



July 8, 2021

RE: Identifi Portal Updates

Providers,

The Empower Identifi portal has recently undergone some updates. Care Notes can be used to communicate pertinent information regarding the services being requested. Care Notes will be required when creating a request for an authorization or adding a new review line from the Identifi portal. A message will display, "Please provide any additional information in a care note and indicate if additional clinical records for this request will be faxed to the UM department".

Please note Care Notes cannot be voided by Identifi users. If a provider has the need for Care Note to be voided they can add a new Care Note to request a void or contact the Utilization Management team for assistance.

**Add Outpatient/Home Request**

Step 1 Enter Request Details   Step 2 Add Outpatient/Home Review(s)   Step 3 Enter Supporting Documentation

**Add Case Note (Required)**

ACTIVITY DATE \* 06/01/2021 8:37:44 pm

ACTIVITY CAT \* Select Activity Category

ACTIVITY ACTION \* Select Activity Action

ACTIVITY INT \* Select Activity Int

RESPONSE \* Select response

TIME SPENT ON ACTIVITY \* hour(s) minute(s)

CARE NOTES

Signature

**Please provide any additional information in a care note and indicate if additional clinical records for this request will be faxed to the UM department**

Upload Received Document (Optional)

To ensure efficient communication with providers, phone and fax numbers will now be mandatory fields on authorization requests. The authorization types and providers impacted by this update are listed below

- Inpatient Auth Request: - Requesting Provider, Facility, Attending Provider
- Outpatient Auth Request: - Requesting Provider, Facility/Vendor, Rendering Provider
- DME Auth Request: - Requesting Provider, Vendor

LOUIS LOUIS IV LOUIS B. THORACIC SURGERY (CARDIOTHORACIC VASCULAR SURGERY)  
NPI 1194818587

ADDRESS 1 \* 3300 BURNET AVE

ADDRESS 2

CITY \* CINCINNATI   STATE \* OH   ZIP 45229

TIN \* 311405915   PHONE NUMBER \*   FAX NUMBER \*

If you have questions about these updates, please contact [empowerhealthcaresolutionspr@empowerhcs.com](mailto:empowerhealthcaresolutionspr@empowerhcs.com)

Thank you,

Empower Healthcare Solutions