

ADVISORY NO. 32

TOPIC: PROCEDURE FOR REQUESTING PRE-AUTHORIZATION OF SPECIFIC
 TREATMENTS AND SERVICES

As a follow-up to Advisory No. 29, we are attaching a memorandum from Julie Shanks concerning requirements of Rule 134.600.

Does the rule require a separate phone number outside the switchboard answered by specialized staff? No, in our opinion, although such a system is preferable. Many carriers are attempting to handle these through the main switchboard. The telephone operator must handle these calls efficiently by asking if the call involves pre-certification of medical. She then needs to direct the call to a knowledgeable person who can act. Delays in processing will likely result in a stronger rule or policy, so devise as efficient an in-house procedure as possible.

Advise the Medical Review Division Director of a designated telephone number or fax number as soon as possible.

FLAHIVE, OGDEN & LATSON

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