



February 24, 2012

Announcement 453

## Online Prior Authorization Terms and Reminders

Determination terminology in the online prior authorization (PA) system changed with the fiscal agent transition on December 5, 2011. You will see these changes after you submit your PA request.

The following table shows the former terms and the current terms:

Former Term	Current Term
Pended	* Pending awaiting clinical information
Approved	Certified
Approved and modified	Partially certified
Denied	Not certified
Prior Authorization number	Tracking number

**\* The initial PA submission always defaults to pending awaiting clinical information. This means that your PA has not yet been reviewed for a determination and no further action is required from you at this point.** If additional clinical information is needed from you, HPES will call you, send you a fax or enter a note for you in the online system.

Please review the following reminders regarding online prior authorizations:

- When viewing the status of a PA online, always click on the "Authorization Tracking Number" link even if the initial authorization shows it is pending awaiting clinical information. It is possible the authorization was partially certified.
- Authorizations will receive an 11-digit PA number when they are determined pending or pending awaiting clinical information. **Please remember the PA is not final until there is a determination of certified, partially certified or not certified. Billing with an authorization number in a pending or pending awaiting authorization status will result in a denied claim.**
- The Notice of Medical Necessity Determination letter is mailed to the provider the day following the determination.
- When a certified, partially certified or not certified determination is made, the request is assigned a service date range. The authorization is valid only for the dates shown on the Notice of Medical Necessity Determination letter.