HAWAI'I PACIFIC HEALTH | **HAWAI'I HEALTH PARTNERS**

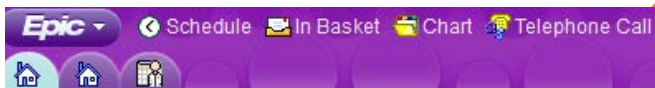| Prior Authorization Telephone Encounter Request Process |
|---|

Who Does the Prior Authorization Department Support:

The Prior Authorization Department obtains authorizations for HMSA patients (all lines of business) for the procedures below:
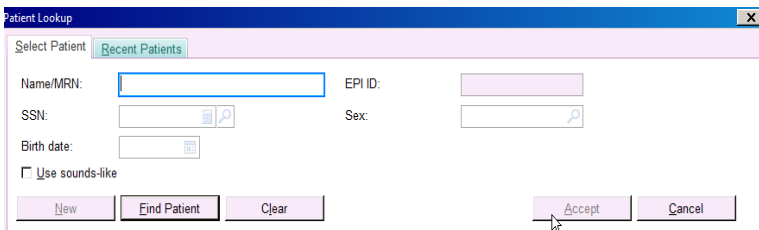
- Advance Imaging
  - CT / CTA
  - MRI / MRA / MRS
  - PET scans
  - Myocardial perfusion imaging (MPI)
  - CCTA
- Certain Cardiology Procedures
  - Stress echocardiography
  - Implantable cardiac devices
  - Cardiac catheterization
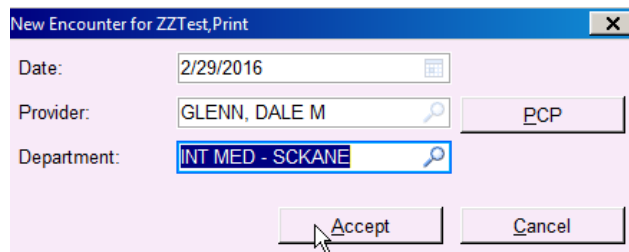
Requesting an Prior Authorization:

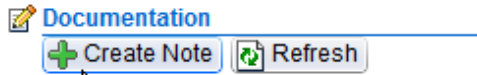➢ To generate a telephone encounter click on **Telephone Call**:

➢ Enter patient name, MRN or DOB click Accept:

➢ Inputting requesting providers:
- Date
- Requesting provider
- Department
- Click accept

1

- Scroll down to Documentation and click on **"Create Note"**

📝 **Documentation**

➕ Create Note 🔄 Refresh

- Select a Prior Authorization SmartPhrase:
- Complete asterisk *** **(Press F2)**

- **.PRIORAUTHIMAGING (Requesting for prior authorization for imaging studies)**
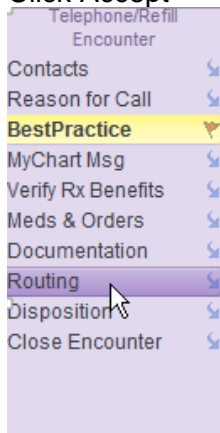 HMSA Advance Imaging or HMSA Prior Authorization Request:

  Request being ordered: {HMSA PRIOR AUTH REQUEST:14337}
  Studies to be done at: {FACILITIES:13577}
  Facility Phone / Fax: {FACILITIES RADIOLOGY DEPARTMENTS:14338}
  Dx / ICD-10: ***
  CPT Code (5 digits): ***
  Comments: ***

  If this is STAT, please select one of the reasons below to obtain immediate authorization. Please call our Prior Auth department at 522-4100 thereafter so we can prioritize the request in our work queue. Your office may be contacted by NIA to provide clinical reasons that case is clinically urgent:

  {Authorization reason:14210}
  Cannot be postponed for 24 hours w/o risking progressing progression to an emergent condition
  Cannot be postponed for 24 hours w/o risking loss of life / limb / risk of permanent disability
  In the opinion of a physician with knowledge of patient's medical condition, would subject patient to severe pain that cannot be adequately managed w/o care of treatment that is the subject of the case
  Not Clinically Urgent / STAT

- After completing the SmartPhrases:
- Click on Routing
- Route to **P SCH PRIOR AUTHORIZATION DEPARTMENT**
- Click Accept

Telephone/Refill Encounter
Contacts
Reason for Call
BestPractice
MyChart Msg
Verify Rx Benefits
Meds & Orders
Documentation
Routing
Disposition
Close Encounter

Revised: 3/22/2017

In Basket Recipients

Individual Recipients [   ] Find

Pools [SCH AUTHORIZATION DEPART|] Find

Classes [   ] Find

Pools - Search Results

Registry Name	Registry ID
SCH AUTHORIZATION DEPAR...	100002

1 record loaded.   Add 'To'   Add 'Cc'

To Recipients

Recipient	ID
P SCH AUTHORIZATION DEPARTMENT POOL	100002

Cc Recipients

Recipient	ID

Remove 'To'   Remove 'Cc'

Restore   Accept   Cancel

📝 **Routing**

A Patient Calls message will be sent to the following recipients once the patient workspace is closed:

P SCH AUTHORIZATION DEPARTMENT POOL

➤ Exit out of the telephone encounter by clicking **"X"** on the patient tab

ZZTest,Print

➤ Do not click on close encounter on the bottom.
➤ All Urgent, STAT/ASAP or same day prior authorization referral request the Prior Authorization Department must be contacted directly by phone 522-4100 from the requesting provider or clinic office staff to request assistance.

3