

## **Introducing: Standardized Prior Authorization Request Form**

The Massachusetts Health Care Administrative Simplification Collaborative\*, a multi-stakeholder group committed to reducing health care administrative costs, is proud to introduce the Standardized Prior Authorization Form and accompanying reference guide. This standard form may be utilized to submit a prior authorization request to a health plan for review along with the necessary clinical documentation to support the request. An accompanying reference guide provides valuable health plan specific information in one location. The Standardized Prior Authorization Form is not intended to replace payer specific prior authorization processes, policies and documentation requirements. The form is designed to serve as a standardized prior authorization form accepted by multiple health plans. It is intended to assist providers by streamlining the data submission process for selected services that require prior authorization. The form does not Support Behavioral Health, Radiology/Imaging, Pharmacy Services or other services that are outsourced by a payer to a vendor. If you are a provider currently submitting prior authorizations through an electronic transaction, please continue to do so. The standardized prior authorization form is intended to be used to submit prior authorizations requests by fax (or mail). The following participating health plans now accept the form:

Aetna  
Blue Cross Blue Shield of Massachusetts  
Boston Medical Center HealthNet Plan  
Fallon Community Health Plan  
Harvard Pilgrim Health Care  
Health New England  
Minuteman Health  
Neighborhood Health Plan  
Network Health  
Tufts Health Plan UniCare  
UnitedHealthcare

\* Participants of the collaborative include: HealthCare Administrative Solutions, Inc., the Employers Action Coalition on Healthcare, Massachusetts Association of Health Plans, Massachusetts Health Data Consortium, Massachusetts Hospital Association, Massachusetts Medical Society, Blue Cross Blue Shield of Massachusetts, Harvard Pilgrim Health Care, Tufts Health Plan, Neighborhood Health Plan, Network Health, Fallon Community Health Plan, Health New England, Boston Medical Center HealthNet Plan, MassHealth (ad hoc), UniCare, Wellpoint, UnitedHealthcare, Partners HealthCare, Winchester Hospital, North Adams Regional Health Center, Jordan Hospital, Harrington Hospital, Baystate Medical Center, and Atrius Health.

HealthCare Administrative Solutions (HCAS) provides access to the Standardized Prior Authorization Form and Reference Guide on its website for the convenience of health plans and their participating providers. HCAS makes no guarantee regarding the materials and disclaims any responsibility for their accuracy, completeness or compliance with health plan policies and procedures. Further it is the responsibility of each provider who completes the form to submit it to a health plan(s) according to health plan specific policies and procedures, and HCAS disclaims any responsibility for making or communicating such information to health plans.

# Standardized Prior Authorization Request Form Reference Guide

## Participating Health Plans



### STANDARDIZED PRIOR AUTHORIZATION REQUEST FORM REFERENCE GUIDE

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The Standardized Prior Authorization Request Form is not intended to replace payer specific prior authorization procedures, policies and documentation requirements. For payer specific policies, please reference the payer specific websites.

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## What is the purpose of the form?

The form is designed to serve as a standardized prior authorization form accepted by multiple health plans. It is intended to assist providers by streamlining the data submission process for selected services that require prior authorization. It is important to note that an eligibility and benefits inquiry should be completed first to confirm eligibility, verify coverage, and determine whether or not prior authorization is required by the member's plan.

## Who should use this form?

If you are a provider currently submitting prior authorizations through an electronic transaction, please continue to do so.

The standardized prior authorization form is intended to be used to submit prior authorization requests by fax (or mail). Requesting providers should complete the standardized prior authorization form and all required health plans specific prior authorization request forms (including all pertinent medical documentation) for submission to the appropriate health plan for review.

The *Prior Authorization Request Form* is for use with the following service types:

Services	Definition (includes but is not limited to the following examples)
Ambulatory/Outpatient Services	Medical services provided to a member in an outpatient setting: hospital outpatient departments, hospital licensed health centers, or other hospital satellite clinics; physicians' offices; nurse practitioners' offices; freestanding ambulatory surgery centers; day treatment centers; members' home.
Ancillary	Acupuncture, chiropractic, infertility, other specialist care.
Dental Services	Endodontic; restorative; oral surgical procedures; maxillofacial prosthetics; other adjunctive dental services.
Durable Medical Equipment (DME)	Equipment used to fulfill a medical purpose and enable mobility. Can be rented or purchased and can include wheelchairs, walkers, canes, med/surg supplies, renal supplies and prosthetic devices.
Home Health/Hospice	<b>Home health:</b> Nurse; home health aide; physical; occupational; speech therapy; respite care; infusion therapy. <b>Hospice:</b> Comprehensive services identified and coordinated by an interdisciplinary team to provide for the physical, psychosocial, spiritual, and emotional needs of a terminally ill member or family member.
Inpatient Care/Observation	Inpatient services are medical services provided to a member admitted to an acute inpatient hospital, including long term acute care, acute rehab, and skilled nursing facility. This category also includes medical observation.
Nutrition/Counseling	Medical nutritional therapy is nutritional diagnostic therapy and counseling services for the purpose of management of a medical condition, including enteral nutrition, infant formula, and total parental nutrition.
Outpatient Therapy	Occupational, physical, pulmonary or cardiac, and speech therapy services, including diagnostic evaluation and therapeutic intervention designed to improve, develop, correct, rehabilitate, or prevent worsening functions that affect daily living that have been lost, impaired, or reduced as a result of acute or chronic medical conditions, congenital anomalies, or injuries.
Transportation	Non-emergent ground and non-emergent air modes of transportation, including ambulance.

The form is currently **not** intended to:

- Capture supporting clinical documentation.
  - Including plans specific templates.
- Support Behavioral Health, Radiology/Imaging, Pharmacy Services or other services that are outsourced by a payer to a vendor.

STANDARDIZED PRIOR AUTHORIZATION REQUEST FORM REFERENCE GUIDE (*continued*)

## Defining Data Elements

<p>Provider Information</p>	<ul style="list-style-type: none"> <li>• The requesting provider is the physician and the servicing provider can be the same physician as the requesting provider or the facility where the service will be provided.</li> <li>• The contact person is the person who is filling out the form.</li> </ul>
<p>Diagnosis/Planned Procedure Information</p>	<ul style="list-style-type: none"> <li>• CPT codes are not required by every plan, but are required by some. Please consult the plan specific websites to see if CPT codes are required for prior authorization.</li> <li>• Examples of services that align with # of units being requested:             <ul style="list-style-type: none"> <li>- Hours: Home health aide</li> <li>- Days: Home health; physical therapy</li> <li>- Months: DME</li> <li>- Visits: Outpatient therapies; home health (RN, PT, OT)</li> <li>- Dosage: Different measurements (mg, g, etc.) that can be used for infusion</li> </ul> </li> </ul>
<p>Other Information</p>	<ul style="list-style-type: none"> <li>• Any supporting clinical documentation should be submitted in addition to this form for prior authorization approval.</li> <li>• For services not listed, please refer to plan specific medical policies for prior authorization requirements.</li> <li>• Some services may require physician signature and should be submitted with the supporting clinical documentation.</li> </ul>

## Specific Prior Authorization Requirements

Please refer to the following payer Web sites for additional information regarding plan specific documentation requirements for services that require prior authorization.

Aetna

BCBSMA

BMCHP – Information about Prior Authorization in our 1) Provider Manual; 2) PA Matrix; and 3) Clinical Policies

FCHP

Harvard Pilgrim

Health New England

Minuteman Health

NHP

Network Health

Tufts Health Plan – Clinical Resources/Medical Necessity Guidelines

UniCare

United Healthcare

## **Standardized Prior Authorization Form Q&A**

### **Q: Who will be submitting this standardized prior authorization form?**

**A:** Providers who are submitting prior authorization requests by fax or mail. If you are a provider that is currently submitting prior authorization requests through an electronic transaction, please continue to do so, you are not required to use this form.

### **Q: When will this form be available?**

**A:** The form will be available on the HCAS (Healthcare Administrative Solutions) website on May 15, 2012. Health plans will also have links to HCAS and the form on their websites as well.

### **Q: What services will be covered with this form?**

**A:** This form can be used for the service types listed on the form, including outpatient, ancillary, dental, durable medical equipment, home health, inpatient care, observation, nutrition, and transportation. Not all services listed will be covered benefits in a member's health plan, so it is important to check with the plan regarding specific coverage questions. In addition, please consult the reference guide for links to plan websites for documentation requirements.

### **Q: Will health plans continue to accept other prior authorization forms that are used today?**

**A:** Plans may continue to use other forms as this form is introduced and we receive feedback from the provider community.

### **Q: If I have a question regarding the form, who should I contact?**

Minuteman Health: Member Services (855) 644-1776

### **Q: How do I submit this form?**

Minuteman Health: Fax to 413-233-2700