



Healthfirst Clinical Guidelines



As part of the administrative simplification effort by the State of New York, and our efforts at Healthfirst to be transparent in the clinical guidelines we use when reviewing authorizations, we are pleased to share a new feature on our Provider Portal: Clinical Guidelines. This tool outlines the clinical criteria Healthfirst uses to support member care decisions.

Please note: Guidelines for authorizations managed by our delegated vendors can be found by visiting the respective delegated vendor websites.

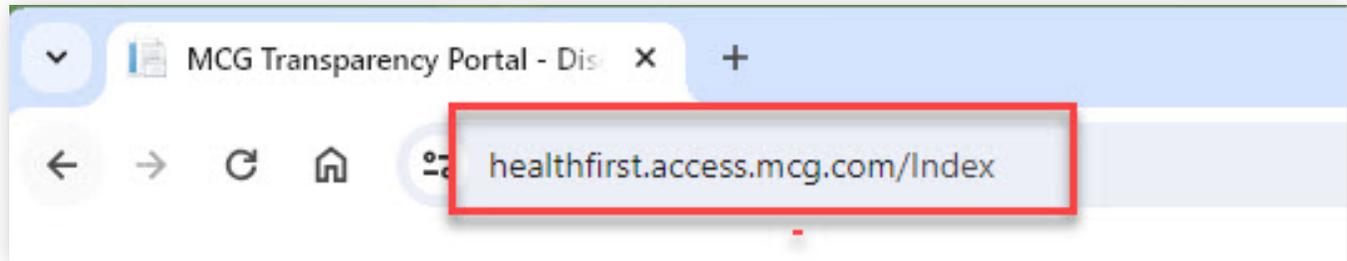
Please follow the steps outlined in this document to use this helpful new feature.

Accessing the Clinical Guidelines Tool

Once you have navigated to the Clinical Guidelines Tool, you must follow the authentication prompts to access the Healthfirst guidelines.

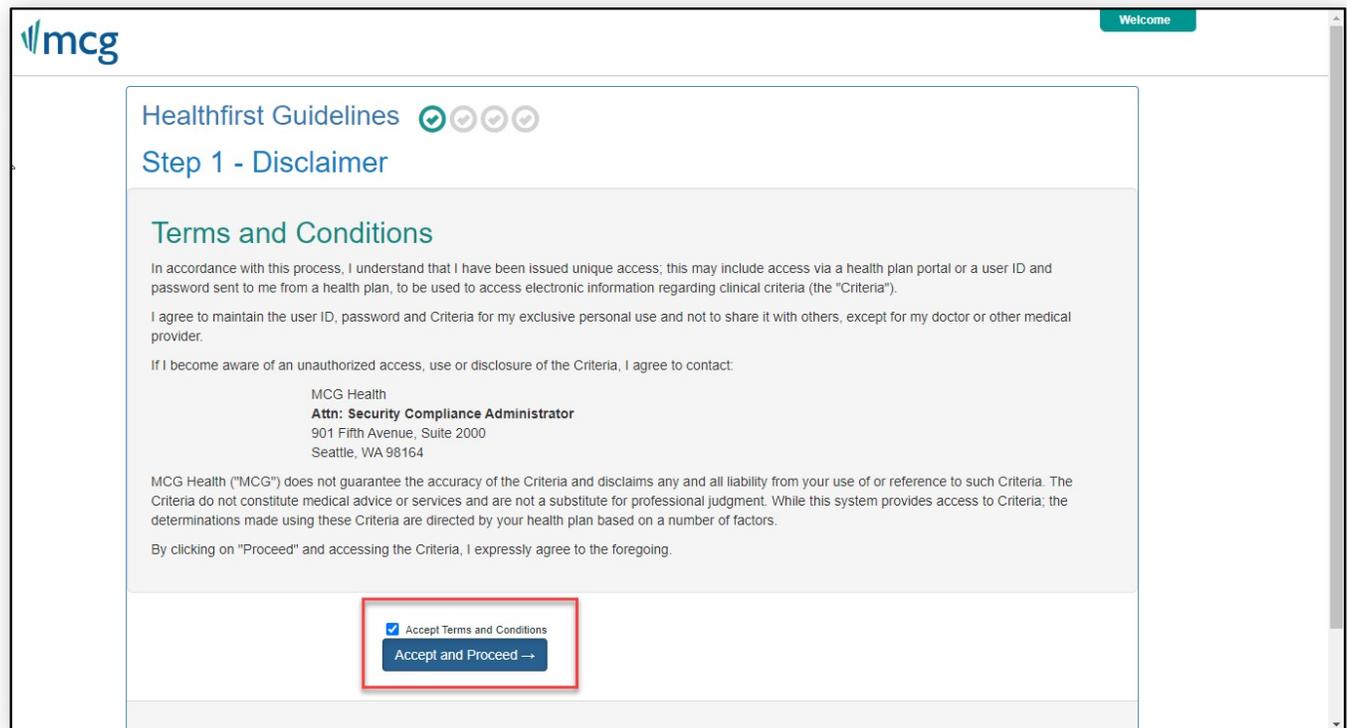
In your web browser, navigate to the [Healthfirst Clinical Guidelines Tool](https://healthfirst.access.mcg.com/Index), using this web address: <https://healthfirst.access.mcg.com/Index>

Note: For the best user experience, use the latest version of Google Chrome or Microsoft Edge web browsers.



Authenticating in the Clinical Guidelines Tool

1. Review and accept the **Terms and Conditions** for use. Check the **Accept Terms and Conditions** box, and then click the **Accept and Proceed** button.



2. **Enter your user information** into the labeled fields and **select the category** that best describes your interest in the guidelines. Click **Next**.

The screenshot shows the 'Healthfirst Guidelines' interface at 'Step 2 - User Information'. The form includes fields for 'First Name' (containing 'Suzie') and 'Last Name' (containing 'Quill'). Below these is a section titled 'Please indicate what type of category best fits your interest in the guidelines' with four radio button options: 'Provider' (selected), 'Existing Member of the Health Plan', 'Prospective Member of the Health Plan', and 'Other'. At the bottom right are 'Previous' and 'Next' buttons. The footer contains 'MCG Health Copyright © 2021 MCG Health, LLC Version: 3.1.0.156'.

3. **Enter your contact information**, using your preferred option, and click **Next**. A verification code will be sent to the contact number or email address that you provide:
- Text Message:** Select **Text Message** and enter the mobile phone number where you will receive the text message containing the verification code.
 - Email:** Select **Email** and enter the email address where you will receive the email containing the verification code.
 - Telephone:** Select **Telephone** and enter the phone number where you will receive an automated voice call with the verification code.

The screenshot shows the 'Healthfirst Guidelines' interface at 'Step 3 - Contact Information'. It features a section 'Preferred way of receiving a verification code' with three radio button options: 'Text Message' (selected), 'Email', and 'Telephone'. Below this is a 'Text Message Number' field containing '212-555-1234'. At the bottom right are 'Previous' and 'Next' buttons. The footer contains 'MCG Health Copyright © 2021 MCG Health, LLC Version: 3.1.0.156'.

4. Once you receive the verification code, enter it into the **Access Code** field. Click **Next** to launch the application.

Healthfirst Guidelines ✓✓✓✓

Step 4 - Access Code

Access Code

3132

← Previous Next →

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Searching For and Viewing a Guideline

Once authenticated, the **MCG Guideline Index** is displayed. The index lists category headings. When expanded, each category displays a list of guidelines that are available for viewing.

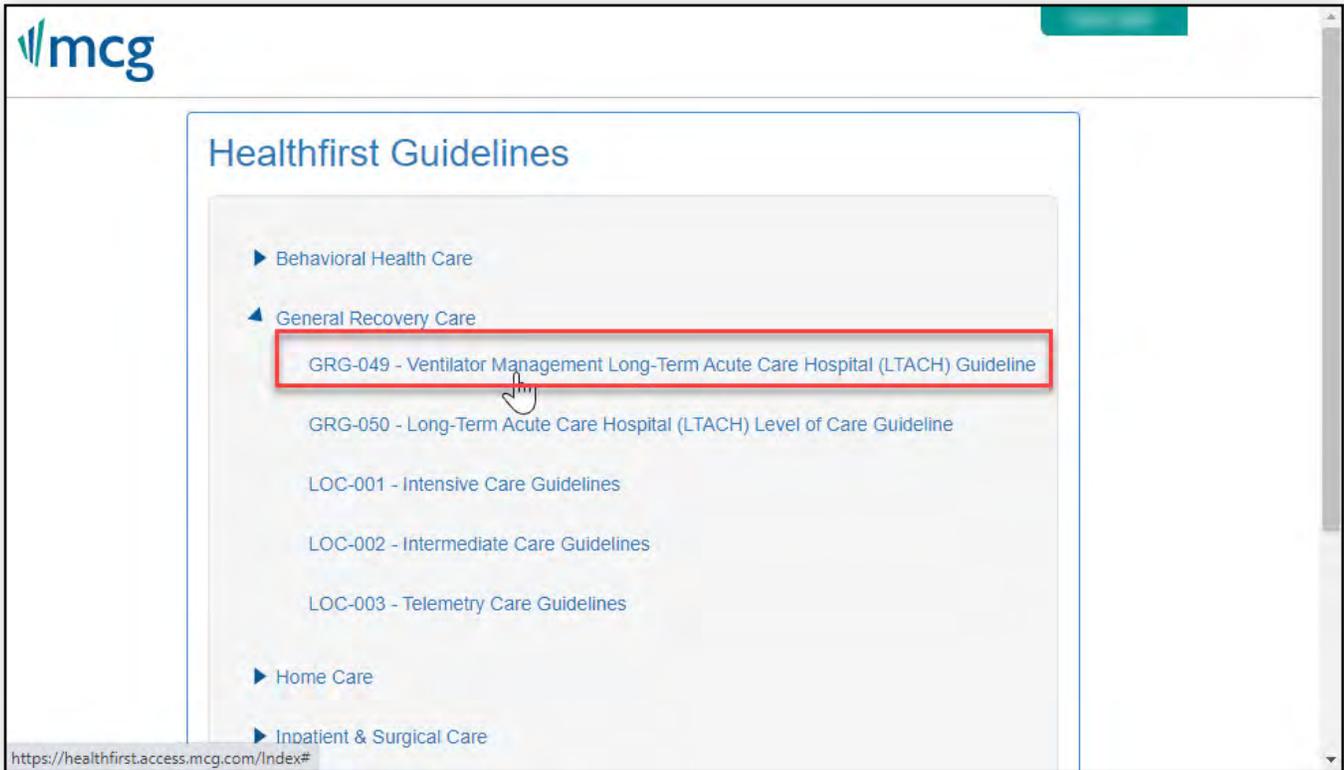
1. Click the arrow to the left of a category heading to display the list of guidelines within that category.

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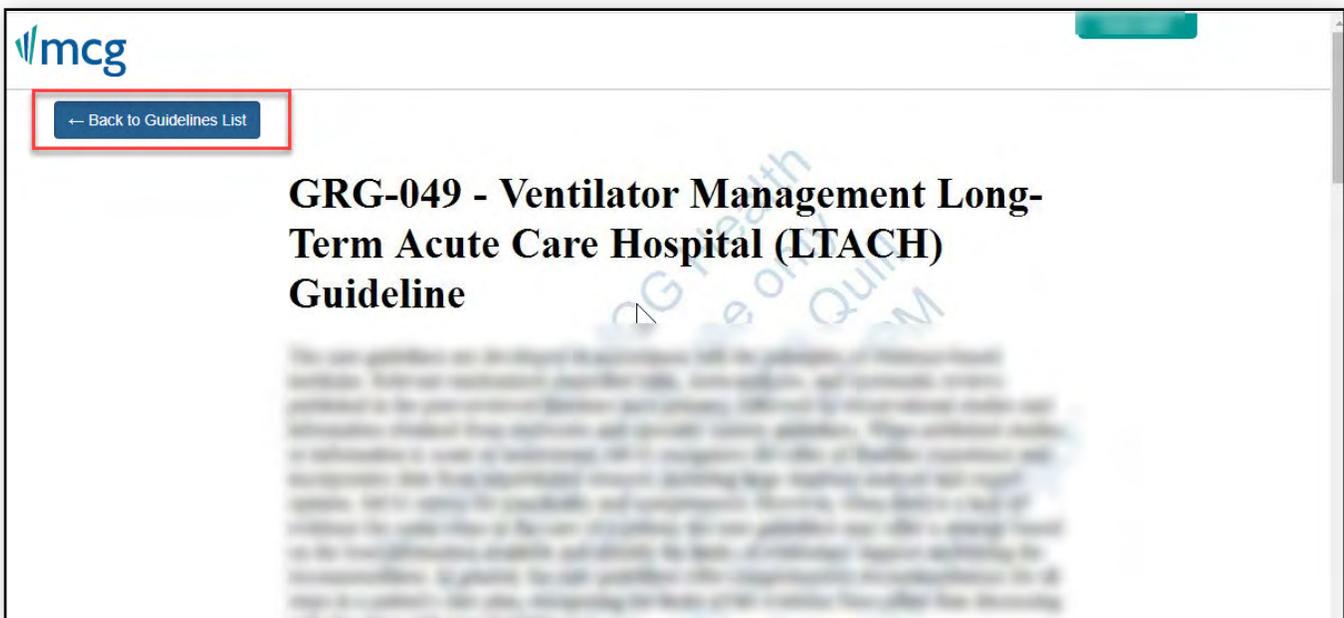
Healthfirst Guidelines

- ▶ Behavioral Health Care
- ◀ General Recovery Care
 - GRG-049 - Ventilator Management Long-Term Acute Care Hospital (LTACH) Guideline
 - GRG-050 - Long-Term Acute Care Hospital (LTACH) Level of Care Guideline
 - LOC-001 - Intensive Care Guidelines
 - LOC-002 - Intermediate Care Guidelines
 - LOC-003 - Telemetry Care Guidelines

2. To open a specific guideline, click on the guideline name.



3. A PDF of the guideline is displayed. Click the **Back to Guidelines List** button to return to the index and select another guideline if needed.





Coverage is provided by Healthfirst Health Plan, Inc., Healthfirst PHSP, Inc., and/or Healthfirst Insurance Company, Inc. (together, "Healthfirst").

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