



PLEASE READ

To: All Referral Coordinators and Office Managers

Date: July 2017

Re: Expedited Authorization Requests and Appointments

Our Precertification Team has reduced our authorization turnaround time by 40% over the past nine months! Please help us to continue to improve our service and turnaround time by following these reminders:

- Authorizations should be obtained prior to making any appointments for service
- Do not request services to be expedited unless warranted by the member’s condition

PRIOR AUTHORIZATION PROCESS

<p>Routine Requests Our Average turnaround is currently 2 to 4 days</p>
<p>Routine (NOT STAT/URGENT) requests are processed within 2-4 days on average, although the health plan has up to [seven (7) calendar days] after receiving the request to make a decision.</p>

<p>URGENT Requests Seventy-two (72) hours turnaround</p>
<p>STAT/URGENT requests are processed within [seventy-two (72) hours] of the Plan receiving the request and having received the supporting clinical information.</p>

- An **URGENT/EXPEDITED Request** means that applying the standard time for making a determination could seriously jeopardize the life or health of the enrollee or the enrollee’s ability to regain maximum function
- After internal plan review an URGENT request may be downgraded if the request doesn’t meet the criteria above.
- Whenever possible, services **MUST** be pre-certified with the plan prior to making any appointments. The fact that the date of the member’s requested service occurs within a few days of the authorization request does not meet the criteria above for an urgent/expedited request. Appointments made prior to authorization may result in the service being rescheduled and your patient being inconvenienced. We will make every effort we can to work with you to meet a tight scheduling timeframe, but we cannot expedite these requests
- Delays in our referrals process are mostly caused by the provider not sending us the complete information (clinical information, correct ICD and CPT codes, etc.)
- Incomplete or lacking information is often the cause of an adverse decision
- Please do not re-send requests you have already sent to us. That slows down our processes.
- We appreciate your partnership!