

UCLA HealthLink Frequently Asked Questions

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UCLA HealthLink

Accessing Patient Records

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The managed care coverage assigned PCP has access to the patient's record automatically until the patient's coverage terms. The PCP and associated users will have access to check eligibility, submit UCLA managed care referrals and to check UCLA managed care claim status.

Specialty providers and vendors have access to patient records when the provider/vendor is the referring-to provider/vendor for the term the referral is active, or for ten-days when access is requested manually using [First Access](#).

Default Dates Button

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Using the Default Dates button ensures that the IBNR pay until date is accurately set up and that the referral request will remain open for the standard 120 days for UM processing regardless of the referral type submitted. The referral dates should not be modified from the default dates setting unless you are completing a [retroactive referral](#).

General Information

Referral #: 16295	Status: New Request
PCP: GROSSMAN, MARK S. [15348]	Insurance: UCLA MED GRP / HEALTHNET HMO / HN_3KT_HMO
Priority: Routine	Type: (none)
Class: (none)	Reason: Other
Number of visits: 3	
Start date: <input type="text"/>	Expiration date: <input type="text"/>
	Default Dates

Epic Systems Corp.

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Epic Systems Corp. is a company based in Verona, Wis., that makes software for mid-size and large medical groups, hospitals, and integrated health care organizations – working with customers that include community hospitals, academic facilities, children's organizations, safety net providers, and multi-hospital systems. Epic Systems Corp. supplies the software that provides the foundation for UCLA HealthLink and our internal system called CareConnect.

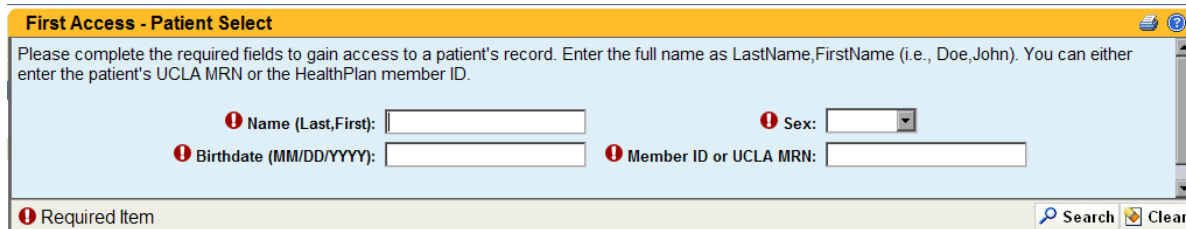
UCLA HealthLink

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First Access

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First Access can be used when you need to look-up a patient record that you do not have access to automatically. First Access lets you verify the patient is a UCLA Health patient and then gain access to the record immediately. You will be able to view the record for 10 days. To navigate to the First Access menu, click on *Patient Records* tab.



The image shows a web form titled "First Access - Patient Select". It contains instructions: "Please complete the required fields to gain access to a patient's record. Enter the full name as LastName,FirstName (i.e., Doe,John). You can either enter the patient's UCLA MRN or the HealthPlan member ID." The form has four input fields: "Name (Last,First):", "Sex:" (a dropdown menu), "Birthdate (MM/DD/YYYY):", and "Member ID or UCLA MRN:". A red exclamation mark icon is next to the "Name" and "Birthdate" fields, indicating they are required. At the bottom left, there is a red exclamation mark icon and the text "Required Item". At the bottom right, there are "Search" and "Clear" buttons.

Getting System Access

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There are three requirements to getting [UCLA HealthLink](#) access: 1) UCLA AD account setup, 2) submission of the signed Confidentiality Statement; 3) go-to-training completion. After these requirements are met, you will be notified when your AD account user ID and password is set and when you can [sign into the production system](#).

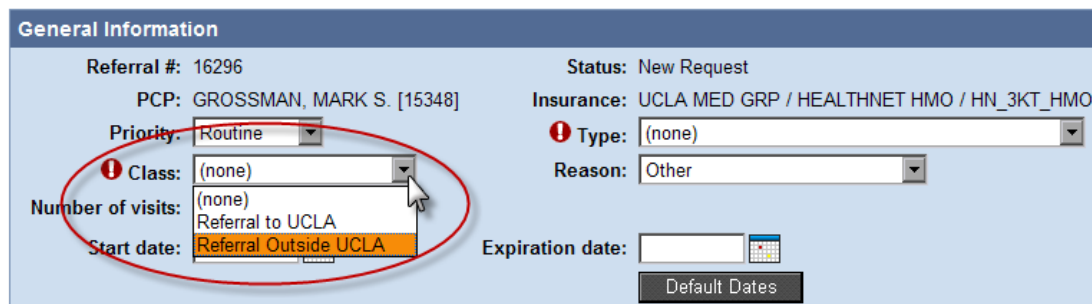
Referral Entry Class

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The referral class designates the type of referring-to facility and determines which referring-to data entry fields are listed and the available data for selection.

Referral To UCLA—is a service request to a UCLA Health provider or service area that is operated by UCLA. The *referring-to* department/place of service and provider options is linked to this type of referral class.

Referral Outside UCLA—an affiliated provider or vendor is defined in UCLA HealthLink as outside our UCLA operated facilities even if they provider/vendor is a preferred provider. The referring-to location, place of service and provider/vendor options are linked to this type of referral class. A Referral Outside UCLA should be selected when the affiliated provider/vendor is requesting a referral for services/visits at their own location.



The image shows a web form titled "General Information". It contains the following fields: "Referral #: 16296", "Status: New Request", "PCP: GROSSMAN, MARK S. [15348]", "Insurance: UCLA MED GRP / HEALTHNET HMO / HN_3KT_HMO", "Priority: Routine" (dropdown), "Type: (none)" (dropdown), "Reason: Other" (dropdown), "Class: (none)" (dropdown), "Number of visits: (none)" (dropdown), "Start date:" (calendar icon), and "Expiration date:" (calendar icon). A red circle highlights the "Class" dropdown menu, which has two options: "Referral to UCLA" and "Referral Outside UCLA". The "Referral Outside UCLA" option is highlighted in orange. At the bottom right, there is a "Default Dates" button.

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Referral Entry Types

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The listing of referral types helps designate the type of referral being requested. If you do not see a listing that matches your situation, it is possible that *Consultation and/or Follow-Up* might be applicable. Never use the type *Auth/Cert* for UCLA managed care patients. Click [here](#) for a job aid on referral types to help with your selection.

New Referral

General | Referral By/To | Diagnoses/Procedures

General Information

Referral #: 16296 Status: New Request

PCP: GROSSMAN, MARK S. [15348] Insurance: UCLA MED GRP / HEALTHNET HMO / HN_3KT_HMO

Priority: Routine Type: (none)

Class: (none) Reason: Auth/Cert

Number of visits: 3 Expiration date:

Start date: Expiration date:

Reasons for referral:

- (none)
- Ambulance
- Auth/Cert
- Behavioral Health
- Behavioral Health PHP
- Blood Transfusion
- Chemotherapy
- Chiropractic
- Consultation and/or Follow-Up
- Custodial (for tracking only)
- Dexa Scan (Bone Density)
- Diagnostic Testing
- Dialysis
- DME / Prosthetics / Orthotics
- Echocardiography
- ER visit w/o admit
- GI Screening Colonoscopy
- GI Virtual Colonoscopy
- Home Health Care
- Hospice
- Hospital - Inpatient
- Hospital - Outpatient
- Labs (also includes Genetic Testing & Pathology)
- Medi-Cal CCS Center of Care Auth

Required Item

Referral Processing

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UCLA HealthLink is used to submit referral requests for UCLA Medical Group and UCLA Santa Monica Bay Physicians Medical Group patients. It is not used to submit authorization requests for non-managed care patients.

Referral Status

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You are not notified via UCLA HealthLink when a referral status changes. You must view the referral status by selecting *Patient Records*, and then *Referral by Member* or *Referral by Provider*. The listing of referral statuses can be printed by clicking on the printer icon or you can view the referral details of an individual referral record by clicking on the referral ID number.

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Referral by Provider

Enter a date range and press Search to display effective referrals.

Refer To Provider: THERAPY, INDEPENDENT PHYSICAL From Date: 11/21/2013 To Date: Search

Click on the referral ID to view more information about that referral

Search Results: 22 referrals found

Referral ID	Patient Name	Status	Referred By Physician	Vendor	Start Date	End Date
8742	BOXSTER, BRUCE	Closed	GROSSMAN, MARK S.	INDEPENDENT PHYSICAL THERAPY	09/13/2012	01/11/2014
8744	CADILLAC, BRUCE	Closed	GROSSMAN, MARK S.	INDEPENDENT PHYSICAL THERAPY	09/13/2012	01/11/2014
8740	BMW, BRUCE	Closed	GROSSMAN, MARK S.	INDEPENDENT PHYSICAL THERAPY	09/13/2012	01/11/2014
8736	BENTLEY, BRUCE	Closed	GROSSMAN, MARK S.	INDEPENDENT PHYSICAL THERAPY	09/13/2012	01/11/2014
8738	BERETTA, BRUCE	Closed	GROSSMAN, MARK S.	INDEPENDENT PHYSICAL THERAPY	09/13/2012	01/11/2014
8746	CHEVEROLET, BRUCE	Closed	GROSSMAN, MARK S.	INDEPENDENT PHYSICAL THERAPY	09/13/2012	01/11/2014

Logged in as: PROVIDER, TAPESTRY PL

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Retroactive Referral Requests

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The UCLA Medical Group will accept RETRO referral submissions as long as the patient has been under the PCP's care and was eligible with UCLA Medical Group at the time services were rendered. Retroactive submissions are limited to services that the PCP was familiar with and/or initially intended to submit. UCLA Medical Group expects to receive retroactive submission only for UCLA Medical Group contracted providers. Retroactive referrals should not be submitted for services the patient accessed using their Tier-2/POS coverage (non-HMO option).

Requests for retroactive referrals must be submitted within ninety days of the date of service. There must be evidence in the member's medical record that reflects the Referring Provider's intent to request authorization prior to the date of service with the specialist. Evidence includes, but is not limited to progress notes, phone triage/nurse notes, etc.

The Referring Provider should submit a completed referral along with documentation to the Utilization Management Department with a referral *Priority as Retro* and the *Authorization Start Date* matching the date of service. The *Expiration date* should be set at the default date. It is best to click on the [Default Dates button](#), and then modify the *Start date*, to ensure proper date duration setup.

What is UCLA HealthLink?

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UCLA HealthLink provides secure, remote access for community providers/vendors and their office staff to a portion of UCLA's electronic health record (EHR) in order to check managed care eligibility, submit/review referrals, and view claim status. Any computer which has a broadband internet connection, appropriate security and the required hardware can access UCLA HealthLink. UCLA HealthLink is based on software provided by [Epic Systems Corp.](#)