Lucet™

January 2026

Psych/Neuropsychological *Form Training Guide*

Web Pass Guide

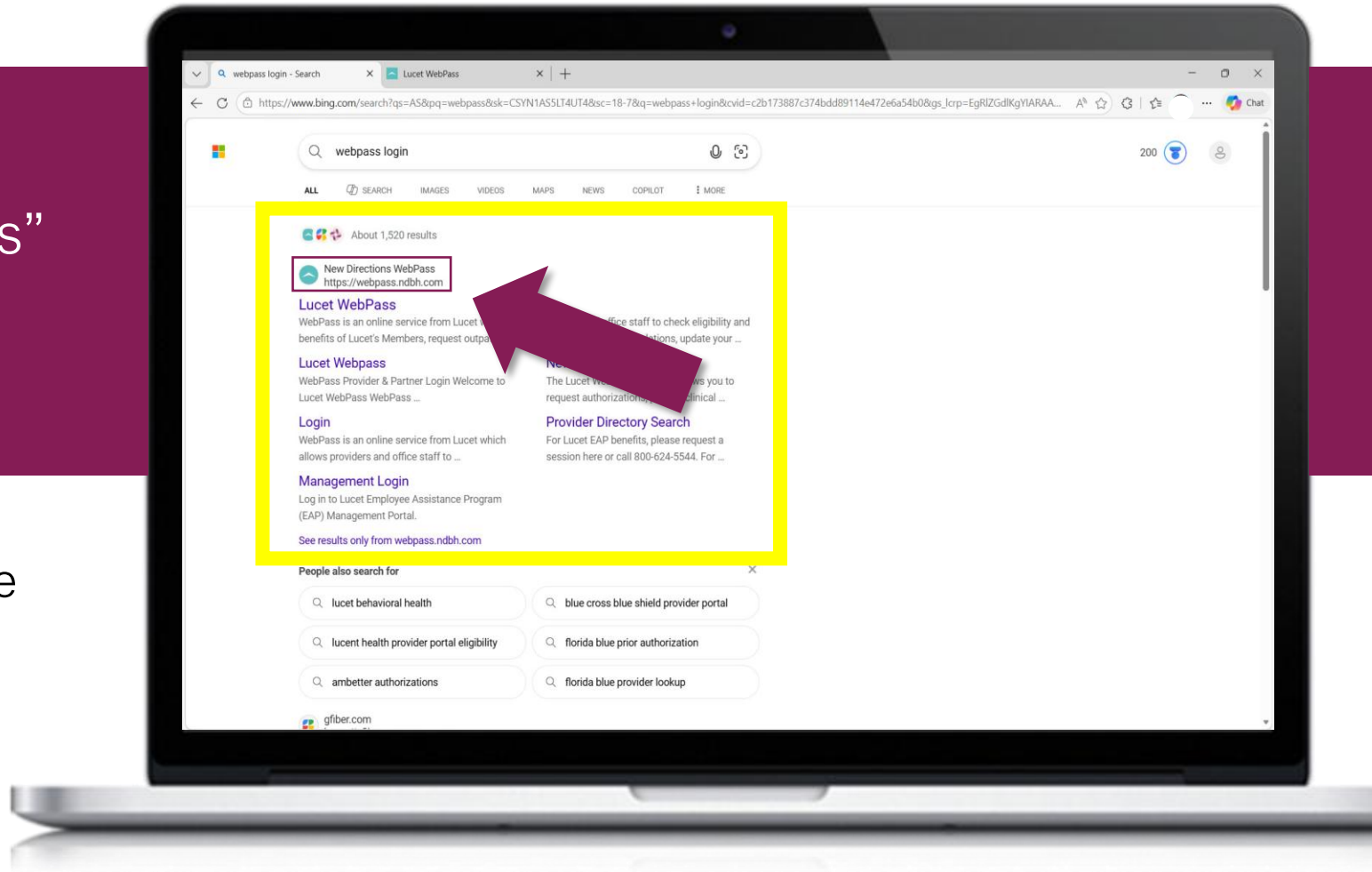
This guide explains how providers can use WebPass to **request Psychological and Neuropsychological Testing.**

If you have further questions, please contact Lucet at prwebpass@lucethealth.com.

Signing up

If you are new to WebPass please watch the tutorial “Facility WebPass” on webpass.ndbh.com. This tutorial provides instruction on:

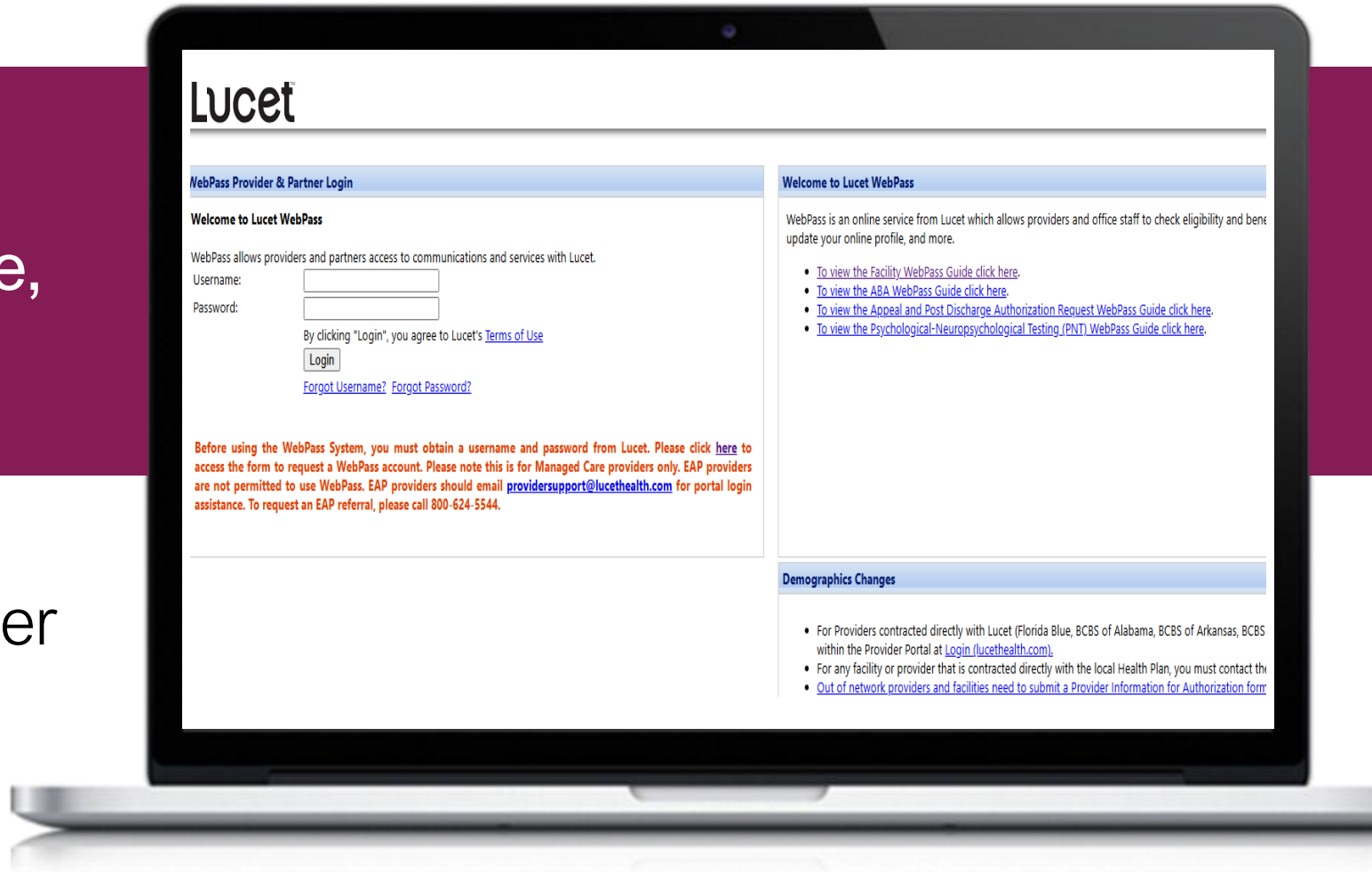
1. How to sign up for the WebPass service
2. How to look up a member
3. How to navigate the various resources within the system



Login Screen

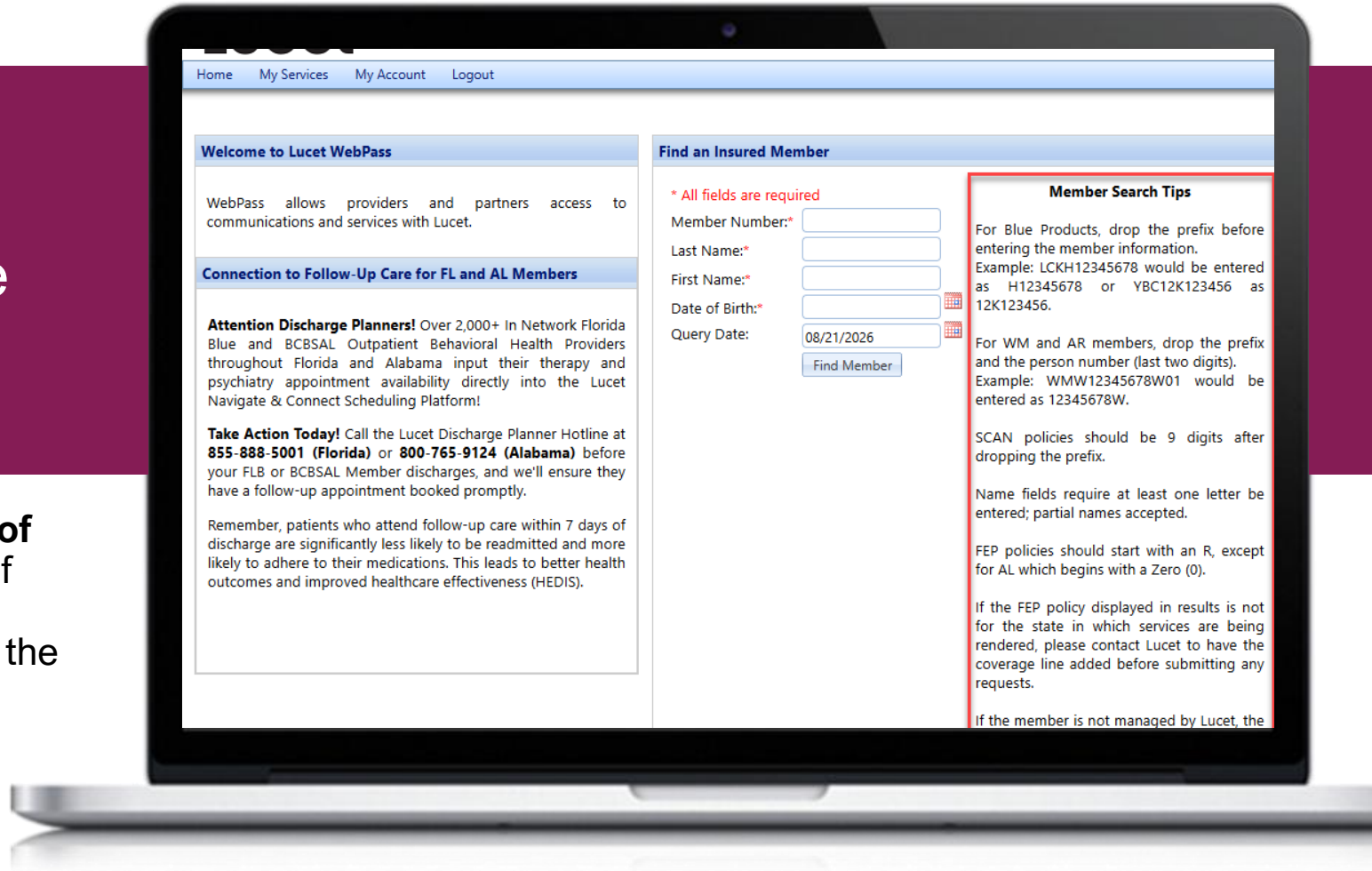
The log-in screen is where you will enter your username, then password.

You will also find the links to WebPass tutorials and provider demographic update forms.



Getting Started

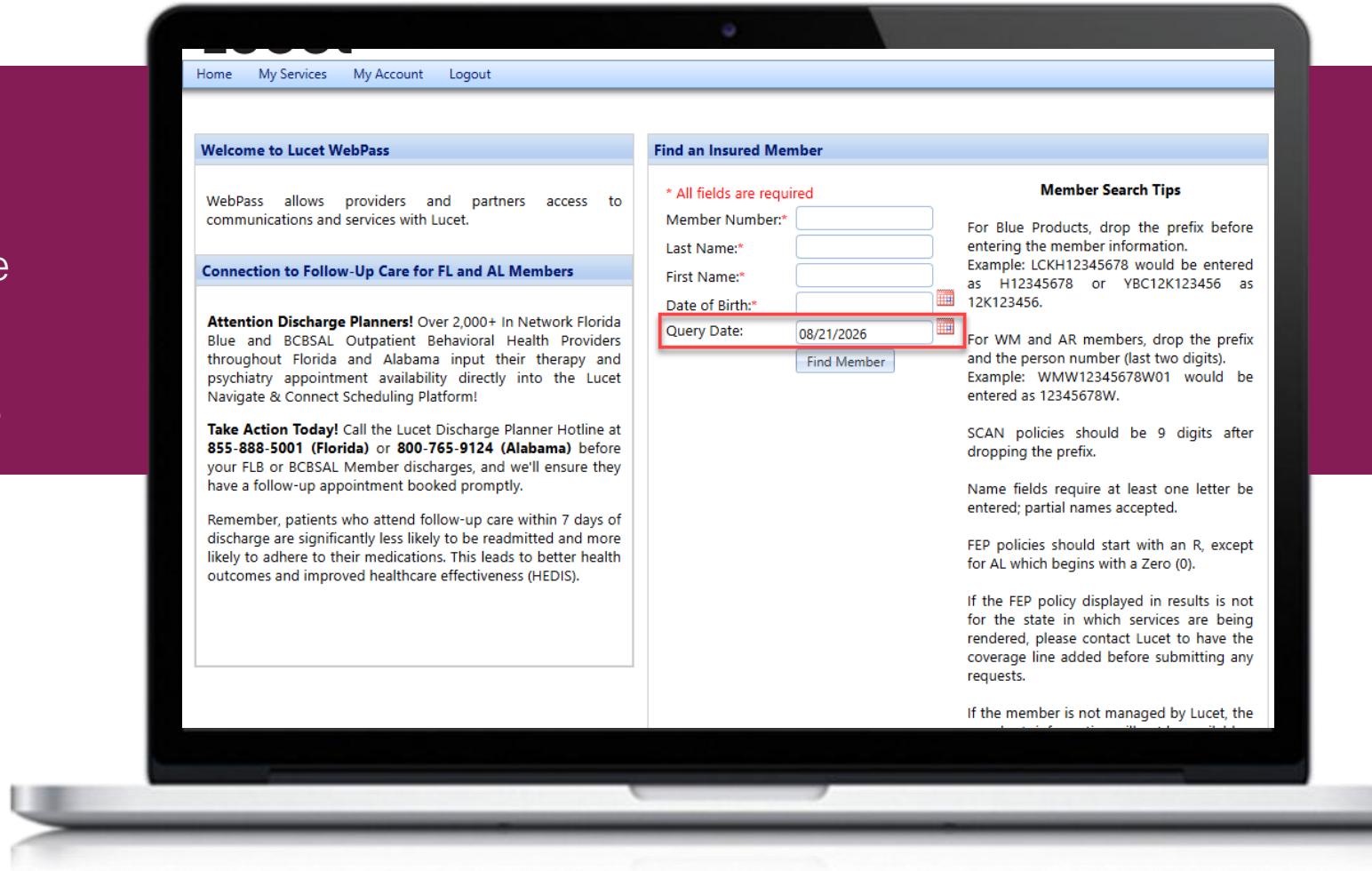
The first step is a member search. To do so, enter the member ID number (minus the prefix*), member's last name, first name, and date of birth.



***For an FEP member include the R at the start of the member's ID #.** The exception to that rule is if the member is in AL. FEP members in AL can be found in WebPass by replacing the letter "R" with the digit "0" at the beginning of the member's ID #.

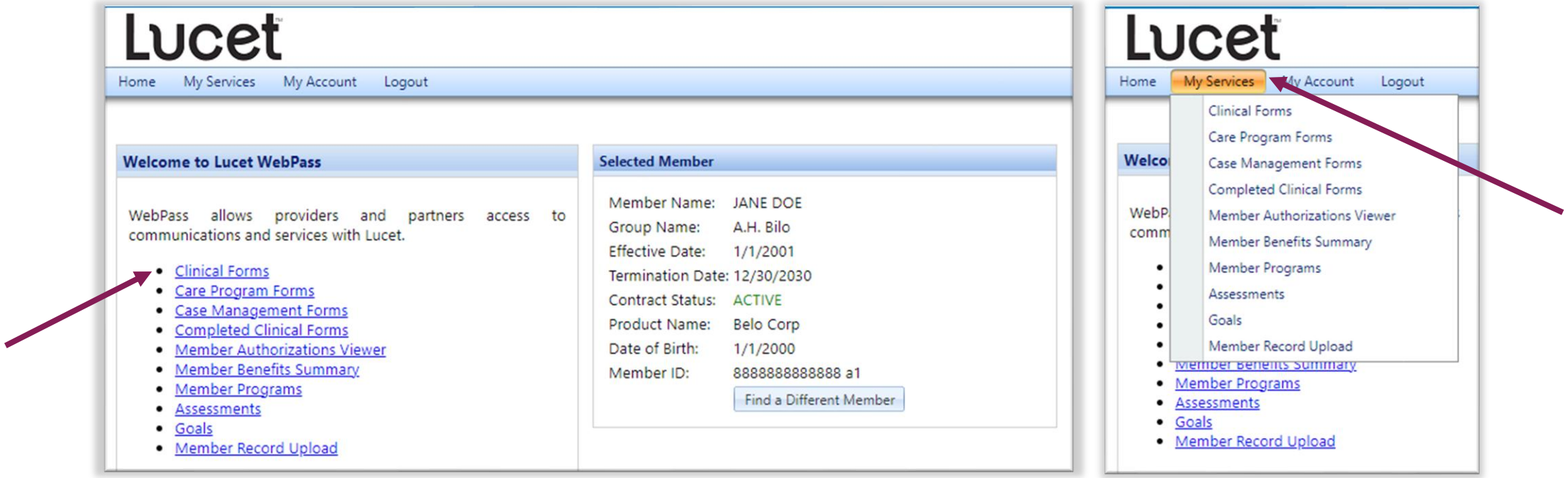
Getting Started

Note: When looking up a member the “query date” is auto populated to current date. **This date must be changed to the date of service you are requesting.** If there is more than one active policy, a screen will pop up - click under the member's name for the policy that was active when the treatment occurred.



Accessing Clinical Forms

To choose the appropriate form, click on **"Clinical Forms"** either in the list or under the "**My Services**" drop down.

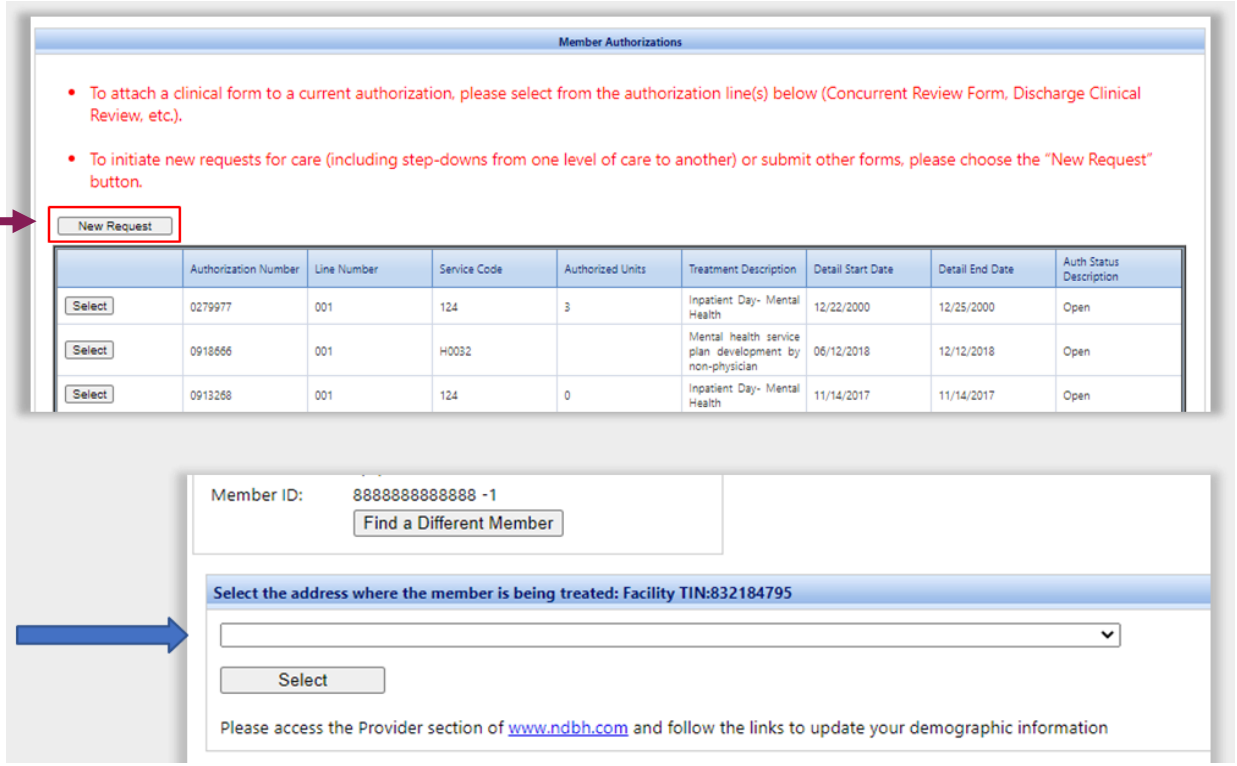


Starting A New Request

Select “New Request” when beginning a review.

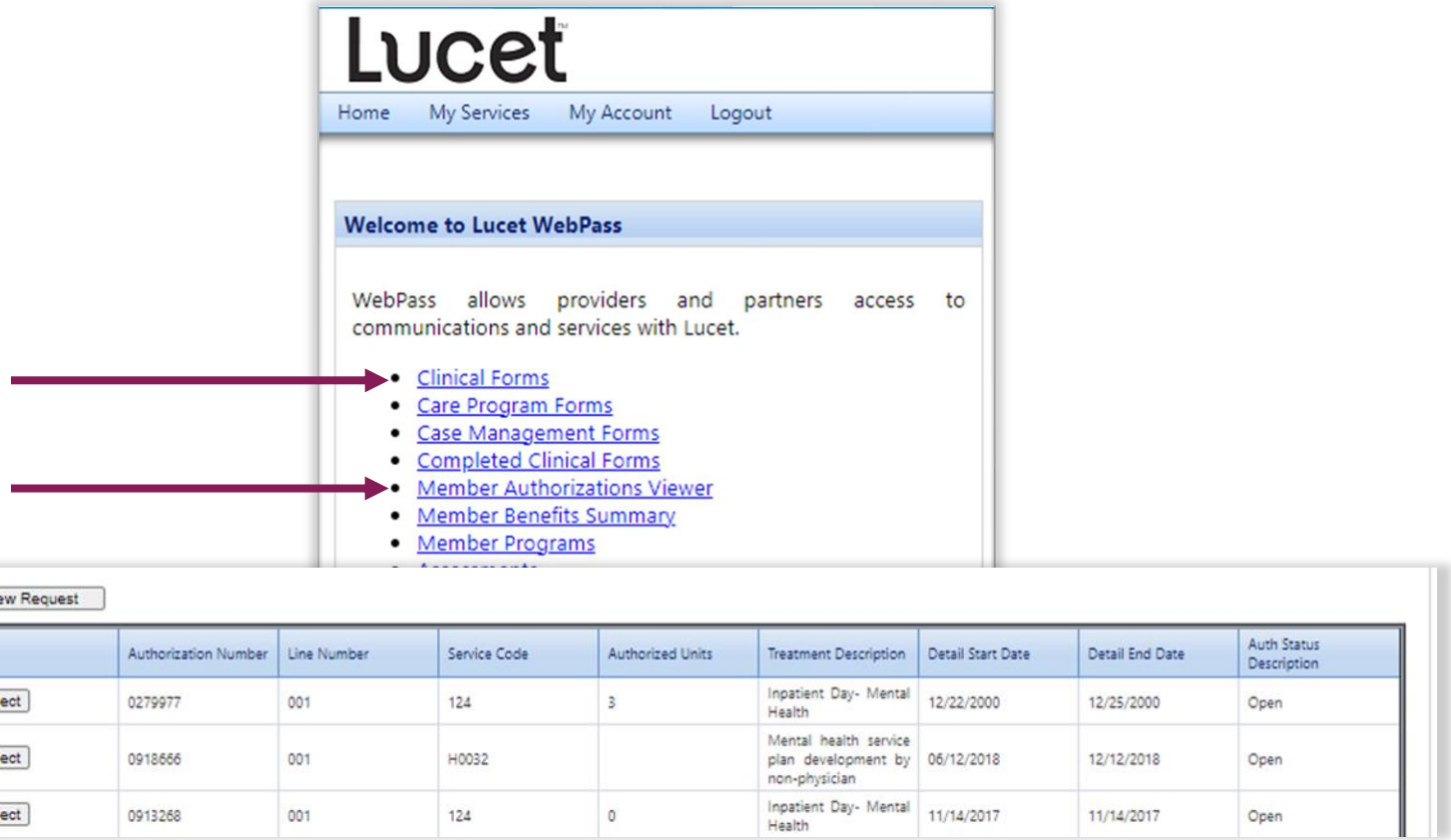
After selecting “New Request,” facilities or provider groups with multiple addresses will be required to select the address where the member is being treated.

If you are unable to find the correct address from the drop-down list, please follow the links under the Demographics section of **webpass.ndbh.com**.



Reviewing Request Status

The status of previously requested authorizations can be viewed by clicking on "Member Authorizations Viewer" *or* selecting "Clinical Forms".



You will be able to view all authorization requests and statuses for the selected member that are related to your Individual/Facility Tax ID.

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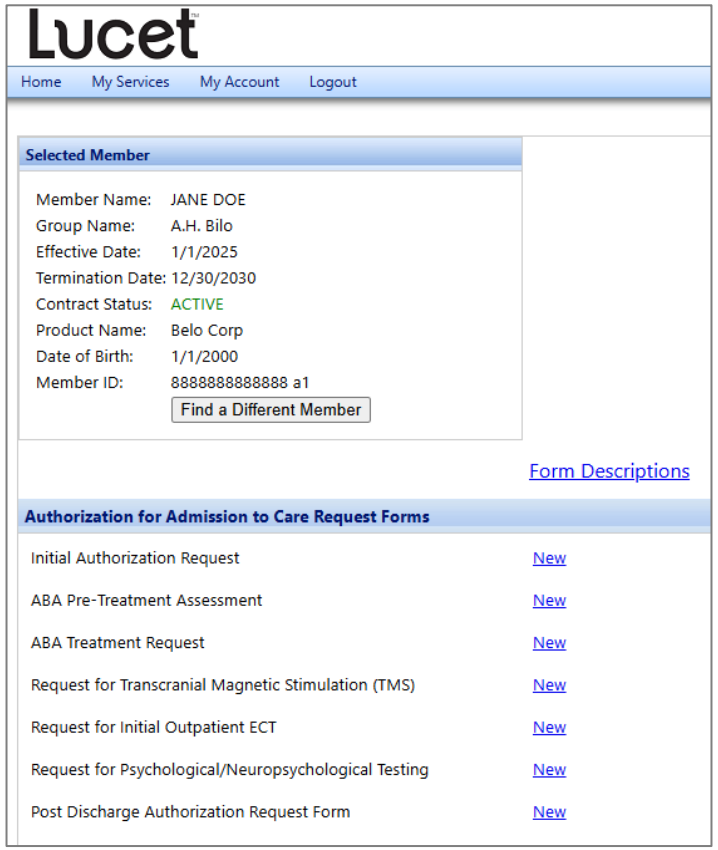
Psychological Testing Form

After selecting **“New Request”** the Authorization for Admission to Care Request Forms will be available.

To begin a new Psychological Testing form, select **“New”** next to the form name.



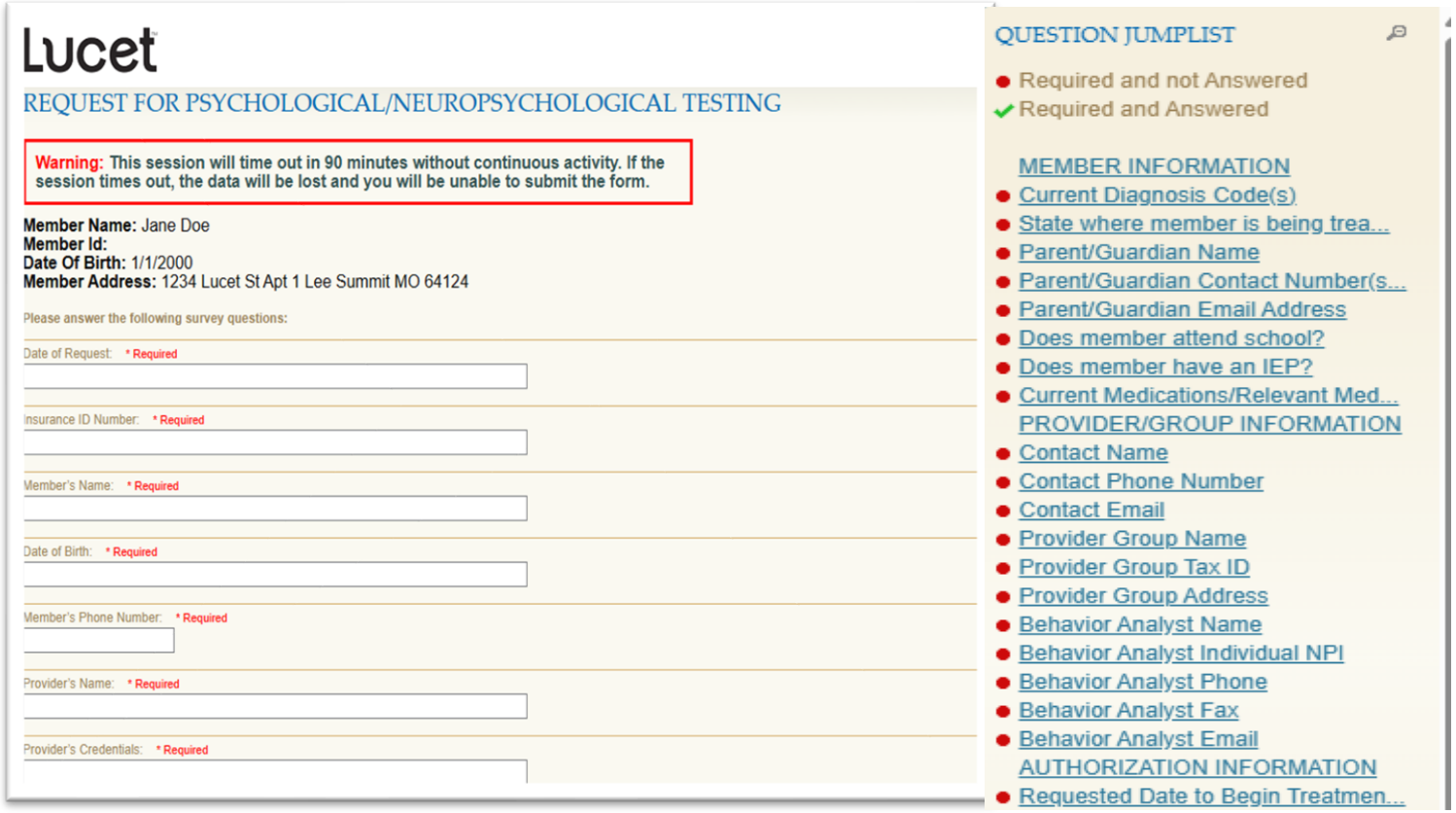
Webpass Guide

Psychological Testing Form

All required fields must be completed to submit the form.

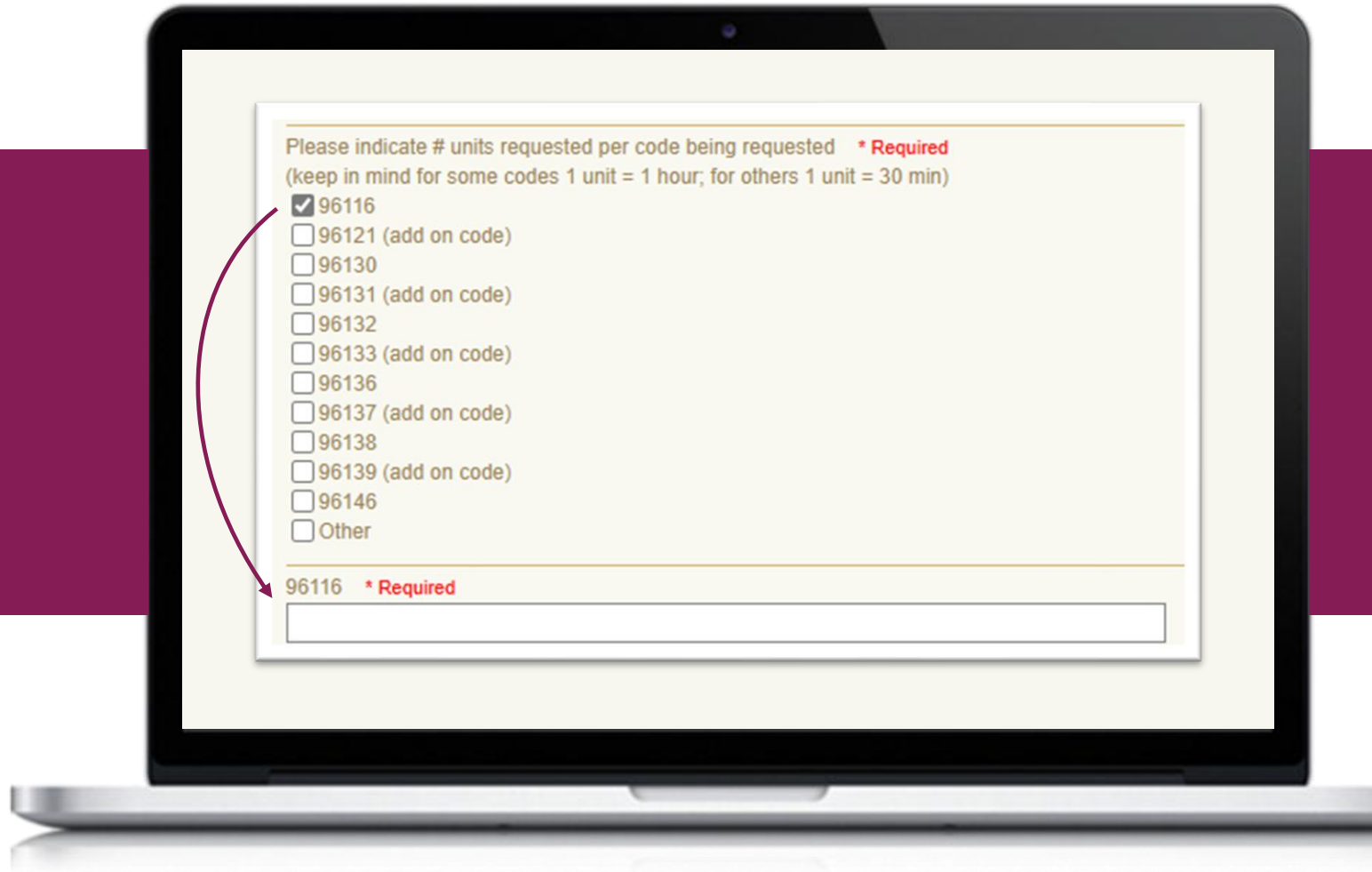
Please enter the Individual Rendering Provider NPI and the Group Tax ID/Social Security.

As each section is completed, the Question Jumplist on the right will display a green checkmark. Clicking on an item listed in the Question Jumplist will link users to that section. This helps with navigation on the form.



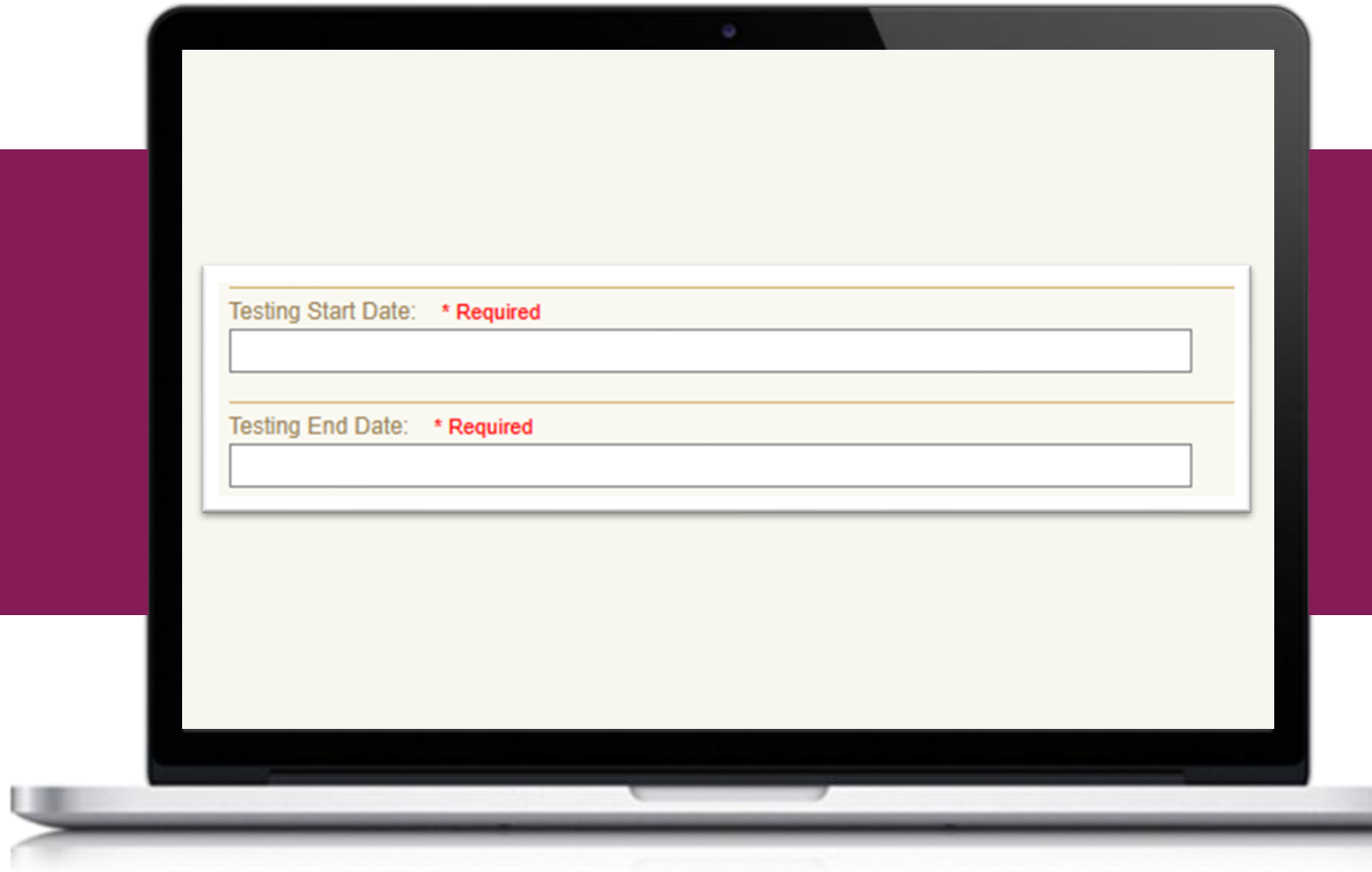
Interactive Questions

Some questions only appear based on the previous answer given.



Psychological Testing Form

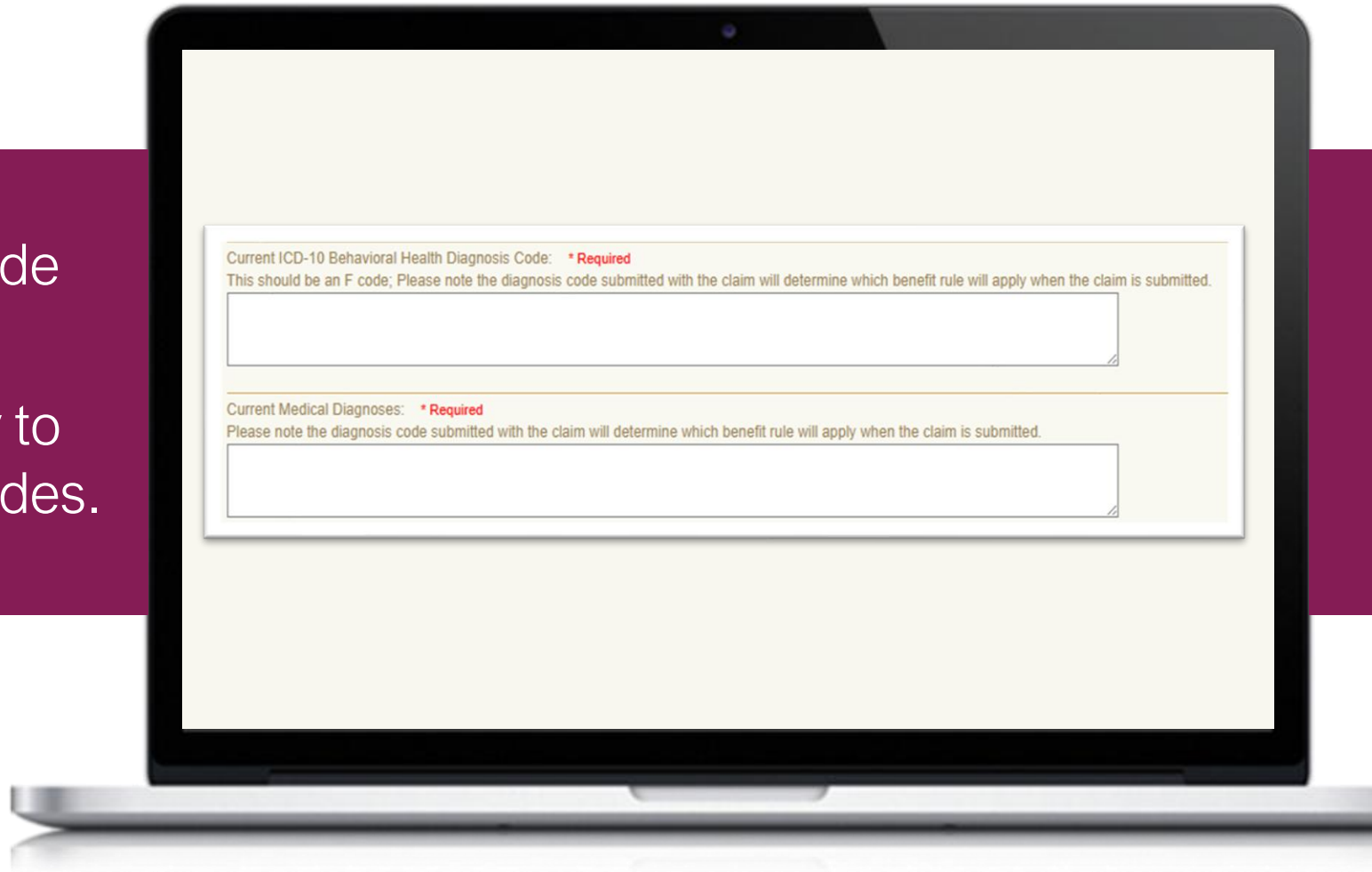
If member has not started testing yet, *a future date* may be entered.



Psychological Testing Form

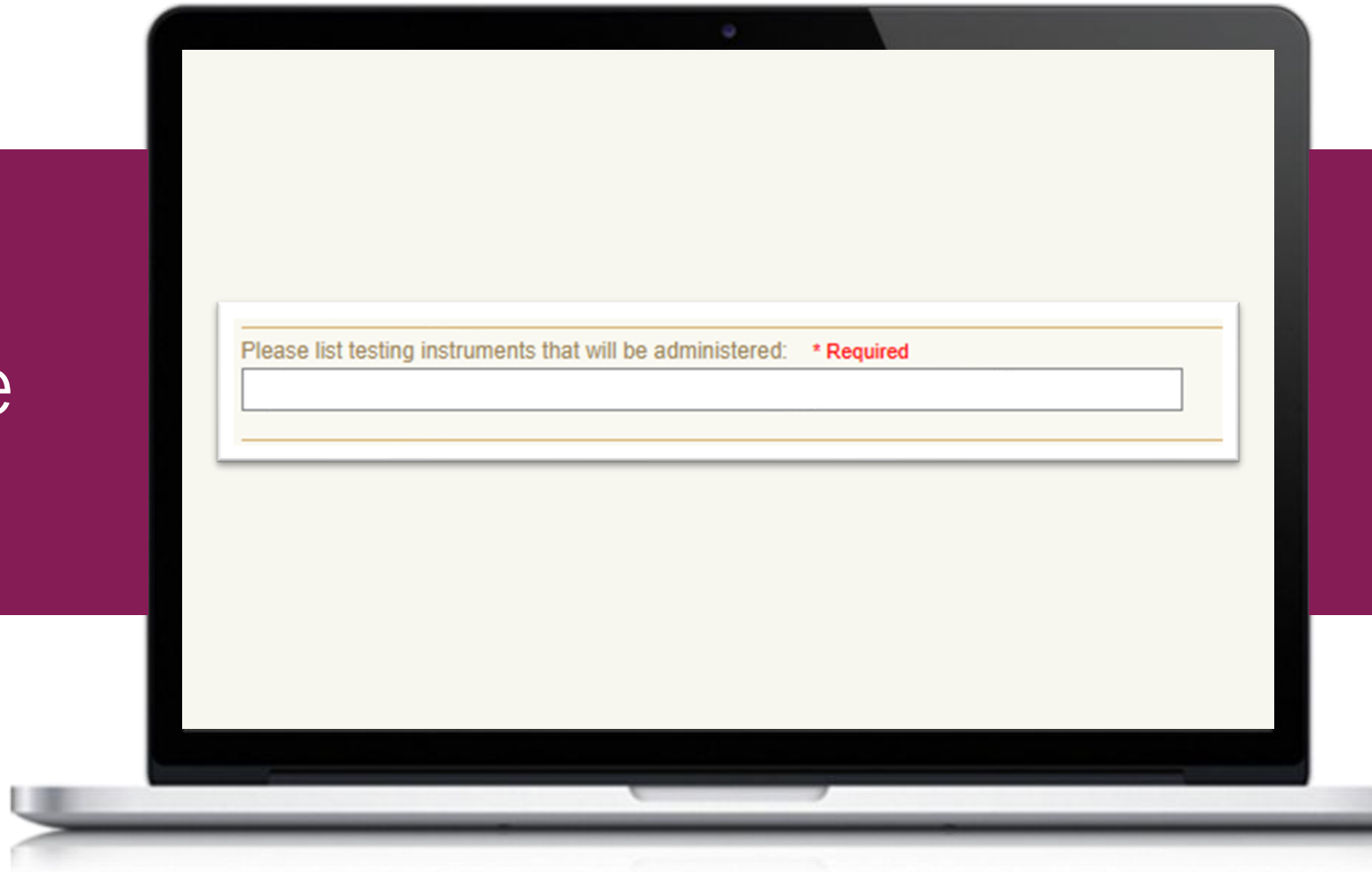
The Current ICD-10 Diagnosis Code should be an “F” code.

Lucet does not have the capability to build authorizations for medical codes.



Psychological Testing Form

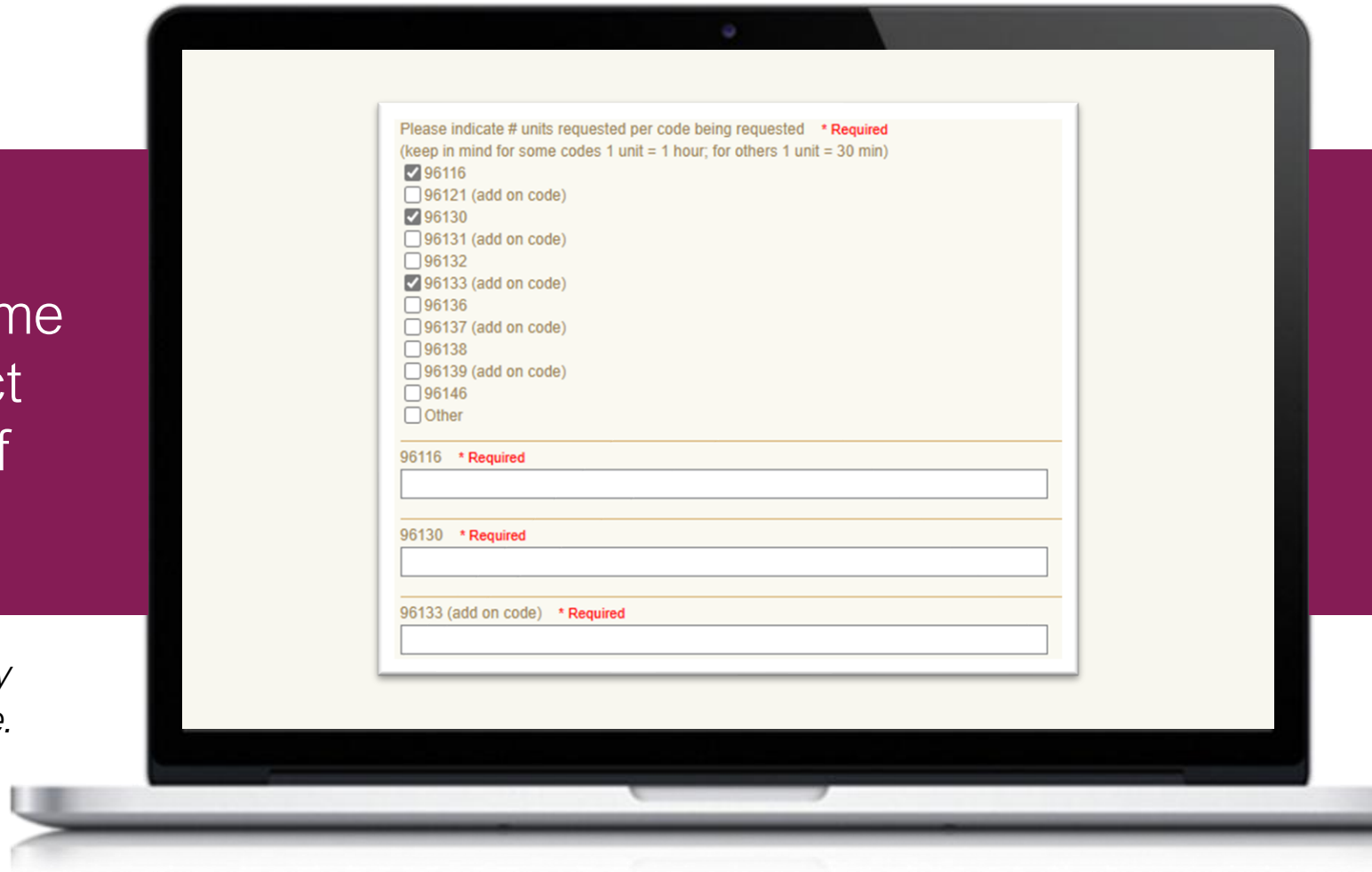
Please list all Testing Instruments that will be administered.



Psychological Testing Form

We encourage all episode of care units to be submitted within the same authorization request. Please select all applicable codes and number of units being requested.

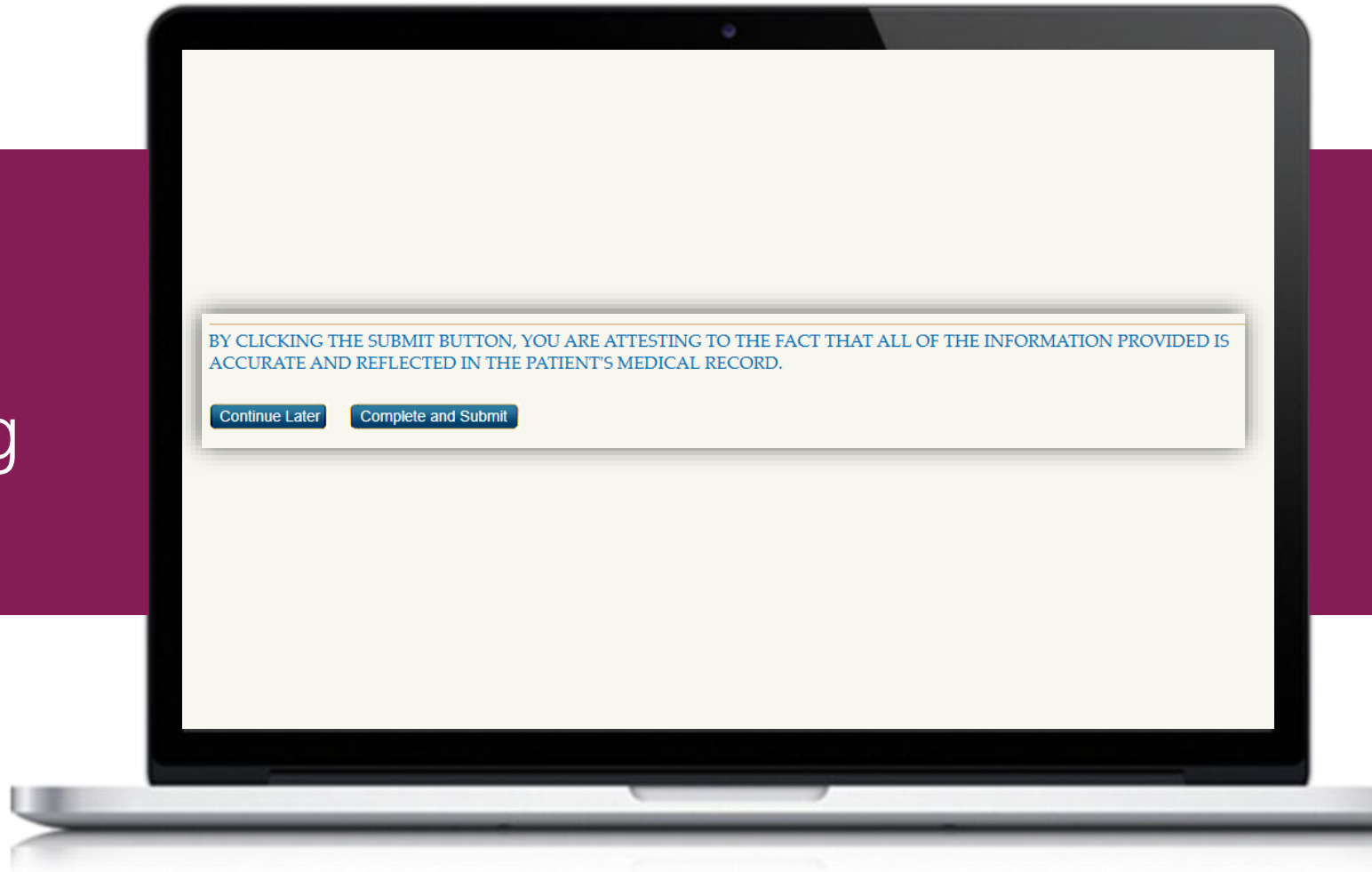
Claims will apply deductible, coinsurance, and copay based on benefits per individual and group plan type.



Psychological Testing Form

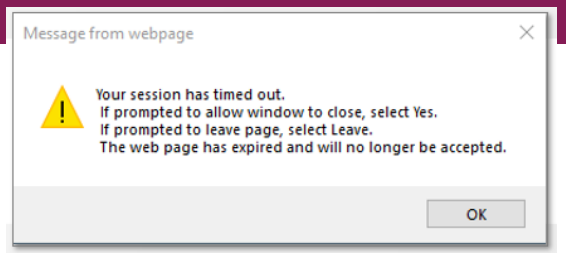
Attestation

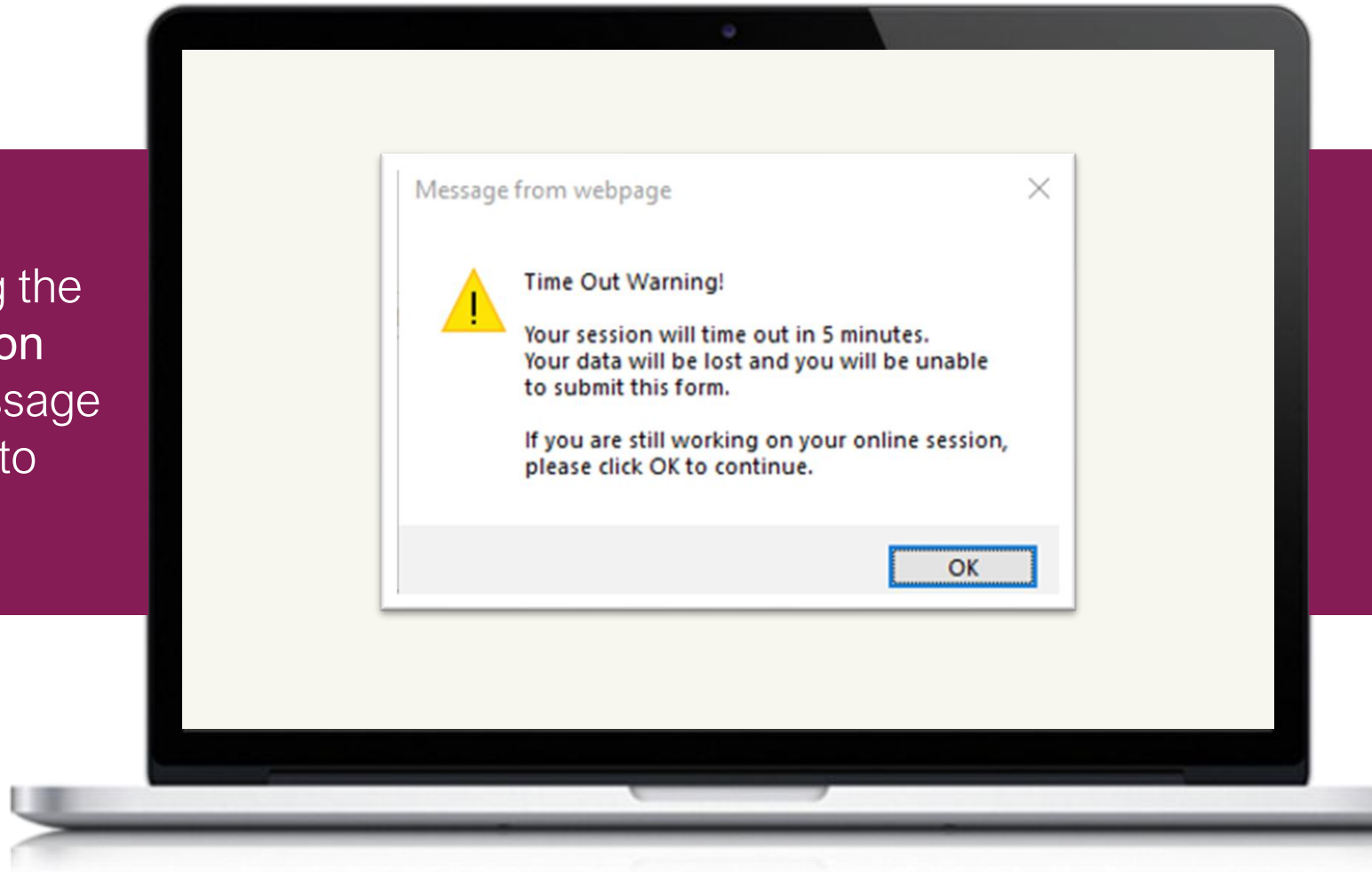
Read the attestation statement before pressing “Complete and Submit”.



Time-out Warning

If the WebPass session sits idle for 90 minutes, the system will automatically log the user out. When that occurs, **all information will be lost**. Users receive a warning message five minutes before the system times out to prompt them to save information.





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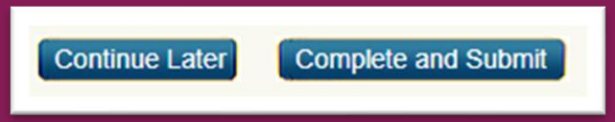
Saving Partially Completed Forms

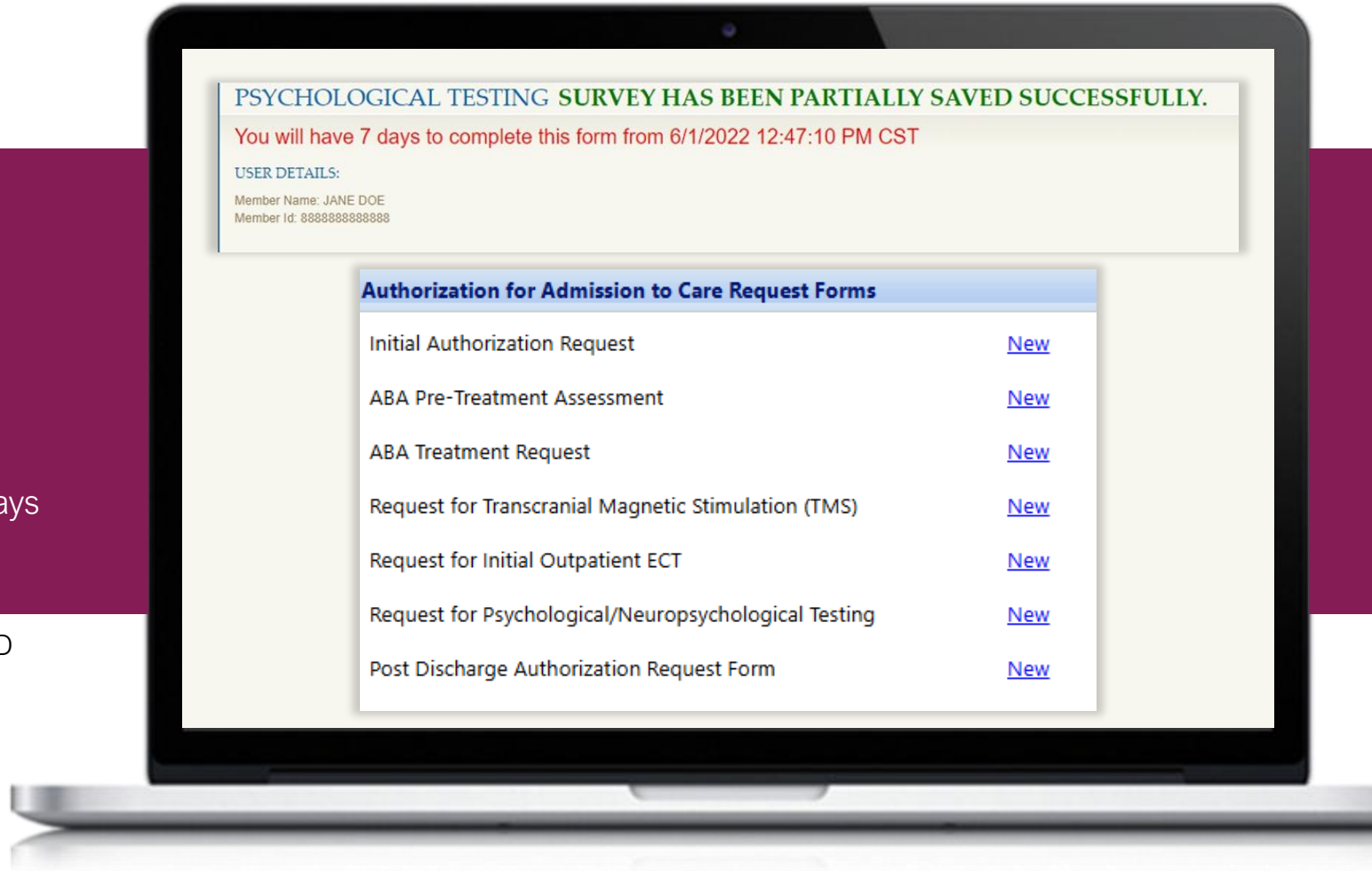
At the bottom of each form, the following options will be available:



Note: Forms must be completed and submitted within 7 days after they are initially saved, or they will be auto-deleted.

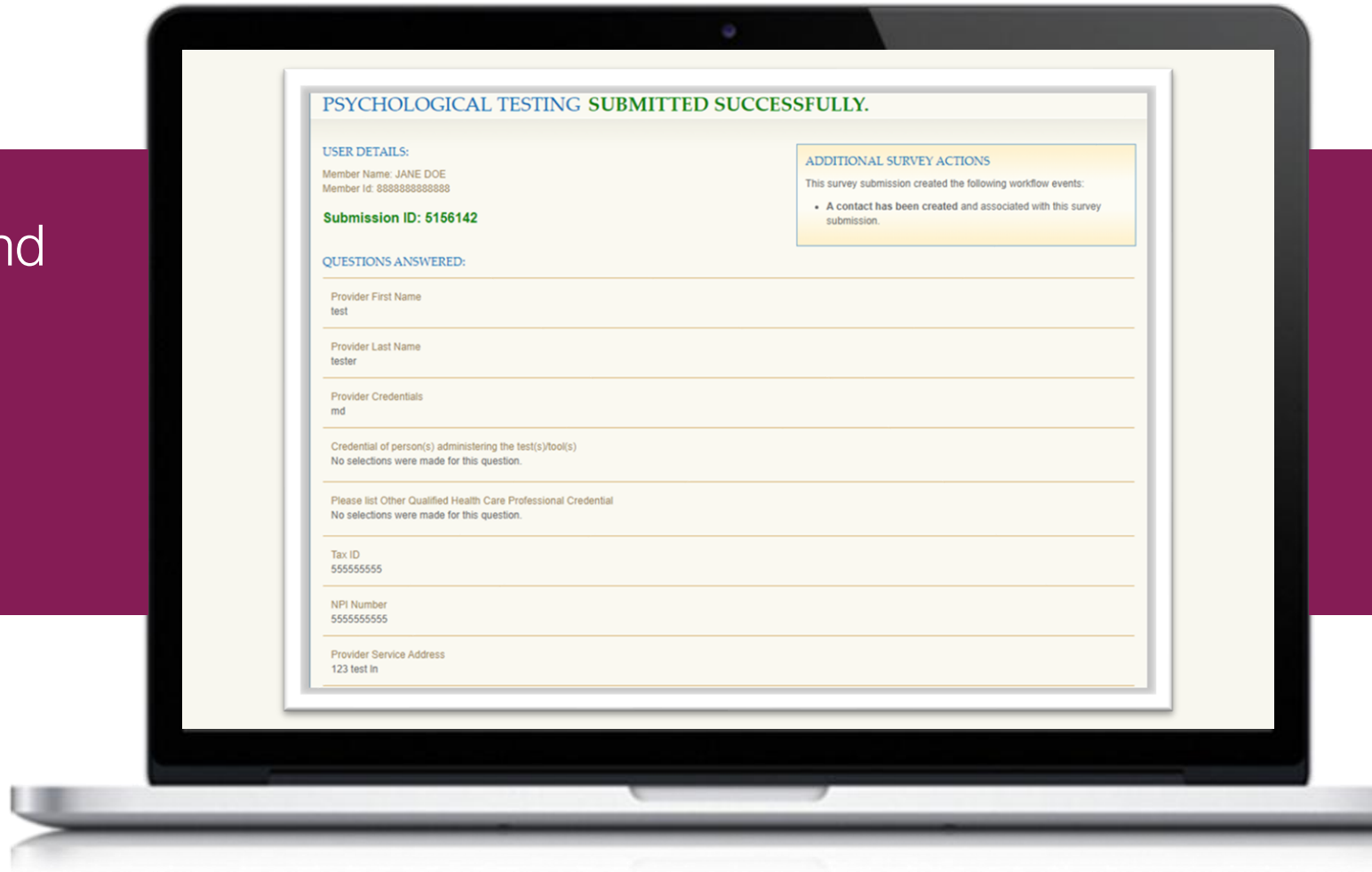
Any provider staff who has a WebPass account under the same Tax ID can complete the form*. Users will have the option to continue or remove forms.

*Each user must use their own login.



Submitted Requests

Once a user has finished a form and selected **"Complete and Submit"** they will see a new page showing the form has been successfully submitted.



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Psychological Testing Form

- If you have technical issues or are unable to complete a form, please email Lucet at prwebpass@lucethealth.com.
- If you have received an error message, please **include a screenshot of the error message**, date and time.
- **Do not** send any confidential information in the email.
- Please **allow 1 business day** for a response to your email.
- **To avoid disruption** in the authorization process, notify the Utilization Management team to proceed with an alternative review method.