



December 22, 2017

Prior Authorization Requests for Palliative Care Services

On January 1, 2018, the Alliance will introduce a palliative care benefit. This benefit is designed to help our members with less than 1 year life expectancy (due to end stage chronic obstructive pulmonary disease [COPD], congestive heart failure [CHF], liver disease, or cancer) to understand and receive needed support before hospice care is indicated. In its full capacity, the palliative care benefit will connect members with clinicians who are trained to focus on symptom management and who understand advance care planning and end of life complexities. Care managers, medical social workers, and pastoral services may also facilitate care.

Prior authorization is required, and may be submitted by the member's primary care provider or by a specialist. Instructions on submitting an authorization request for palliative care services via the Alliance Provider Portal (the Portal) are as follows:

- * Select "Outpatient" as the Auth Class
- * Select "Palliative Care" as the Auth Sub-Class
- * Select "Pre-Service" as the authorization type if services have not yet been rendered, and "Post-Service" if the services have been rendered
- * Enter member information
- * Enter the servicing provider's name under "Servicing Provider"
- * A diagnosis code is required for the primary diagnosis (i.e. liver disease, COPD, CHF, malignancy).
- * The system will automatically generate a Services Code (Palliative Care). This code must not be deleted from the authorization request prior to submission, as it is necessary for processing associated claims. The option to add additional service codes is not available for palliative care prior authorization requests.
- * Once submission is complete, the status of the request will be "Received" until it is clinically reviewed for medical necessity prior to approval of the request.

Providers listed below are contracted at this time to provide Palliative Care services for Alliance members.

Santa Cruz County: Hospice of Santa Cruz County

Monterey County: Dr. Wendell Harry

Merced County: Dr. Imtiaz Malik

Services will be authorized for three months at a time. Continuing care will require a new authorization every three months. To identify additional Palliative Care providers that our members can be referred to, please reference the online Alliance Provider Directory at www.ccah-alliance.org/providerdirectory.html or contact your Provider Services Representative at (800) 700-3874 ext 5504.