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**Precertification Department Helpful Hints**

**Note:** Please note that requests for pre-certifications will be handled by different departments depending on

the facility to which you are referring your patient. The information is below providesa breakdown

between Brookwood Baptist Medical Center and the Legacy Baptist facilities (Citizens, Princeton,

Shelby and Walker).

**Note:** **NEED HELP?**

Should you need assistance with the OrderManager system such as password resets, unable to submit requests, please contact the facility associated with your practice name.

* If your Practice Name has BW in front of it, please contact Brookwood Baptist Medical Center (pre-cert services contact information below #1).

* If your Practice Name has LB in front of it, please contactCitizens, Princeton, Shelby and Walker (pre-cert services contact information below #2).

**Eligible Facilities:**

* Brookwood Baptist Medical Center
* Citizens Baptist Medical Center
* Princeton Baptist Medical Center
* Shelby Baptist Medical Center
* Walker Baptist Medical Center

**Eligible Locations**

* Brookwood Main Campus, Sleep Center and CVASE
* Baptist – Princeton Baptist Medical Center – accepts scheduling requests for OP testing/GI and Cath
* Baptist – Citizens Baptist Medical Center – accepts scheduling requests for all OP testing
* Baptist –Shelby Baptist Medical Center – accepts scheduling requests for Surgical Services
* Baptist - Walker Baptist Medical Center – accepts scheduling requests for all OP testing
* Baptist – Walker Outpatient Surgery Center
* Baptist – Princeton Hoover
* Baptist – Shelby Imaging Tower
* Baptist – Gardendale Surgery Center

**Pre-Certification Services Contact Information:**

1. **Brookwood Baptist Medical Center**

Teresa McGinnis, Supervisor 205-877-2745

Shirley Middleton, Ops Manager 205-877-2360

Iris Alexander 205-877-2550

1. **Citizens, Princeton, Shelby and Walker**

Precertification Staff: (Email Address: [BHS.Access.Precertification@BHSALA.com](mailto:BHS.Access.Precertification@BHSALA.com) )

Cathy Pointer, Supervisor 205-599-4250

LaFrieda Beal 205-599-4253

LaToyria Cook 205-599-4252

Christy May 205-599-4218

Phyllis Payne 205-599-4251

Chasiti Paulding 205-599-4249

**Website Access:**

* 1. The Passport website is <https://ordersmart.passporthealth.com>.
  2. The website link is also available on the [www.brookwoodbaptisthealth.com](http://www.brookwoodbaptisthealth.com) website.
     1. Click on For Health Professionals
     2. Click on BBH resources
     3. Click **Access OrderSmart**.

* 1. Training Materials located on the website:
     1. BBH Precertification Department Helpful Hints
     2. Physician Office User Guide
     3. Baptist Physician Place Orders Process Quick Reference Guide
     4. Adding a Physician Signature to OSM
     5. Physician Office Admin Guide\_Office Setup and Worksheets
     6. Physician Office Insurance Reference Guide
     7. Physician Office ICD9-ICD10 User Guide

**MD Office**

1. Each physician office should select an administrator. This administrator will be able to set up both office users and MDs in the Passport system for his/her practice.
2. Each administrator will need to reference the Passport guide entitled “Physician Office Admin Guide” which will provide details on how to set up or edit your office, office users, and physicians in the Passport system as well as resetting passwords for your office users.

**Submitting Orders through Passport**

**\*\* All precertification requests with appropriate clinical documentation must be submitted at least 48 business hours (not including the weekend days) in advance of the patient’s DOS.**

1. Login in to <https://ordersmart.passporthealth.com>

Or go to [www.brookwoodbaptisthealth.com](http://www.brookwoodbaptisthealth.com) , click on For Health Professionals, BBH resources and then click Access OrderSmart

1. Follow the steps listed in the:
   1. Physician Office Place Orders Process
2. Information Necessary to check Benefits and complete the Precertification process:
   1. Patient Name
   2. Patient’s DOB
   3. Patient’s Insurance Plan Name

\*\* If the patient has multiple policies, please provide information.

* 1. Patient’s Policy Number
  2. Patient’s Group Number
  3. Subscriber Name
  4. Ordering Physician
  5. CPT Code(s)
  6. ICD-10 Code(s)
  7. Authorization Information – Whom do you request to obtain the precertification?

Follow steps under “k” if scheduling at Brookwood…

* 1. Patient’s Date of Service

1. Complete Surgery Scheduling Reservation Form.
2. Fax form to Brookwood Scheduling Department @ 205/877-1782.
3. Surgery Scheduling sends fax confirmation on same day w/ Account #… confirmation sent the next workday for cases scheduled after 5pm.

Follow steps under “l” if scheduling at Citizens, Princeton, Shelby and Walker…

* 1. Patient’s Date of Service

1. Do you wish for the facility to schedule?
2. Do you wish to contact the hospital scheduling department?
   1. Physician’s Signature

**Submitting Clinical Information**

1. **Attaching in OrderSmart:**
   1. Please attach any clinical information to the submitted Passport request by uploading the documents into Passport from your PC. To do this, please refer to:
      1. Physician Office Orders Process Quick Reference Guide
2. **Faxing:**
   1. **Brookwood Baptist Medical Center**

If unable to attach documents via your pc, you may fax clinical information for services being

provided to Brookwood Baptist Medical Center to 205-877-1957.

* 1. **Citizens, Princeton, Shelby and Walker**

If unable to attach documents via your pc, you may fax clinical information for services being

provided to any of our four facilities (Citizens, Princeton, Shelby and Walker) to 205-264-2740.