

10/27/2017

AlohaCare Changes in Prior Authorization Process

**We are pleased to announce the simplification and reduction of codes requiring Prior Authorization for providers, effective January 1, 2018. This policy change alleviates the administrative burden of the prior authorization requirement by removing nearly 49% of commonly used procedure codes from our authorization list.**

The new process applies to AlohaCare’s QUEST Integration (Medicaid) and AlohaCare Advantage Plus (Medicare Special Needs Plan) lines of business.

Providers will have access to AlohaCare’s **Prior Authorization Lookup Tool** to get timely and accurate information around codes that do and do not require authorizations. This enhancement will be available to all providers by going to our website [www.alohacare.org](http://www.alohacare.org) starting November 6th.

Launching at the same time as the Prior Auth Lookup Tool is an all new AlohaCare website. For best results using the new website and the Prior Auth Lookup Tool, please make sure you have the latest version of your internet browser installed. The new website will be compatible with these browsers:

- Internet Explorer 9, 10, 11
- Chrome
- Edge
- Firefox 54, 55, 56
- Safari

The Prior Auth look-up tool will allow you to perform your search in several different ways:

- By Line of Business (LOB) – Medicare and Medicaid
- By Category (e.g. Durable Medical Equipment)
- By Code (e.g. particular CPT or HCPCS - complete code only)

The tool also allows exporting capabilities into your billing or practice management system.

### SERVICES REQUIRING PRIOR AUTHORIZATION

SEARCH BY OPTIONS LISTED BELOW	SEARCH BY CODE
<p>Line of Business <input style="border: none; border-bottom: 1px solid #ccc;" type="text" value="ALL"/> <span style="float: right;">▼</span></p> <p>Type <input style="border: none; border-bottom: 1px solid #ccc;" type="text" value="ALL"/> <span style="float: right;">▼</span></p> <p>Category <input style="border: none; border-bottom: 1px solid #ccc;" type="text" value="ALL"/> <span style="float: right;">▼</span></p> <p style="text-align: left; margin-top: 5px;"> <input type="button" value="Reset"/> <input style="margin-left: 50px;" type="button" value="Search"/> </p>	<p>Please select a line of business and enter a CPT/HCPCS code</p> <p>Line of Business <input style="border: none; border-bottom: 1px solid #ccc;" type="text" value="ALL"/> <span style="float: right;">▼</span></p> <p>CPT/HCPCS Code <input style="border: none; border-bottom: 1px solid #ccc;" type="text"/></p> <p style="font-size: small; color: #0070C0; margin-top: 5px;"><i>Partial code is not allowed, it must be exact.</i></p> <p style="text-align: left; margin-top: 5px;"> <input type="button" value="Reset"/> <input style="margin-left: 50px;" type="button" value="Search"/> </p>

**Please note that the Lookup tool will be available on November 6, 2017. However, the prior authorization requirements it contains will take effect on January 1, 2018. The tool should be used as a guide for scheduling services that will be performed on or after January 1, 2018. AlohaCare will process services rendered in 2017 based on the prior authorization policies and requirements in place at the time of service.**



# PROVIDER advisory

If you or your staff would like a face-to-face training or more information on our updated Prior Authorization requirements, we are here to assist you. Please contact AlohaCare Provider Services at 973-1650 or toll-free at 1-800-434-1002.

Mahalo for being part of our network and for being our partner in care for our members!