

1. What is the effective date for the prior authorization requirements?

June 1, 2012

2. What high end imaging tests require prior authorization?

MRI, CT, PET, and SPECT Scans

3. If a radiology service has not been prior authorized within the required timeframe, will both professional and technical charges be denied?

Yes

4. Do all places of services require prior authorization?

High end images that are performed during an inpatient hospital stay, observation admission, emergency room, and urgent care do not require prior authorization.

5. How do providers notify Group Health Cooperative of Eau Claire/Compcare of requested services?

Prior authorizations need to be completed via fax. The form can be found on the Cooperative's website (group-health.com) and is called the Service Event authorization form.

Urgent/Stat requests may be completed by calling the Health Management Department within 24-48 hours after the service has been performed. Please ask to speak to a Care Management Nurse.

Medically urgent is generally defined as the physician feels the patient has a condition that is a risk to their life, health, ability to regain maximum function or is having severe pain that requires medically urgent imaging.

6. What information is needed to obtain approval?

- Member name
- Name of provider ordering the service
- Member diagnosis
- Location of the provider performing the service
- Available medical records or sufficient information to make a determination.

7. What happens if the date or place of service changes?

The Health Management department will be putting out authorizations 30 days beyond the expected service date. If the date is beyond the original by greater than 30 days, or the place of service has changed, please contact the Health Management Department to alert us of the change. An updated authorization will need to be completed.

8. Who is responsible for obtaining authorization?

The provider who is ordering the service is responsible for obtaining the authorization.