Prior Authorizations - 201

2022 IHCP Works Annual Seminar

Agenda

- Prior Authorization 101 Review
  - Prior Authorization Services
  - Procedure Code Look-Up Tool
  - Submitting Requests
  - Form
  - Timeframes
- Retro Authorizations
- Sterilization/Hysterectomy
- Newborn Process
- Proactive Responses to Issues
- Example of Prior Authorization Issue
- Clinical & Non-Clinical Appeals and Disputes
- Appeal Process
- Important Reminders
- Updates & Announcements
- How to Contact Us

CareSource™

Prior Authorization 101 Review

CareSource™

Prior Authorization Services

All Inpatient Services	All Inpatient Rehabilitative Service
Applied Behavior Analysis therapy services (ABA)	All Inpatient Behavioral Health admissions
Transcranial Magnetic Stimulation	Intensive Outpatient Program Services
Genetic Testing	Ambulance Transport – non-emergent
Home Health Care Services	Hearing Aids
Skilled Nursing Facility Services	Prosthetic devices
All powered or customized wheelchairs and supplies	Orthotic devices
All DME miscellaneous codes (example: E1399)	Durable Medical Equipment, rental equipment and specific DME require authorization

*****This is not an all-inclusive list, please refer to the Procedure Code Look-Up Tool on our website**

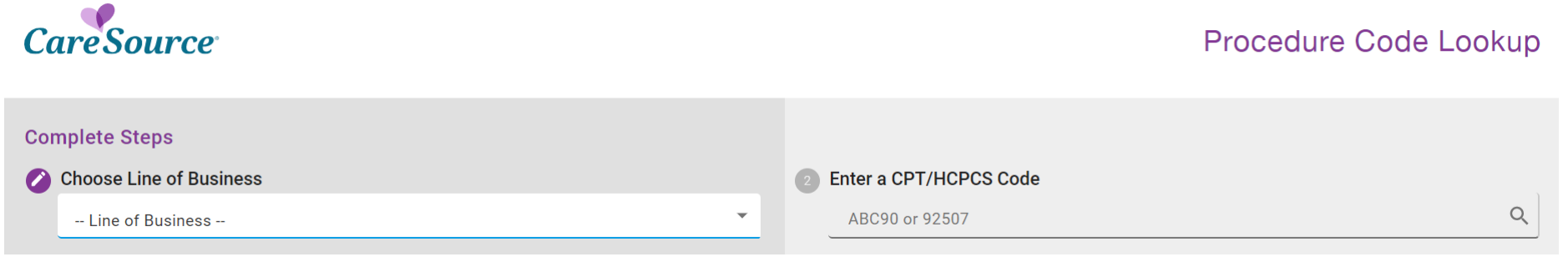
Prior Authorization Services

Pain Management Services ➢Facets ➢Epidurals ➢Facets Neurotomy ➢SI Joints	Outpatient Services: ➢Cosmetic/Plastic/Reconstructive Procedures ➢Spinal Cord Stimulators ➢Implantable Pain Pumps
Organ Transplants	Partial Hospitalization Program (PHP)
Residential services	Services beyond benefit limits for members 20 years of age and under
Gender Dysphoria Surgeries	Any surgery or procedures that are potentially cosmetic or investigational will require a prior authorization

*****This is not an all-inclusive list, please refer to the Procedure Code Look-Up Tool on our website**

Procedure Code Look-Up Tool

https://procedurelookup.caresource.com/



Procedure Code Look-Up Tool

DISCLAIMER

- Results are provided “AS IS” and “AS AVAILABLE” and do not guarantee approval or payment for services.
- Approval or payment of services can be dependent upon the following, but not limited to, criteria:
  - Member eligibility
  - Members < 21 years old
  - Medical necessity
  - Covered benefits
  - Modifiers
  - Diagnosis and revenue codes
  - Limits and number of visit variances
  - Provider contracts, Provider types
  - Correct coding and billing practices
- For specific details, please refer to the Health Partner Provider Manual

Procedure Code Look-Up Tool

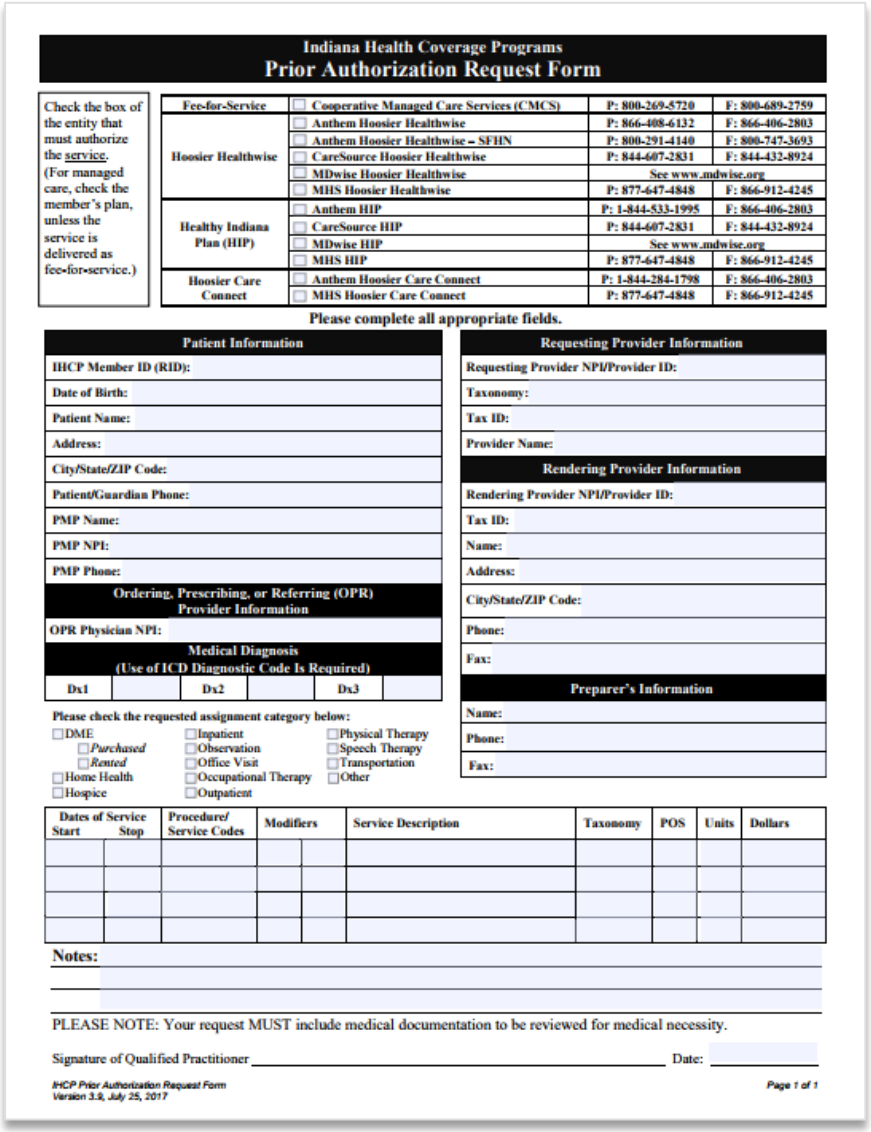
Please Note:

- All non-par providers and all requests for inpatient services require prior authorization.
- For all high-tech radiology: CT, CTA, MRI, MRA and PET scans; providers should contact NIA or their web portal at www.radmd.com.
- For more information about drugs that require prior authorization, access our Pharmacy webpage.
- Reference our Dental Provider Manual for dental services that require prior authorization.

How to Submit PA Requests

Provider Portal	Provider Portal > Providers > Prior Authorizations
Phone	1-844-607-2831
Fax	Fax the prior authorization form to 844-432-8924 including supporting clinical documentation. The prior authorization request form can be found on CareSource.com.
Mail	CareSource P.O. Box 1307 Dayton, OH 45401-1307

Prior Authorization Form



Indiana Health Coverage Programs
Prior Authorization Request Form

Check the box of the entity that must authorize the service. (For managed care, check the member's plan, unless the service is delivered as fee-for-service.)

Fee-for-Service	☐ Cooperative Managed Care Services (CMCS)	P: 800-269-5720	F: 800-689-2759
Hoosier Healthwise	☐ Anthem Hoosier Healthwise	P: 866-408-6132	F: 866-406-2803
	☐ Anthem Hoosier Healthwise – SFHN	P: 800-291-4140	F: 800-747-3693
	☐ CareSource Hoosier Healthwise	P: 844-607-2831	F: 844-432-8924
	☐ MDwise Hoosier Healthwise	See www.mdwise.org	
	☐ MHS Hoosier Healthwise	P: 877-647-4848	F: 866-912-4245
Healthy Indiana Plan (HIP)	☐ Anthem HIP	P: 1-844-533-1995	F: 866-406-2803
	☐ CareSource HIP	P: 844-607-2831	F: 844-432-8924
	☐ MDwise HIP	See www.mdwise.org	
	☐ MHS HIP	P: 877-647-4848	F: 866-912-4245
Hoosier Care Connect	☐ Anthem Hoosier Care Connect	P: 1-844-284-1798	F: 866-406-2803
	☐ MHS Hoosier Care Connect	P: 877-647-4848	F: 866-912-4245

Please complete all appropriate fields.

Patient Information
IHCP Member ID (RID):
Date of Birth:
Patient Name:
Address:
City/State/ZIP Code:
Patient/Guardian Phone:
PMP Name:
PMP NPI:
PMP Phone:

Ordering, Prescribing, or Referring (OPR) Provider Information
OPR Physician NPI:

Medical Diagnosis (Use of ICD Diagnostic Code Is Required)					
Dx1		Dx2		Dx3	

Requesting Provider Information
Requesting Provider NPI/Provider ID:
Taxonomy:
Tax ID:
Provider Name:

Rendering Provider Information
Rendering Provider NPI/Provider ID:
Tax ID:
Name:
Address:
City/State/ZIP Code:
Phone:
Fax:

Preparer's Information
Name:
Phone:
Fax:

Please check the requested assignment category below:

☐ DME
☐ *Purchased*
☐ *Rented*
☐ Home Health
☐ Hospice
☐ Inpatient
☐ Observation
☐ Office Visit
☐ Occupational Therapy
☐ Outpatient
☐ Physical Therapy
☐ Speech Therapy
☐ Transportation
☐ Other

Dates of Service Start	Stop	Procedure/ Service Codes	Modifiers		Service Description	Taxonomy	POS	Units	Dollars

Notes:

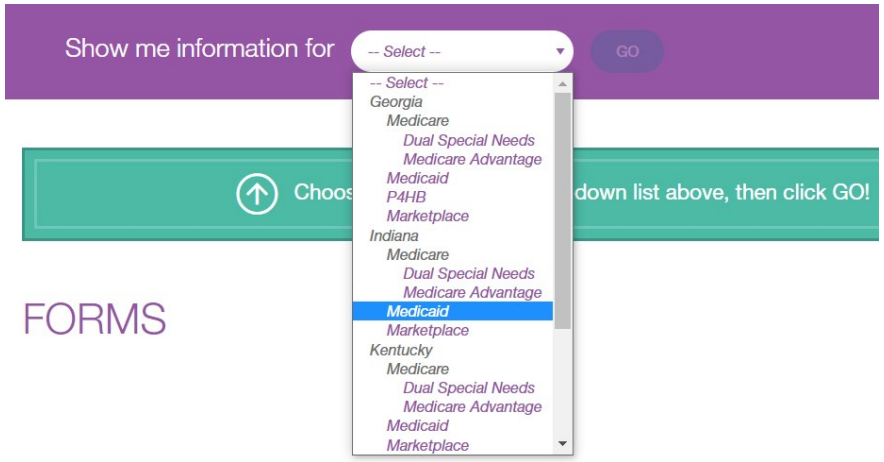
PLEASE NOTE: Your request MUST include medical documentation to be reviewed for medical necessity.

Signature of Qualified Practitioner _____ Date: _____

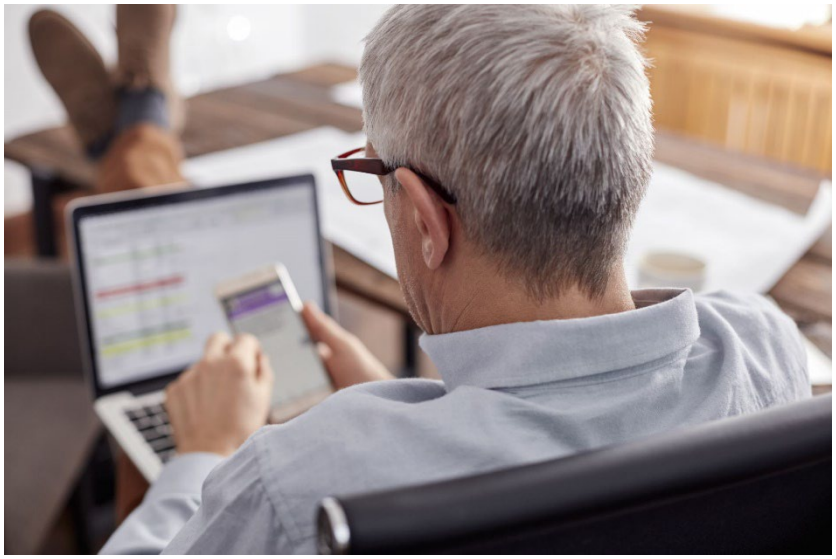
IHCP Prior Authorization Request Form
Version 3.9, July 25, 2017

Page 1 of 1

IHCP Universal Prior Authorization Request Form



Prior Authorization Timeframes



To check the status of a prior authorization request, please call **1-844-607-2831** or to go through the Provider Portal.

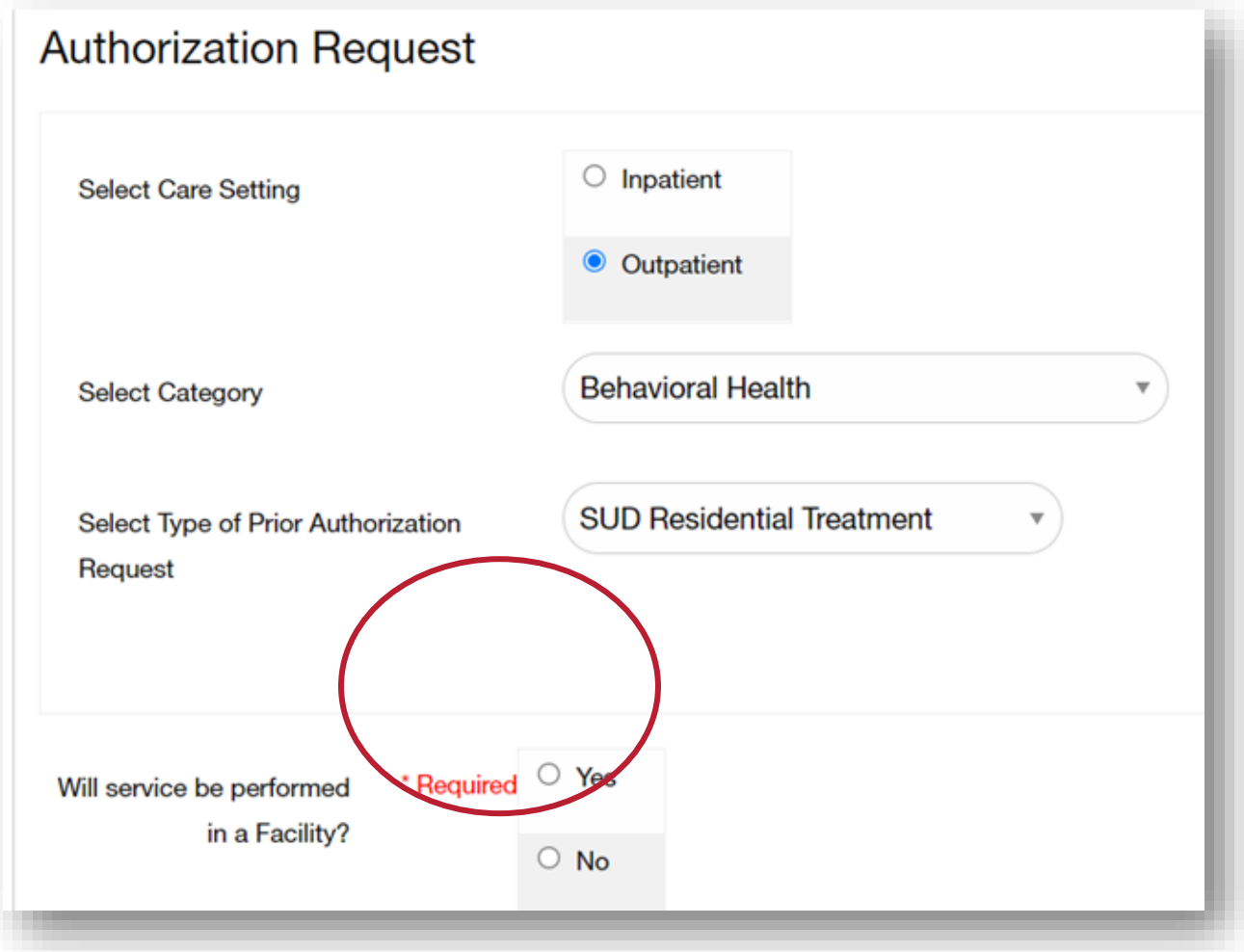
Authorization Type	Decision
Standard pre-service	7 calendar days
Urgent pre-service	72 hours
Urgent concurrent	1 business day (after receiving all necessary information)
Post service (retrospective review)	30 calendar days

Portal Submission Tips

Outpatient Services

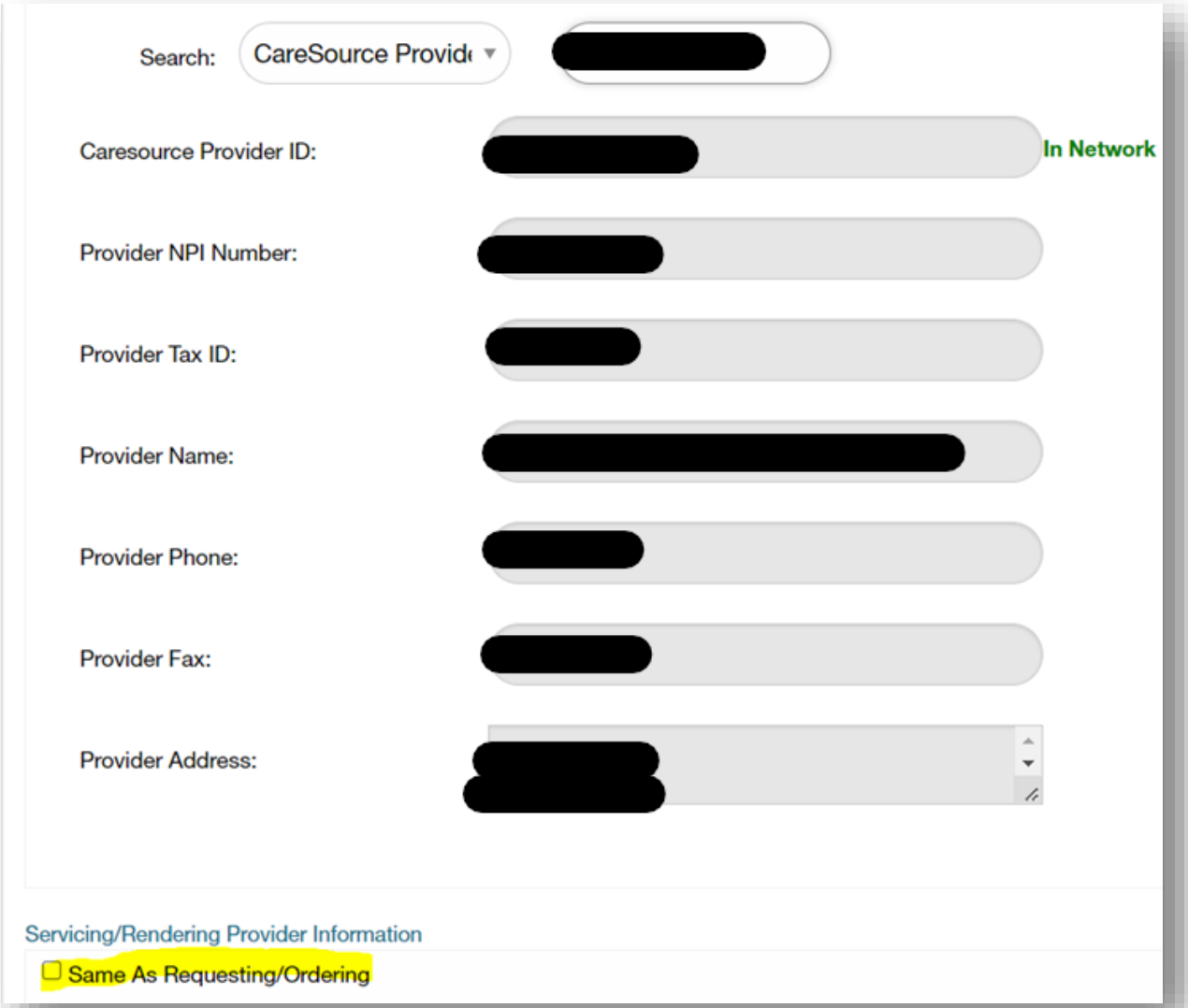
CareSource™

Outpatient Services



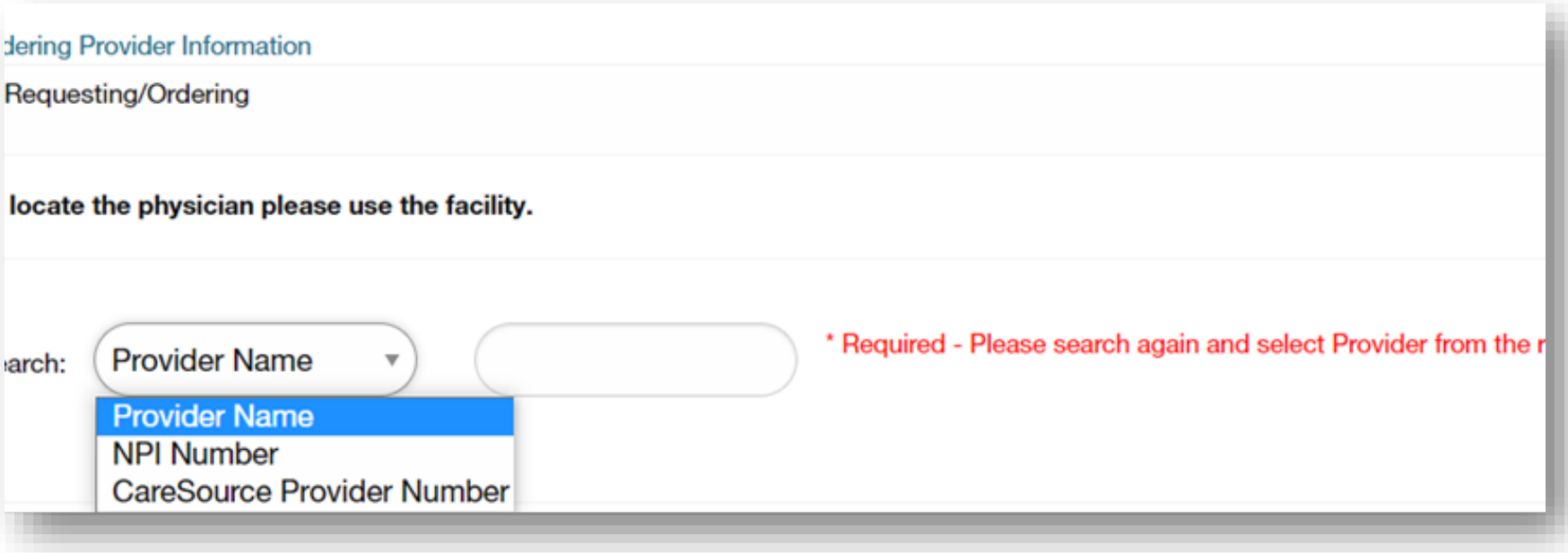
- Identify where the service will be performed.
- Select the proper setting where the services will be billed, not necessarily where services are provided.

Outpatient Services



If you click **YES**, you can find your group, but then you cannot check the box highlighted here.

At this point, you cannot find the next group option to proceed, and you are stuck:



Other Tips and Best Practices

- If you are having trouble, make sure you are selecting the appropriate option (provider name, NPI, CS ID).
- If your location shares an NPI (i.e., you have a surgery center and a cardiologist with the same group NPI) make sure you select the correct CareSource ID for
- your PA Request.
- If your provider is working under multiple addresses with different group NPIs, that provider will have multiple CareSource IDs. Make sure you choose the correct one on the PA form.

Retro-Authorizations

CareSource™

Retro-Authorizations

- **Circumstances for a Retrospective/Post-Service Review**
  - Administrative delays happen.
  - Services are rendered outside of Indiana.
  - Transportation services can be submitted within 12 months.
  - Provider is unaware of member eligibility due to these possible reasons:
    - Member refusal to provide insurance information.
    - Member was physically unable to provide Medicaid information.
    - Provider can substantiate reimbursement was continually pursued.

Retro-Authorizations Timeframes

Retrospective (post-service) reviews will be decided within **30** calendar days from the receipt of the request

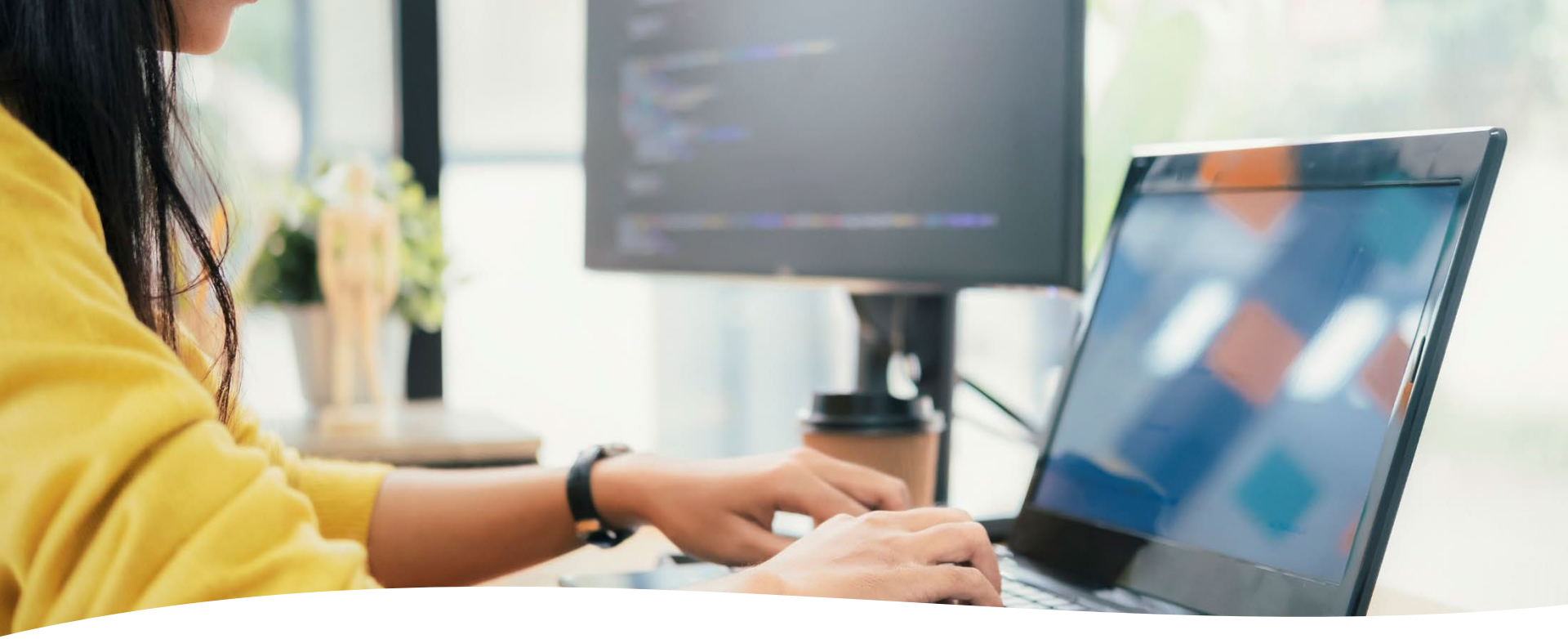
Note: Dispute/appeal process may be required for a denied claim

Sterilizations & Hysterectomy

CareSource™

Sterilizations

- Sterilization Definition
  - Sterilization renders a person unable to reproduce.
- When are sterilizations reimbursable?
  - Only when a valid consent form accompanies all claims connected
- Timeframes
  - At least 30 days and no more than 180 days between consent and procedure
- Sterilizations planned concurrent with delivery timeframes
  - 30 day before delivery
- Requirements
  - Voluntary Consent given and form signed
  - 21 years or older at time of consent
  - Is neither mentally incompetent or institutionalized
  - Medical need is identified

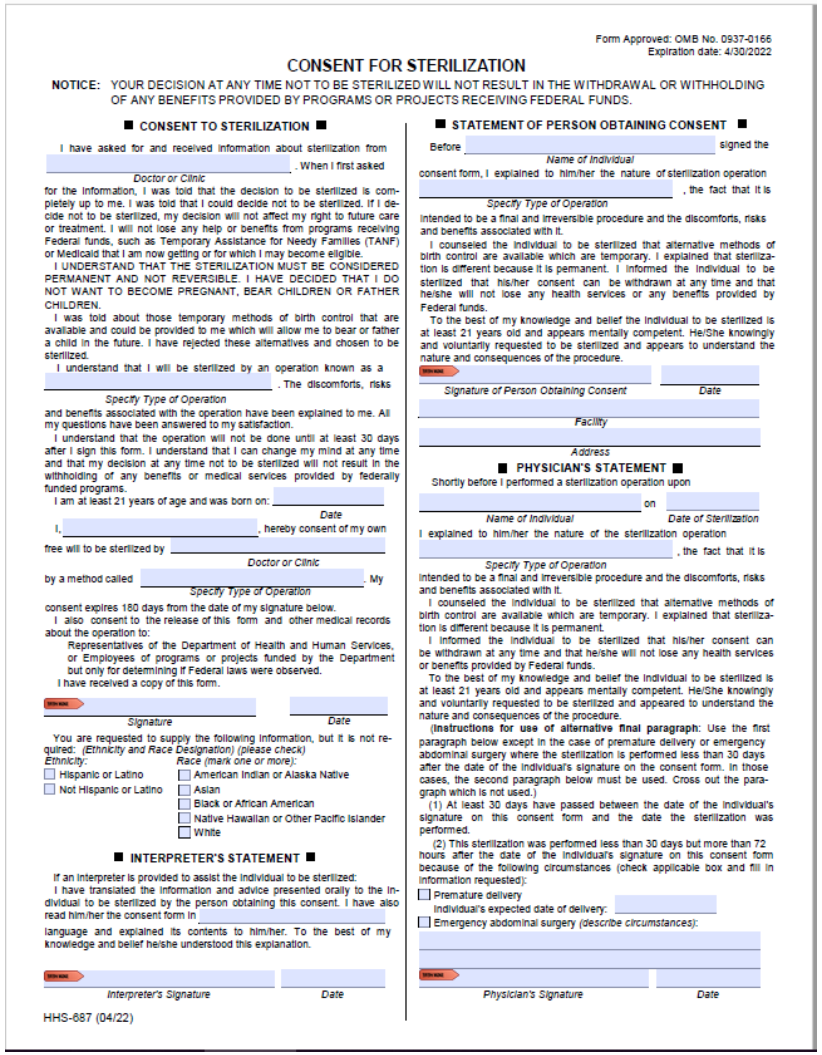


Sterilization Prior Authorization Checklist

Checklist when submitting the Prior Authorization

- Signed Consent Form
- Clinical Notes
- Member must be over 21 or have a medical reason for sterilization

Consent for Sterilization Form



Form Approved: OMB No. 0937-0166
Expiration date: 4/30/2022

CONSENT FOR STERILIZATION

NOTICE: YOUR DECISION AT ANY TIME NOT TO BE STERILIZED WILL NOT RESULT IN THE WITHDRAWAL OR WITHHOLDING OF ANY BENEFITS PROVIDED BY PROGRAMS OR PROJECTS RECEIVING FEDERAL FUNDS.

■ CONSENT TO STERILIZATION ■

I have asked for and received information about sterilization from _____ (Doctor or Clinic). When I first asked for the information, I was told that the decision to be sterilized is completely up to me. I was told that I could decide not to be sterilized. If I decide not to be sterilized, my decision will not affect my right to future care or treatment. I will not lose any help or benefits from programs receiving Federal funds, such as Temporary Assistance for Needy Families (TANF) or Medicaid that I am now getting or for which I may become eligible.

I UNDERSTAND THAT THE STERILIZATION MUST BE CONSIDERED PERMANENT AND NOT REVERSIBLE. I HAVE DECIDED THAT I DO NOT WANT TO BECOME PREGNANT, BEAR CHILDREN OR FATHER CHILDREN.

I was told about those temporary methods of birth control that are available and could be provided to me which will allow me to bear or father a child in the future. I have rejected these alternatives and chosen to be sterilized.

I understand that I will be sterilized by an operation known as a _____ (Specify Type of Operation). The discomforts, risks and benefits associated with the operation have been explained to me. All my questions have been answered to my satisfaction.

I understand that the operation will not be done until at least 30 days after I sign this form. I understand that I can change my mind at any time and that my decision at any time not to be sterilized will not result in the withholding of any benefits or medical services provided by federally funded programs.

I am at least 21 years of age and was born on: _____ (Date)

I, _____, hereby consent of my own free will to be sterilized by _____ (Doctor or Clinic) by a method called _____ (Specify Type of Operation). My consent expires 180 days from the date of my signature below.

I also consent to the release of this form and other medical records about the operation to:

Representatives of the Department of Health and Human Services, or Employees of programs or projects funded by the Department but only for determining if Federal laws were observed.

I have received a copy of this form.

_____ (Signature) _____ (Date)

You are requested to supply the following information, but it is not required: *(Ethnicity and Race Designation) (please check)*

Ethnicity:
- ☐ Hispanic or Latino
- ☐ Not Hispanic or Latino

Race (mark one or more):
- ☐ American Indian or Alaska Native
- ☐ Asian
- ☐ Black or African American
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White

■ INTERPRETER'S STATEMENT ■

If an interpreter is provided to assist the individual to be sterilized:

I have translated the information and advice presented orally to the individual to be sterilized by the person obtaining this consent. I have also read him/her the consent form in _____ language and explained its contents to him/her. To the best of my knowledge and belief he/she understood this explanation.

_____ (Interpreter's Signature) _____ (Date)

■ STATEMENT OF PERSON OBTAINING CONSENT ■

Before _____ (Name of Individual) signed the consent form, I explained to him/her the nature of sterilization operation _____ (Specify Type of Operation), the fact that it is intended to be a final and irreversible procedure and the discomforts, risks and benefits associated with it.

I counseled the individual to be sterilized that alternative methods of birth control are available which are temporary. I explained that sterilization is different because it is permanent. I informed the individual to be sterilized that his/her consent can be withdrawn at any time and that he/she will not lose any health services or any benefits provided by Federal funds.

To the best of my knowledge and belief the individual to be sterilized is at least 21 years old and appears mentally competent. He/She knowingly and voluntarily requested to be sterilized and appears to understand the nature and consequences of the procedure.

_____ (Signature of Person Obtaining Consent) _____ (Date)

_____ (Facility)

_____ (Address)

■ PHYSICIAN'S STATEMENT ■

Shortly before I performed a sterilization operation upon _____ (Name of Individual) on _____ (Date of Sterilization)

I explained to him/her the nature of the sterilization operation _____ (Specify Type of Operation), the fact that it is intended to be a final and irreversible procedure and the discomforts, risks and benefits associated with it.

I counseled the individual to be sterilized that alternative methods of birth control are available which are temporary. I explained that sterilization is different because it is permanent.

I informed the individual to be sterilized that his/her consent can be withdrawn at any time and that he/she will not lose any health services or benefits provided by Federal funds.

To the best of my knowledge and belief the individual to be sterilized is at least 21 years old and appears mentally competent. He/She knowingly and voluntarily requested to be sterilized and appeared to understand the nature and consequences of the procedure.

(**Instructions for use of alternative final paragraph:** Use the first paragraph below except in the case of premature delivery or emergency abdominal surgery where the sterilization is performed less than 30 days after the date of the individual's signature on the consent form. In those cases, the second paragraph below must be used. Cross out the paragraph which is not used.)

(1) At least 30 days have passed between the date of the individual's signature on this consent form and the date the sterilization was performed.

(2) This sterilization was performed less than 30 days but more than 72 hours after the date of the individual's signature on this consent form because of the following circumstances (check applicable box and fill in information requested):

- ☐ Premature delivery
  Individual's expected date of delivery: _____
- ☐ Emergency abdominal surgery *(describe circumstances)*: _____

_____ (Physician's Signature) _____ (Date)

HHS-687 (04/22)

https://www.in.gov/medicaid/providers/files/family-planning-eligibility-program.pdf

Patient Sterilization

When is a Sterilization Form not necessary?

- Patient is rendered as sterile due to illness or injury
  - Certification must be attached to the claim
- Partial Sterilization
  - This language is no longer used per BR202214.
  - If an IHCP member was previously rendered sterile, no consent form is required, but providers must attach a statement to the claim attesting that the member was previously sterile as described in IHCP Banner Page BR202124.

Hysterectomy

- Hysterectomy is the surgical removal of the uterus. It may also involve removal of the cervix, ovaries, Fallopian tubes, and other surrounding structures. Usually performed by a gynecologist, a hysterectomy may be total or partial.

  - IHCP covers hysterectomies when they are medically necessary.
  - The member must give consent.
  - IHCP does not cover this service to solely render a member permanently incapable of bearing children.
  - Do **not** use the Consent for Sterilization Form.
  - The Hysterectomy Consent Form must be submitted with the claim.
  - If performed outside of post child delivery, PA is required.

Acknowledgement of Receipt

Acknowledgement of Receipt of Hysterectomy Information

Member Name: _____

IHCP Member ID: _____

Physician Name: _____

NPI or IHCP Provider ID: _____

AMA Education Number: _____

It has been explained orally and in writing to _____ that the hysterectomy to be performed on her will render her permanently incapable of bearing children.

☐ Signed before surgery

☐ Signed after surgery (at the time of the hysterectomy, eligibility was not established).

_____ _____

(Member or Representative Signature) (Date)

Physician Statement

The hysterectomy in the above case is being done for medically necessary reason(s), and the resulting sterilization is incidental and is not, at any time ever, the reason for this surgical operation.

Diagnosis(ses)

_____

_____

(Physician Signature) (Date)

https://www.in.gov/medicaid/providers/files/obstetrical-and-gynecological-services.pdf

Newborn Process

CareSource™

Newborn Process

- CareSource does **NOT** require newborn notification.

- Deliveries do not require authorization unless
  - Exceeds **3 days** for vaginal delivery
  - Exceeds **5 days** for C-Section
  - Newborn remains inpatient

Newborn Process

Eligibility Issues

- Providers have **60 days** to request retro-authorization
  - Change of eligibility must accompany request
  - Copy of Retro-Authorization is submitted with claim

Proactive Responses to Providers

CareSource™

Proactive Responses to Provider Issues

The highest volume of calls are related to:

1) Checking status of an authorization request
2) Requests for fax approval/denial

Proactive Response to Provider Issues

How has CareSource addressed issues in the past?

We updated our Provider Portal!

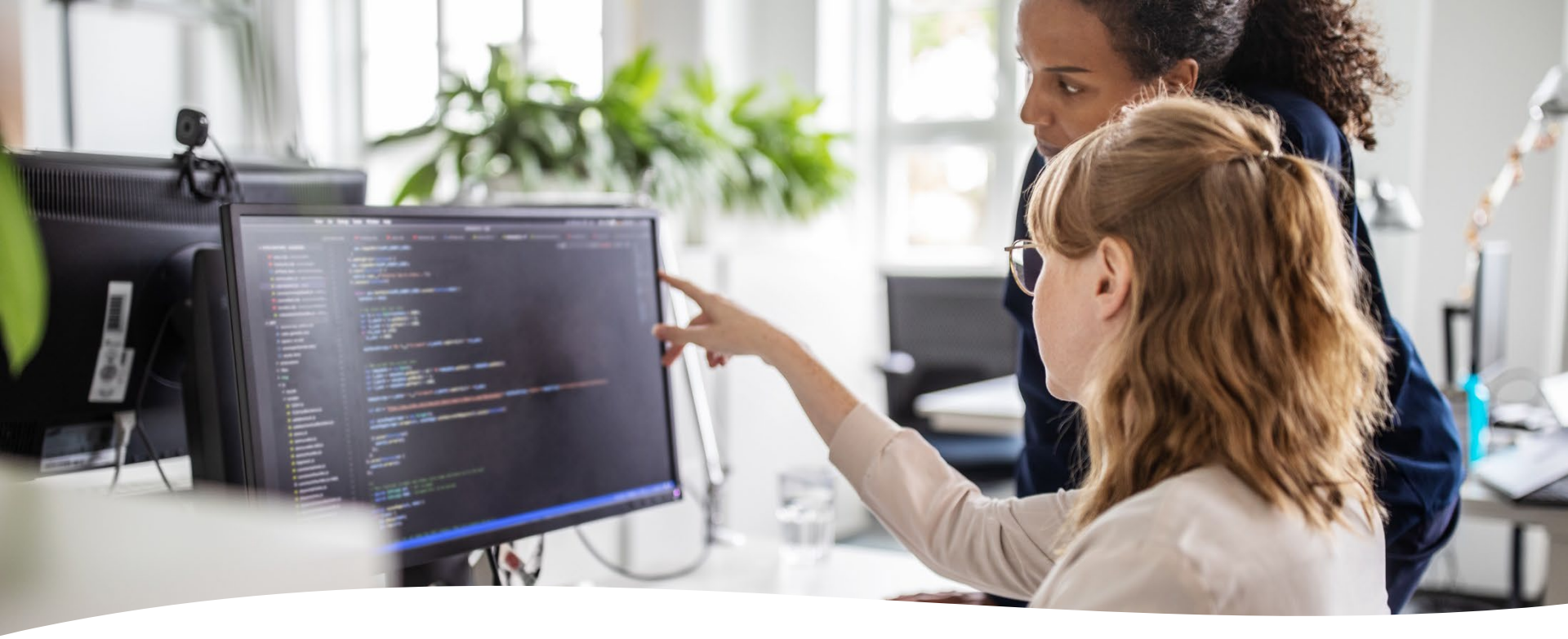
- Checking status
- Instant Authorizations
- Bi-directional communication

How will CareSource address issues in the future?

- Future portal enhancements
- Survey

Clinical & Non-Clinical Appeals and Disputes

CareSource™



Clinical and Non-Clinical Disputes and Appeals

Top Authorization Drivers

- Claim denials due to lack of obtaining required prior authorization
- Pharmacy
- ABA Therapy
- Newborn Authorizations

Claim Denials Due to Lack of Prior Authorization

- Largest driver
- CareSource upheld 78%
- Only 22% of cases overturned
- See 2022 Prior Authorization List and PA Look-up Tool
- Member written consent is **required**

A large volume of requests are returned as invalid due to no member written consent.

Pharmacy Authorization Denials

- What is the issue?
  - Clinical documentation is often missing.
- What are we doing to help?
  - We ask for documentation.

ABA Therapy Authorization Denials

- Reduction in therapy hours
- We are meeting with behavioral health providers and vendors to discuss the criteria used on PA requirements.

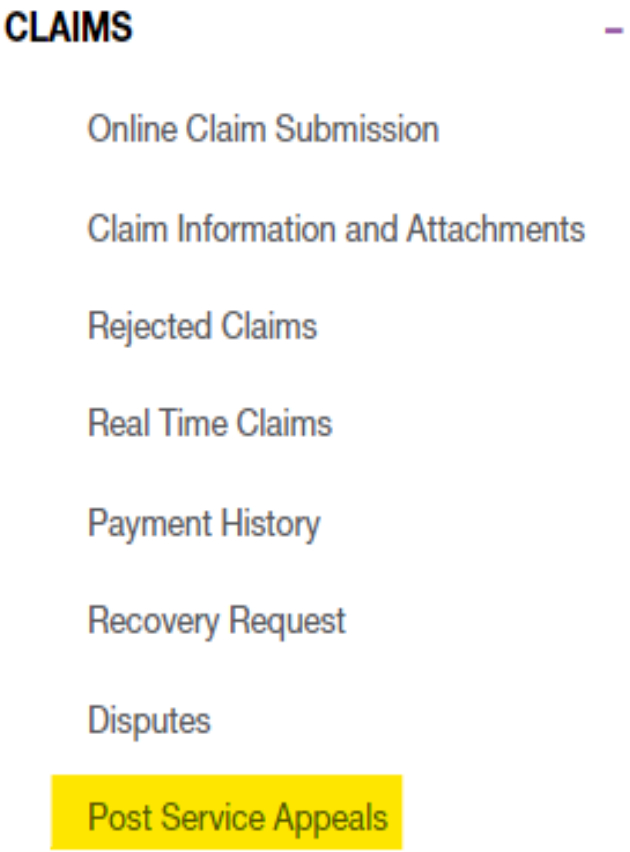
Appeal Process

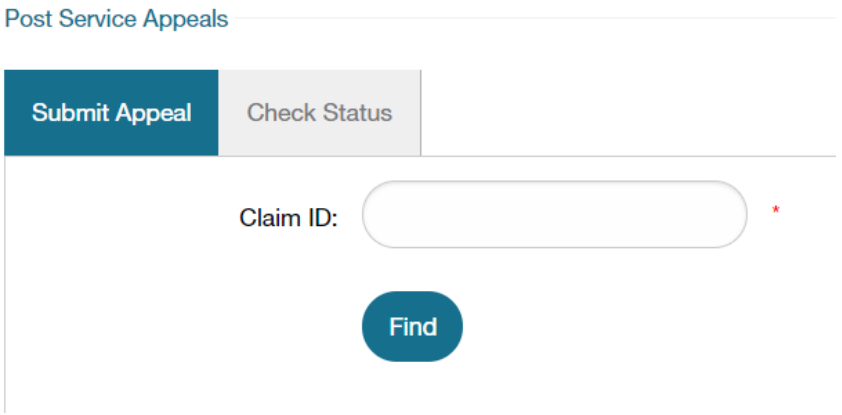
CareSource™

Expedited Appeals

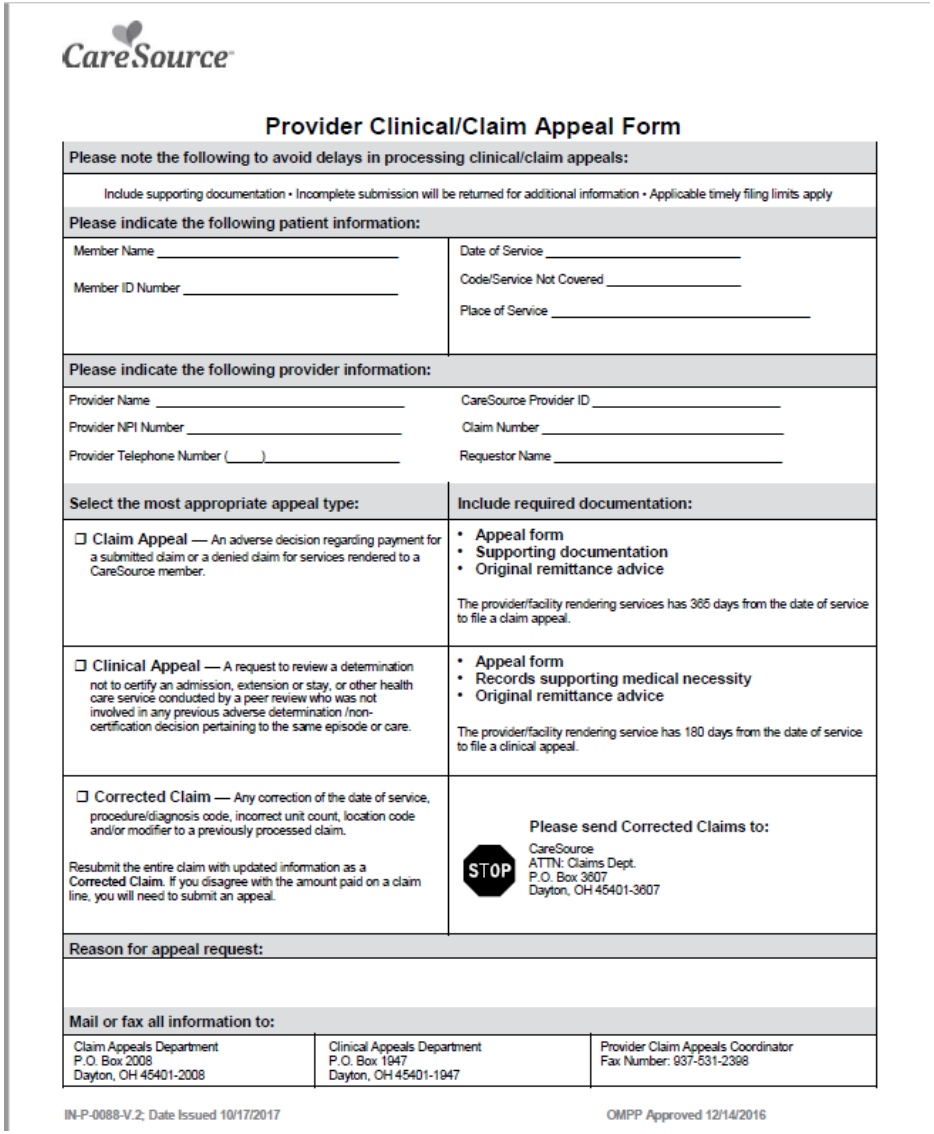
- Call us at **1-844-607-2831** to expedite a clinical appeal.
- Expedited appeals will be resolved, and verbal notification will be made within **48 hours.**
- CareSource will decide whether to expedite an appeal within **24 hours.**

Provider Portal: Post-Service Appeal





Provider Clinical/Claim Appeal Form



CareSource

Provider Clinical/Claim Appeal Form

Please note the following to avoid delays in processing clinical/claim appeals:

Include supporting documentation • Incomplete submission will be returned for additional information • Applicable timely filing limits apply

Please indicate the following patient information:

Member Name _____
Member ID Number _____
Date of Service _____
Code/Service Not Covered _____
Place of Service _____

Please indicate the following provider information:

Provider Name _____
Provider NPI Number _____
Provider Telephone Number (____)_____
CareSource Provider ID _____
Claim Number _____
Requestor Name _____

Select the most appropriate appeal type:	Include required documentation:
❑ **Claim Appeal** — An adverse decision regarding payment for a submitted claim or a denied claim for services rendered to a CareSource member.	• **Appeal form** • **Supporting documentation** • **Original remittance advice** The provider/facility rendering services has 365 days from the date of service to file a claim appeal.
❑ **Clinical Appeal** — A request to review a determination not to certify an admission, extension or stay, or other health care service conducted by a peer review who was not involved in any previous adverse determination /non-certification decision pertaining to the same episode or care.	• **Appeal form** • **Records supporting medical necessity** • **Original remittance advice** The provider/facility rendering service has 180 days from the date of service to file a clinical appeal.
❑ **Corrected Claim** — Any correction of the date of service, procedure/diagnosis code, incorrect unit count, location code and/or modifier to a previously processed claim. Resubmit the entire claim with updated information as a **Corrected Claim**. If you disagree with the amount paid on a claim line, you will need to submit an appeal.	**Please send Corrected Claims to:** STOP CareSource ATTN: Claims Dept. P.O. Box 3607 Dayton, OH 45401-3607

Reason for appeal request:

Mail or fax all information to:

Claim Appeals Department P.O. Box 2008 Dayton, OH 45401-2008	Clinical Appeals Department P.O. Box 1947 Dayton, OH 45401-1947	Provider Claim Appeals Coordinator Fax Number: 937-531-2398

IN-P-0088-V.2; Date Issued 10/17/2017 OMPP Approved 12/14/2016

https://www.caresource.com/in/providers/provider-portal/appeals/medicaid/

Administrative Denials

- Late notification of inpatient admission
- Member not eligible at time of request for authorization
- Late Retro Physician Denial
- Non-Covered Codes

Peer-to-Peer Review

- Our members' health is always our number one priority.
- Discussing an adverse decision with physician reviewer
  - By Phone **1-833-230-2168**
  - By Fax **844-432-8924**
  - Within **seven** business days of the determination .

Our new line was created with a special team dedicated to answer live calls.

You will be able to reach a live staff member anytime during normal business hours.

Important Reminders

CareSource™

Important Reminders

- Verify eligibility
- Failure to obtain a prior authorization may result in a denial
- **Authorization is not a guarantee of payment for services.**
- CareSource does not require prior authorization for unlisted CPT codes, however:
  - A signed, clinical record must be submitted with your claim.
  - Claims submitted without clinical records for unlisted CPT codes will be denied.
  - Denials will be reconsidered through the claim's dispute/appeal process.
- **Services beyond applicable benefit limit for members 20 years of age and under require a prior authorization.**

Updates & Announcements

CareSource™

Updates & Announcements

Visit the Updates and Announcements page located on our website for frequent network notifications.

Updates may include:

- Medical, pharmacy, and reimbursement policies
- Authorization requirements

Provider Resources

Visit the **CareSource.com** Plan Resources page to access the following resources**:**

- Printable health partner manual
- Printable orientation slides
- Newsletters & network notifications
- Formularies
- Covered benefits
- Quick reference guides
- And more

CareSource Provider Portal:
https://providerportal.caresource.com/IN/

Quarterly Friday Forum

- Revenue cycle, contracting, credentialing, clinical operations, quality, and/or administrative staff are welcome to attend.
- Brief presentation covering updates
- Live Q&A follows presentation
- **December 16, 2022 – 2 p.m. to 4 p.m. EST**
- Save the Date will be published on our Updates & Announcements page.
- Please reach out to your Health Partner Engagement Specialist for any topics you want to hear about.

Contact Us

CareSource™

Health Partner Engagement Specialists

HEALTH PARTNER ENGAGEMENT REPRESENTATIVES

Denise Cole, Director
317-361-5872
Denise.Cole@caresource.com
Amy Williams, Manager
317-741-3347
Amy.Williams@caresource.com

HEALTH PARTNER ENGAGEMENT SPECIALIST

Brian Grcevich – Ancillary, Dental, Skilled Nursing Facilities, Home Health and Hospice
317-296-0519
Brian.Grcevich@caresource.com

BEHAVIORAL HEALTH: HEALTH PARTNER RESOLUTION SPECIALISTS

Amanda Denny – North
765-620-6722
Amanda.Denny@caresource.com
Stephanie Gates – South
317-501-6380
Stephanie.Gates@caresource.com

CONTRACTING MANAGERS – HOSPITALS/LARGE HEALTH SYSTEMS

Cathy Pollick – North
260-403-8657
Catherine.Pollick@caresource.com
Tenise Cornelius – South
317-220-0861
Tenise.Cornelius@caresource.com

Health Partner Engagement Specialists

Regional Specialist

Tammy Garrett
219-221-7065
Tammy.Garrett@CareSource.com
Franciscan Alliance, Fresenius (Statewide)

Leigh Hoover
765-425-0462
Leigh.Hoover@CareSource.com
Parkview, Lutheran, St. Joseph Regional Medical Center, Beacon

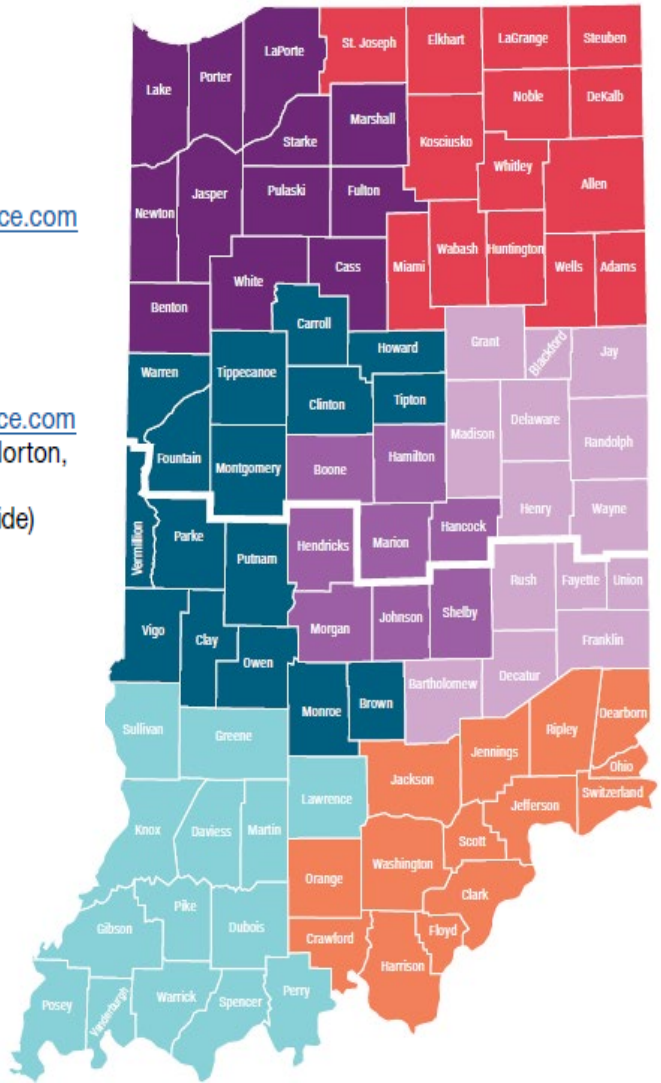
Sarah Tinsley
317-607-4844
Sarah.Tinsley@CareSource.com
Union Hospital, American Health Network

Maria Crawford
317-416-6851
Maria.Crawford@CareSource.com
Indiana University, Suburban Health Organization

Sara Hall
765-256-9617
Sara.Hall@CareSource.com
Community Health Network, Eskenazi, Reid Health

Paula Egan
812-447-6661
Paula.Garrett@CareSource.com
Deaconess, Ascension – St. Vincent Health

Erin Samuels
812-454-4846
Erin.Samuels@CareSource.com
University of Louisville, Norton, Baptist Health Floyd, ATI Physical Therapy (Statewide)



Contact Us | Indiana – Medicaid | CareSource

RR2022-IN-MED-P-1578008 Issued Date: 9/23/2022 OMPP Approved: 9/8/2022