hap. EMPOWERED

New Process for Submitting Additional Clinical Information for Acute Inpatient Admissions

Effective March 1, 2020, faxes will no longer be accepted for clinical information and the following fax numbers will be deactivated:
- (313) 664-5765
- (313) 664-5766
- (313) 664-5767
- (313) 664-5768
- (313) 664-5770
- (248) 663-3780 (old HAP Empowered fax)

Instead, clinical information should be submitted using the *Attachments* feature in our online authorizations application, CareAffiliate. It's the quickest and most efficient method. Simply log in at **hap.org,** select *Authorizations* and follow the steps below.

Submitting clinical information for:	Steps

• Additional significant change of clinical information on a denied inpatient admission
• Concurrent review
	1. Search for the authorization you want to add clinical to. You can search by one of these methods:
	   • Reference number
	   • Member name or ID number **and** dates of service or submission.
	
	2. Open the request and select:
	   • *Edit*
	   • *Attachments*
	   • *Add File*
	   • Search for file on your system and select it
	   • Select *Upload File(s)*

If you have questions or need to speak to a team member regarding submitting clinical information, call our Admission and Transfer team. They can be reached at **(313) 664-8833, option 3**, Monday through Friday from 8:00 a.m. to 5:00 p.m.