Search.
4. Complete all required fields, including name, username, password, and email.
5. Review and accept the user agreement by selecting the checkbox, then select Register to complete your request.

Note: After registration, your account will require activation by a system administrator before use.



Authorization Portal Registration

NPI
123456789

* First Name

Enter first Name

* Last Name

Enter last Name

* User Name

Create a new user name

* Password

Create new password

Password Length 0

* Confirm Password

Confirm password

Password Length 0

* Email

Enter email address

* Confirm Email

Confirm email address


☐ * Multiple users may be associated with this NPI. By continuing, I hereby, confirm I am associated with and authorized to access PHI and membership records associated with this NPI.

Register

[Click here to go back](#)

If you forget your password:

6. On the login screen, select the 'Password' link located under the login fields.
7. Enter your Username and Email, then select Submit.
8. A password reset email will be sent to your registered address with a link to create a new password.



Forgot Password

Enter your username and email address below and we'll send you a link to create a new password.

If you don't receive the email soon, try checking your spam or junk folder.

Username

Email

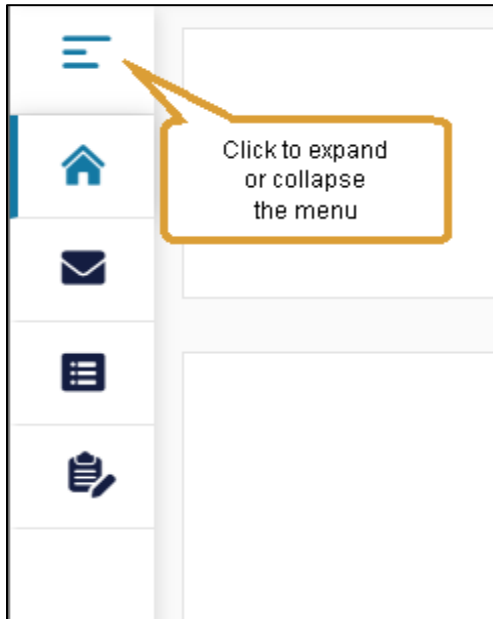
[Back](#)

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3. Navigating the Portal

The left-side navigation menu provides quick access to different sections of the portal. When hovering over an icon, the navigation icon label displays.

- Home
- Messages
- Authorization List
- Draft Authorization List

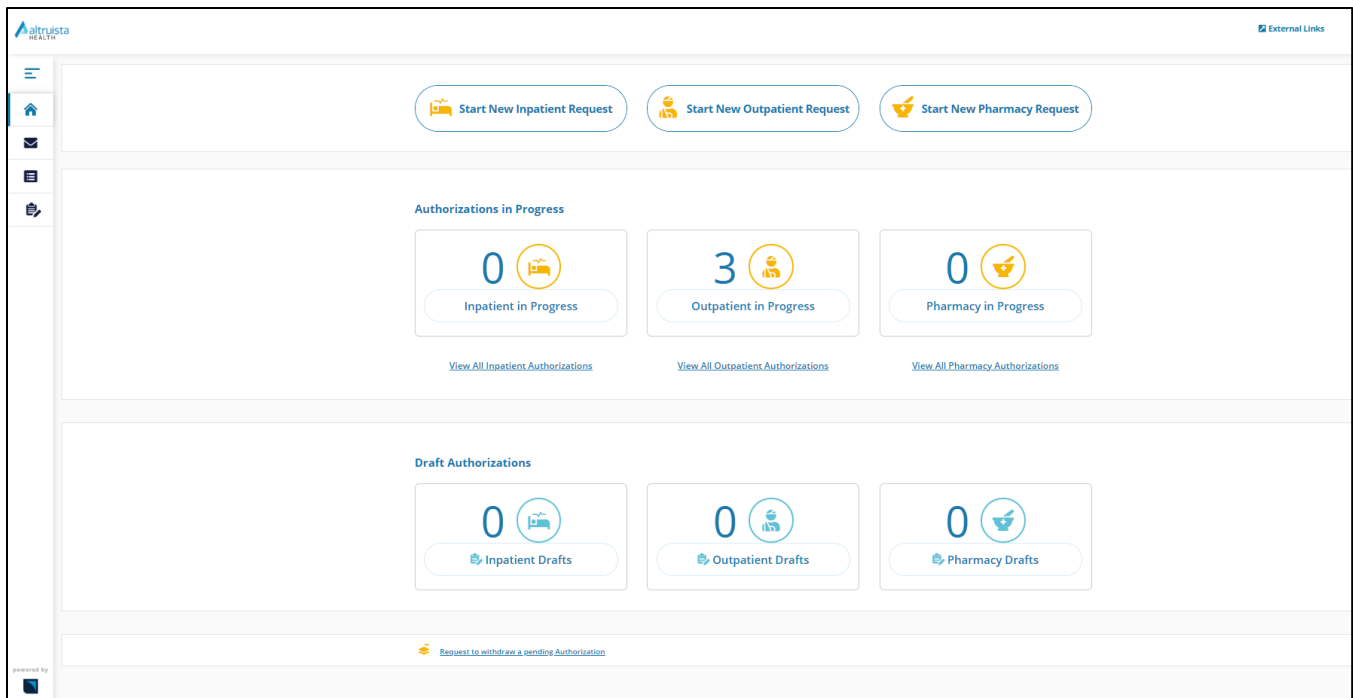


4. Home Page Functions

From the Home page, users can:

- Begin a new authorization request by selecting the appropriate request type.
- Review authorizations that are currently in progress.
- Access draft authorizations that have not yet been submitted.
- Open external resources through the **External Links** menu as needed.

Note: Work completed in External Links **does not** automatically save to the Authorization Portal. Any related information should be manually documented within the portal if necessary.



5. Submitting an Authorization Request

Follow these steps to create a new authorization request:

1. On the Home page, select one of the following:
 - **Start a New Inpatient Request**
 - **Start a New Outpatient Request**
 - **Start a New Pharmacy Request**
2. Search for the member by entering their Member ID, or by entering First Name, Last Name, and Date of Birth. Click **Find Member**.

Member Search

1 Member Search 2 Member Eligibility 3 Authorization Basics 4 Additional Details 5 Results

URGENT REQUESTS: Our objective is to provide appropriate & timely care to our members.

An **URGENT** request is defined as:

- A medical care or other service for a condition where application of the timeframe for making routine or non-life threatening care determinations could seriously jeopardize the life, health or safety of the patient or others due to the patient's psychological state and/or
- The opinion of a Practitioner with knowledge of the patient's medical or behavioral condition, determines that without the care or treatment the patient could have adverse health consequences. SummaCare reserves the right to classify Urgent requests as standard requests when this definition is not met.
- If Urgent is not marked on this form, we will process as standard.

IN ORDER FOR THIS REQUEST TO BE PROCESSED & TO AVOID DELAYS, THIS FORM MUST BE COMPLETED IN ITS ENTIRETY ALONG WITH SUPPORTING CLINICAL ATTACHED.

UPON ADMISSION, ALL EMERGENCY ADMISSIONS & ELECTIVE ADMISSIONS MUST HAVE A DATE AND AN ADMISSION ORDER

[External Links:](#) Please see external links (above) for access to InterQual Criteria, EviCore Guidelines and Plan Central for our Prior Authorization Tool.

*First Name: First Name *Last Name: Last Name *Date of Birth: MM/DD/YYYY *Member ID: Member ID

Find Member Clear

3. Select the appropriate member.

Member Search

1 Member Search 2 Member Eligibility 3 Authorization Basics 4 Additional Details 5 Results

Expand

*First Name: joe *Last Name: sample Date of Birth: 06/15/1955 *Member ID: Member ID

Find Member Clear

Member ID: SCT123	First Name: JOE	Last Name: SAMPLE	Date of Birth: 06/15/1955
Phone Number: 330-555-0175	Primary Insurance: Medicare	Secondary Insurance: N/A	Address: 215 W MAIN ST, KENT, OH, 44240

- Select the member's eligibility. To display only active eligibilities, use the available filter by selecting the corresponding radio button.

Member Eligibility

1 Member Search 2 Member Eligibility 3 Authorization Basics 4 Additional Details 5 Results

JOE SAMPLE • Male • 69 Year(s), 11 Month(s), 15 Day(s) • DOB: 06/15/1955 Member ID : SCT123

Expand

Eligibility

Select an eligibility

Filter by

☒ Active Eligibility ☐ Inactive Eligibility

LOB: Medicare	Code: GOHMH	Status: Active
Market: Ohio	Product: HMO	Benefit Plan: HMO SUMMACARE MEDICARE JADE 1
Code: OH	Code: HMO	Code: Q4
		Start Date: 01/01/2025
		End Date: 12/31/2099

- Complete the Authorization Details, which include provider information, dates of service, diagnosis codes, and procedure codes. The fields displayed on this page will vary based on your previous selections, beginning with the Authorization Type.

Authorization Basics

1 Member Search 2 Member Eligibility 3 Authorization Basics 4 Additional Details 5 Results

JOE SAMPLE • Male • 69 Year(s), 11 Month(s), 15 Day(s) • DOB: 06/15/1955 Member ID : SCT123

Expand

Eligibility

Select an eligibility

Filter by

☒ Active Eligibility ☐ Inactive Eligibility ☐ View Full Eligibility

LOB: Medicare	Code: GOHMH	Status: Active
Market: Ohio	Product: HMO	Benefit Plan: HMO SUMMACARE MEDICARE JADE 1
Code: OH	Code: HMO	Code: Q4
		Start Date: 01/01/2025
		End Date: 12/31/2099

* Authorization Type

InPatient- Acute Hosp...

* Auth Priority

Select

* Requesting Provider Name

Provider Name

Begin typing name or code to select

☐ Requesting Provider Name & Servicing Provider are same

* Servicing Facility Provider Name

Provider Name

Begin typing name or code to select

Expected Admission Date

MM/DD/YYYY

Actual Admission Date and time

MM/DD/YYYY

* Expected Discharge Date

MM/DD/YYYY

* Treatment/Admit Type

Select

* Place Of Service

Select

* Admission Type

Select

* Diagnosis Description

Begin typing at least 3 characters

* Diagnosis Code

Begin typing code

+

☒ Primary Diagnosis

Save as Draft

Next

Reset

Cancel

6. Upload any supporting documentation and complete any required internal assessments if prompted.

* Add Note

Begin typing

Add Attachments

Submit

Cancel

7. Review the entered information and select Submit to complete the request.

1 Member Search

2 Member Eligibility

3 Authorization Basics

4 Additional Details

5 Results

Your request #0601SMCTL has been pending.[Click to print](#)

✕

Expand

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HEALTH

JOE SAMPLE · Male · 69 Year(s), 11 Month(s), 16 Day(s) · DOB 06/15/1955

Primary Language ENGLISH

Member ID# Member ID : SCT123

Address 215 W MAIN ST, KENT, OH, 44240 Primary Phone 3305550125

6. Viewing Authorization Lists and Drafts

The Authorization List displays submitted authorizations along with their current statuses.

Authorizations that have been saved but not yet submitted are available in the Draft

Authorization List. Both lists offer filtering, sorting, and export options to help with tracking and reporting authorization activity.

Authorization List								
Inpatient		Outpatient		Member ID				
Auth ID #	Created Date	Member Name	Plan Type	Admission Date	Type	Status	Facility	Service Provider
0325WC415	Mar 25, 2020	Kat B.	Health Insurance	Mar 25, 2020	Inpatient-acute Rehab	Pending	Texas Star Neuro Rehab Institute	John RI W
0320F4110	Mar 20, 2020	Henry G	Program Enrollment	Mar 20, 2020	Inpatient-acute Rehab	Pending	test	John RI W
0312T1E31	Mar 12, 2020	Kat B.	Health Insurance	Mar 12, 2020	Inpatient-acute Rehab	Pending	RI Physical Medicine and Rehabilitation Center	John RI W
0207FD8F1	Feb 07, 2020	Hilton G	Medicaid	Feb 07, 2020	Inpatient-all Fields Example	Pending	RI Serene Hospice and Palliative Care Center	John RI W
0206T824F	Feb 06, 2020	Henry G	Medicaid	Feb 06, 2020	Inpatient-acute Rehab	Denied	John RI W	John RI W
1107TD417	Nov 07, 2017	Henry G	Program Enrollment	Nov 07, 2017	Inpatient-acute Hospitalization	Pending	John RI W	N/A
1024T7E35	Oct 24, 2017	Henry G	Program Enrollment	Oct 24, 2017	Inpatient-acute Hospitalization	Pending	John RI W	N/A
1024TD904	Oct 24, 2017	Henry G	Program Enrollment	Oct 24, 2017	Inpatient-acute Hospitalization	Pending	John RI W	N/A
1023MS374	Oct 23, 2017	Henry G	Program Enrollment	Oct 23, 2017	Inpatient-acute	Pending	John RI W	N/A

Draft Authorization List View:

Draft Authorization List									
Inpatient		Outpatient		Pharmacy		Member ID			
Draft ID #	Created Date	Member Name	Plan Type	Admission Date	Type	Status	Facility	Service Provider	
D155C402	Jun 1, 2025	SARAH EXAMPLE	Self Funded	N/A	Inpatient- Surgical	Draft	Clearwater Hospital	Clearwater Hospital	
D155P2NY	May 15, 2025	JOE SAMPLE	Medicare	N/A	Inpatient- Acute Hospitalization	Draft	Clearwater Hospital	N/A	

Pending authorizations can be withdrawn **prior to determination.**

1. From the Home page, select 'Request to withdraw a pending Authorization.
2. Search for the applicable authorization using available search fields and select it from the list.

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Withdraw Authorization Search

Authorization ID#

Service Start Date

Service End Date

Member ID


Member Name

Find Authorization

Clear

Authorization ID#	Created Date	Member Name	Plan Type	Type	Status	Facility	Service Provider
<div>Select</div> 0612PWL9	Jun 12, 2025	JOE SAMPLE	Medicare	Pharmacy- Medical Pharmacy	Pending	N/A	N/A
<div>Select</div> 0612T675Y	Jun 12, 2025	JOE SAMPLE	Medicare	InPatient- Transplant	Pending	MIAMI VALLEY HOSPITAL	N/A
<div>Select</div> 0612T3G6B	May 10, 2025	JOE SAMPLE	Medicare	InPatient- Surgical	Pending	MIAMI VALLEY HOSPITAL	N/A
<div>Select</div> 0612T230Z	May 12, 2025	JOE SAMPLE	Medicare	InPatient- Surgical	Partially Approved	MIAMI VALLEY HOSPITAL	N/A
<div>Select</div> 0612T614R	Jun 12, 2025	JOE SAMPLE	Medicare	InPatient- Acute Hospitalization	Pending	MIAMI VALLEY HOSPITAL	N/A
<div>Select</div> 0612T9053	May 23, 2025	JOE SAMPLE	Medicare	OutPatient- OME	Pending	N/A	MIAMI VALLEY HOSPITAL

3. Choose which service line(s) you want to withdraw.
4. Enter any necessary notes or attach supporting files, then submit the withdrawal request.


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[External Links](#)
Welcome Lori Portal User

* Indicates required field

Withdraw Request

JOE SAMPLE Authorization ID #0612T9053

<input type="checkbox"/>	Service Code	Service Description	Unit Type	Requested Units	Start Date	End Date	Status
<input checked="" type="checkbox"/>	A4606	OXYGEN PROBE USED W OXIMETER, REPLACEMENT	Medical	1	06/12/2025	07/12/2025	Pending
<input type="checkbox"/>	E1392	PORTABLE OXYGEN CONCENTRATOR, RENTAL	Medical	1	06/12/2025	07/12/2025	Pending

*Add Note ⓘ

Enter notes

*@ Add Attachments ⓘ

Clinical.docx

Submit

Cancel

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8. Portal Messages

The **Messages** page displays communication from reviewers related to authorization requests. Messages are typically used to request additional information from the provider. These messages are generated within GuidingCare as part of the authorization process and are view-only within the provider portal.

Unread messages are indicated by a notification badge. Selecting a message opens the full content and allows you to review the related authorization details.

