



PROVIDER ALERT

Improvements to Prior Authorization Process

January 29, 2014

We understand that some providers have experienced unacceptable wait times when they call for authorizations. We are actively addressing this issue and recognize the burden that this has placed on providers. As a result of our plan, we are seeing substantial improvements. You have our commitment that with the staff, other resources and plan we've put in place, these improvements will be sustained.

We appreciate the feedback that we have received from providers and wanted to share the improvements that are currently in place to improve the process. Our goal is to ensure that a provider's call is answered within 2 minutes. The improvements that are currently in place to reach this goal include:

- As a result of the positive provider feedback from the pilot written authorization program, providers can now fax their requests for PECFAS/CAFAS assessment and Treatment Plan authorizations instead of calling. This can be submitted through the form available at:
 - The form is available at optumidaho.com > Providers > Forms > H0031/H0032 Authorization Request Form
- We added more staff.
- We created a tool to assist providers with their preparation for prior authorizations. Providers using this tool have experienced a significant reduction in the phone time needed to obtain prior authorizations.
 - This tool is available online at: optumidaho.com > Provider > Provider Alerts > Clinical Authorization Review form which was posted on December 15, 2013.
- We simplified our prior authorization discussion with providers which we expect will further reduce the time to process a prior authorization.
- We have scheduled provider forums in each region of the state to share information that will assist providers with the Medical Necessity review conducted during the prior authorization process. Information on how to register for these forums as well as dates and locations is posted at: optumidaho.com > Providers > Provider Alerts > Medical Necessity Transformation posted January 14, 2014. This will reduce the amount of time spent on the phone.

We appreciate your patience throughout this process improvement plan. We will continue to partner with providers to create improvements to the prior authorization process.

If you have questions, you may contact the Optum Idaho Clinical Team at 855-202-0983 and press option #1 for treatment and authorizations.

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