


To: CareNet Users
From: Linda Proper, CareNet Liaison 
Original Distribution Date: June 1, 2009
2nd Distribution Date: August 19, 2009
Re: Mid-South CareNet Initial Authorization Request

Please know this is not a new process. For those unfamiliar with this process, please review information listed below.

In a situation where the user leaves their CareNet website idle for 45 minutes or longer after partially completing an initial authorization request, the user can continue to complete the initial authorization request without losing any previously entered data. For this to occur, the user needs to be aware of the following.

Please note, the first bullet is highly important.

- **The Provider user's CareNet website must remain open** from the point in time when the CareNet website is left idle. This means the user should not click on the 'Log Out' link or should not close the CareNet browser, or should not let your time out session expire without logging back in. If these previously listed criteria are met, the Provider user will be able to complete the initial authorization and not lose previously entered authorization data. *If 45 minutes or longer has lapsed since the user originally left the displayed authorization page, know that the user has been timed out; however, the user will not see the time out warning until after you have successfully completed data entry on the displayed authorization page (i.e.: the initial authorization page that was left idle).*
- When completing a partially completed (i.e.: unsaved) initial authorization request on CareNet, **please remember the log out warning screen will not appear on the computer screen until the user has accurately responded to the required fields on the form and after the user clicks on the File Request link.**
- I would not recommend leaving the CareNet browser open overnight without first finishing data entry on the initial authorization request form. If the user is interrupted during the data entry process, please complete the form on CareNet the same day in which the user began the entry process.
- If the user has multiple CareNet browser pages (windows) open on his/her computer and one or more browser pages (windows) time out, the user will need to be aware of information that was being entered into each browser page (window) upon returning to those pages. Keep in mind the user has only one username and password to the CareNet site. The results of which page the user would be returned to in this scenario, after a time out, has not been tested by Mid-South staff. This practice would not be encouraged. Mid-South staff suggests a user enter one authorization request at a time within one open browser window.
- Using the back button is not suggested nor encouraged by MSSAC within any part of the CareNet software.

When the CareNet *session timed out* screen appears, it will indicate the following: (Please see attached example):

Username:

Password:

Your session has timed out! You may re-login with the same account and continue where you left off. When entering your password, please ensure that your Caps Lock key is not depressed.

Once the user completes the re-login process, the screen that displays should reflect the Initial Authorization Request (i.e.: the form you just entered) in a 'Not Reviewed' authorization status. When the user sees the 'Not Reviewed' status, this means the initial authorization was saved and is now in queue for Care Coordination Center review.

Date Tested within CareNet: 5/26/2009 – Linda Proper, Mid-South CareNet Liaison

Please note: This memo was distributed originally at the June 1 and June 2, 2009 Authorization Training conducted by Mid-South Care Coordination Center staff.

Attachment



Username:

Password:



**Your session has timed out! You may re-login with the same account and continue where you left off.
When entering your password, please ensure that your Caps Lock key is not depressed.**