



# Weekly Provider News

May 20, 2016

## Update on the Alliance's Authorization Process

On April 4, 2016, the Alliance implemented a new utilization management software module. Adaptation to the new software and post implementation software glitches, combined with an increased volume of prior authorization requests, has resulted in delays in processing.

### What we are doing: Steps that are being taken to resolve the delays:

The Alliance is working diligently to remediate this issue. The following are some of the steps we are taking:

- Actively working with our software vendor to identify and resolve software glitches.
- Routing and resolving expedited authorization requests within required turn-around times.
- Routing member and provider inquiries related to authorizations for services scheduled this week or next directly to Alliance Medical Directors for urgent review and response.
- **Interim Process Change:** we will void authorization requests where insufficient information is provided to process the request. This means that instead of receiving an *Authorization Request is INCOMPLETE* notice, you may receive an *Authorization Request is VOIDED AND CLOSED* notice. This notice will specify the additional information required to process the authorization request, and invite you to submit a **new** authorization request if appropriate.

We ask for your help in ensuring that only urgent requests are marked as urgent. A request is considered urgent when the provider indicates that following a standard time frame could seriously jeopardize the member's life or health, or ability to attain, maintain or regain maximum function. We ask that you only designate your requests as urgent if they meet the definition listed above.

Please provide accurate contact information, including your name, a valid fax number and phone number. If you are part of a larger organization, please identify your department.

### Tips and Tricks to Maximize Efficiency:

- If you have the authorization number, please use it to look up the status.
- If you do not have the authorization number please use **both** the member ID and the member date of birth to look up the status.
- We have removed the default date from the search criteria screen, so you will need to populate the dates ranges for your search.
- Provider Change Requests are best done through the portal. Faxes are accepted.
- When submitting supplemental documentation via fax please write the authorization number or e-portal ticket number on the documents/cover sheet.

If you have any questions please contact your Provider Services Representative directly or call (800) 700-3874 ext. 5504. We thank you for your continued patience as we work through the issues still affecting our timely processing, and we apologize for the inconvenience that these delays have caused.

## Questions?

Contact your Alliance Provider Services Representative or call Provider Services at (800) 700-3874 ext. 5504