

# Quick reference guide

## Submitting an initial authorization request

WellSky® PAC Advance aims to deliver a fully integrated, post-acute care (PAC) episode management program, inclusive of skilled nursing facilities (SNF), inpatient rehabilitation facilities (IRF), long-term acute care hospitals (LTACH), and skilled home health (HH) services, facilitating high-quality, end-to-end post-acute care management. WellSky aims to improve member satisfaction and outcomes.

This step-by-step guide is designed to assist discharge planners in efficiently identifying WellSky-managed patients and building initial authorization requests for the **WellSky PAC Advance clinical team**. Following this guide will ensure an accurate and timely submission, promote seamless communication and reduce processing delays.

## Sending an authorization request

The preferred method for submitting authorization requests that yield the best turnaround time is through direct submission on the [WellSky PAC Advance Provider Portal](#). If you are interested in utilizing the PAC Advance Provider Portal:

- Review the **Provider Portal – New User Registration** for sign-up instructions for individual users
- To register many users for your organization or if you have questions, contact our PAC Advance support team at [PACAdvanceSupport@WellSky.com](mailto:PACAdvanceSupport@WellSky.com).

Authorization requests can be submitted to the WellSky PAC Advance clinical team via any of the following methods:

- Provider Portal
- Fax
- Phone

## Portal

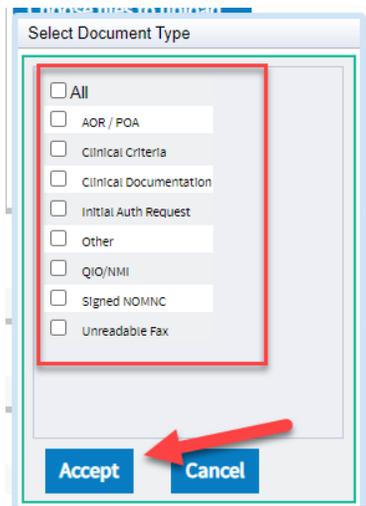
1. Navigate to [WellSky PAC Advance Provider Portal](#)
2. Search for the Member name or by the referral number in the search bar, press the magnifying glass, or start a provisional request.
3. Complete all required information on the authorization form

4. Add clinical documents to the authorization request located at the bottom of the form (this can be done during initial submission and added after the request is created)

a. Select **Choose files to upload...**



b. Select the Type/Types of documents and select **Accept**



c. After selecting **Accept**, the computer drive will automatically open on your screen.

d. Click the selected document and click **Open**.

e. The document will load into the Attachment section automatically.

5. Select **SUBMIT REFERRAL REQUEST** to finalize submission to the WellSky PAC Advance clinical team.



6. Status updates can be found within the portal and request.



## Fax

1. Ensure you include the following in your fax submission:
  - a. **Fax Cover Sheet.** Providers may use their own company Fax Cover Sheet if desired but ensure that all required fields are included in the information provided.
  - b. **Pre-authorization form.** Please ensure you fill out all required information.
  - c. Clinical Documentation: Below is a small set of necessary documents. The full list can be found in the **Pre-Authorization Requirements**.
    - i. Face Sheet
    - ii. History and Physical (H&P)
    - iii. Therapy Evaluation & Progress Notes
    - iv. Discharge Summary
2. Fax all documents to **(877) 673-8784**
3. Authorization Status can be found within the [WellSky PAC Advance Provider Portal](#). The WellSky PAC Advance clinical team will reach out for more information as needed.

## Phone

1. Initiate the authorization by calling **(855) 739-0742** and follow the prompts within the phone tree to reach the WellSky PAC Advance clinical team.
2. All clinical information must be submitted through the [WellSky PAC Advance Provider Portal](#) or by fax.

## Contact us

If you have any questions or need additional information, please send an email to our WellSky PAC Advance support team at [PACAdvanceSupport@WellSky.com](mailto:PACAdvanceSupport@WellSky.com).