

# UPDATE



## Service Alert Notification

**Subject: Procedures for Services Requiring Prior Authorization-Reminder**

**Date: November 1, 2008**

Listed below is FCA policies/procedures and timeframes when requesting prior authorizations for services. Please note the timeframes for FCA's responses for request.

The primary care provider or requesting specialist will send pre-authorization request to FCA's Medical Management department for review. Providers must verify member's current eligibility status prior to sending request. If the pre-authorization is approved FCA will assign an authorization number. Turnaround times for authorization of requested services are as follows:

- **Emergency requests** will not exceed four hours
- **Urgent requests** will not exceed one business day
- **Routine requests** will not exceed two business days
- **Requests under pended status** will not exceed five business days

Authorization request for routine services performed on the day of the request will follow "Routine Requests" listed above. **Example:** A Member's (**non-emergency**) surgery rescheduled for the same day the request received by FCA, will not exceed the two business day timeframe.

InterQual criteria and Medicaid Coverage and Limitations Handbook will be used to evaluate requests for medical appropriateness/necessity. Requests for services that do not meet criteria due to lack of information will be pended and additional information will be requested from the requesting physician/providers. If, after receiving the additional information, InterQual criteria and/or Medicaid criteria are still not met, the request will be forwarded to the FCA Medical Director for review and determination.

An authorization will be required for all items listed on the preauthorization list, provided in Section 17 of FCA's Provider Manual and on the website under pre-authorization. Any services on the preauthorization list that are rendered/performed without a pre-authorization will be denied.

FCA has updated the Provider Manual and it is posted on the FCA website for assistance. Please feel free to contact FCA's Medical Management Department at (904) 244-3539 or e-mail them at [pre.authorization@jax.ufl.edu](mailto:pre.authorization@jax.ufl.edu).

Thank you.