Filename	OC KC Administrative Approval Process.docx	Control Number	TT ____
Document Author	Mellott, Stephanie	Last Published Date	9/14/2022
Process Owner	Carlyle, Lynda G	Published Version	1

Purpose

"Process used for non-clinical personal to approve certain prior authorization requests after ensuring member eligibility and attribution (those that do not require clinical review and are performed by an in-network provider).

Policy

A. Eligibility
   1. Upon receipt of prior authorization request, review member's eligibility and attribution.
   2. Determine the requesting provider's/servicing provider and facility contract status. Any request being performed at an out of network facility require clinical review.

B. Check CPT Codes
   1. If the facility is in-network and the requested CPT code(s) are not on the prior authorization list:
      a. Enter a note to include the CPT code(s), provider name, and indicate "no auth required"
   2. If the facility is in network and the requested CPT codes are on the prior authorization list:
      a. Check the list of procedures approval without clinical review
      b. If the CPT code is on the list, build the case as an approval
      c. If the CPT code requires nurse review, build the case, and pend for the nurse to review

C. Approval
   1. If able to approve, generate approval letters as follows:
      a. Expedited/Urgent Pre-service approval notices (letters): Send within 72 hours of receipt of the request.
      b. If verbal notice is provided to the member, it must be followed by written notification within 3 calendar days.
      c. Standard Pre-service approval notices (letters): Send within 14 calendar days of receipt of the request.

D. Notification
   1. Send fax back or system message to the provider. Include auth #, member last name, first initial, date range of the auth, and your initials

E. Documentation
   1. Document notification of requesting provider and member notification if applicable in case notes.

© 2022 Optum

Template Control #: TT00014 | Template Last Updated 1/6/2022
Optum, Confidential and Proprietary – Do Not Distribute without written consent by the EMS Representative
Unauthorized use or copying without written consent is strictly prohibited. Printed copies of documents are for reference only and are not controlled. For the controlled document, go to the Enterprise Management System (EMS) Document Management site.