



Pre - Authorization FAQ's

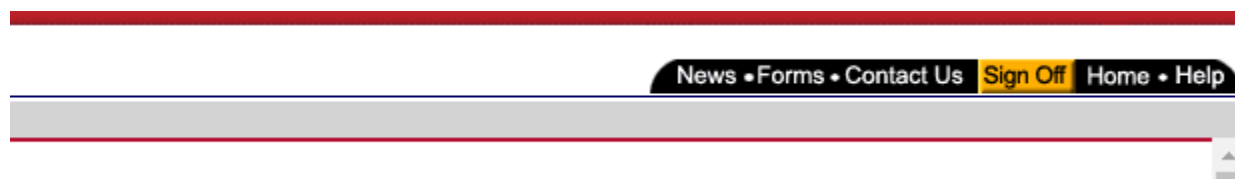
Q: Why did my authorization deny?

A: You will find your denial reason by going to Referrals, then select Referral Status, find the Denied authorization, click on the + sign to open, and then look under Payer Notes.

Referral Request Detail
Referral Notes
Clinical Notes
No PHMO Notes Found
krice9 5/29/2018 8:11:54 AM - Pt is going to D/C Xolair and start Dupixent. pt is to get 2 injections, 600mg, as a starter doses then 1 injection, 300mg, every 2 wks
Payer Notes
278rspns 6/5/2018 6:56:33 AM - This drug is brand new and there are no coverage determinations at this time. It is considered to be experimental and investigational
Upload Files

Q: Where do I find auth requirements in HealthConnect?

A: This is found under the Forms Tab on the right hand side of portal in the black menu bar. Click on Forms, then scroll down to the authorization requirements.





Authorization Requirements

- [Atlantis Authorization Matrix](#)
- [City of Reno Auth Matrix](#)
- [City of Sparks Auth Matrix](#)
- [DCSD Auth Matrix](#)
- [Eldorado Resorts Inc Auth Matrix](#)
- [HMO Authorization Matrix](#)
- [HMO Signature-Premier Authorization M](#)
- [Independence Plan Pre-certification Req](#)
- [Las Vegas Fire Fighter Authorization Ma](#)
- [Medical Benefit Drug Matrix 2019](#)
- [Meruelo Group \(GSR\) Authorization Mat](#)
- [Peppermill Authorization Matrix](#)
- [PPO Authorization Matrix](#)
- [Renown Health Authorization Matrix](#)
- [Senior Care Plus Authorization Matrix](#)
- [State of Nevada PEBP EPO Authorizatic](#)
- [State of Nevada PEBP PPO Authorizatic](#)
- [Washoe County Authorization Matrix](#)
- [WCSD EPO Authorization Matrix](#)
- [WCSD HDHP Authorization Matrix](#)
- [WCSD PPO Authorization Matrix](#)

Q: I am unable to enter all my clinical notes into the space provided due to a character limit.

A: You can type your notes into a word document, then Copy/paste into HealthConnect to override character limit. You may also scan copy and paste from their EMR system.

Q: I am not sure if HTH received my attached clinical documentation.

A: Go up to Referrals, then select Referral Status, find the authorization, and if clinical is attached you will see a paperclip, you can click on it to open up if you want to view it.



Unprocessed (240) Pending (758) Approved (43251) Denied (103) Returned (5656) Archive Print View (43251) Tab Settings

1 2 3 4 5 6 7 8 9 10 ... >>

Exp	Pending	Patient	Plan	DOB	Create Date
	Pending MD	THOMPSON-CREW ,DECLAN	TPA	09/05/2018	03/21/2019 10:30:14

Pre-Authorization Tips

- The first 12 Mental Health, Substance Abuse and Nutrition visits do not require clinical documentation. After 12 visits, please indicate that the auth request is for visits above the initial 12 visits and include clinical records.
- Office visits without procedures do not require clinical documentation
- For Physical Therapy, Occupational Therapy and Speech Therapy visits above 20 - please indicate that the auth request is for visits above the initial 20 visits and attach Clinical records.
- For any visits above the benefit limit, please indicate that the auth request is for visits above the benefit limit. Clinical records are required
- Out of Network Specialty labs always require an authorization.
- Durable Medical Equipment Requests - when requesting # of visits, please request the number of visits and not units. The number of visits will equal the number of times that you are going to bill during the authorization time frame.