

# Preauthorization Automation on Availity Essentials

Humana.

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Availity Essentials is updated frequently. For the most current information on this topic, register for a webinar on **Humana.com/ProviderWebinars**.

#### Preauthorization automation: What is it?



An **optional step** in Humana's preauthorization process on Availity Essentials



Available for select services on Humana's preauthorization lists (PAL)



A brief series of questions allowing
Humana to deliver instant
determination if coverage criteria are
met

Examples include some types of:

- Durable medical equipment
- Genetic testing
- Behavioral health services
- Outpatient surgery
- Cosmetic/plastic surgery



Find Humana's preauthorization lists (PAL) at **Humana.com/PAL**.

#### Why use preauthorization automation?



Streamlines the overall process, including Humana's review

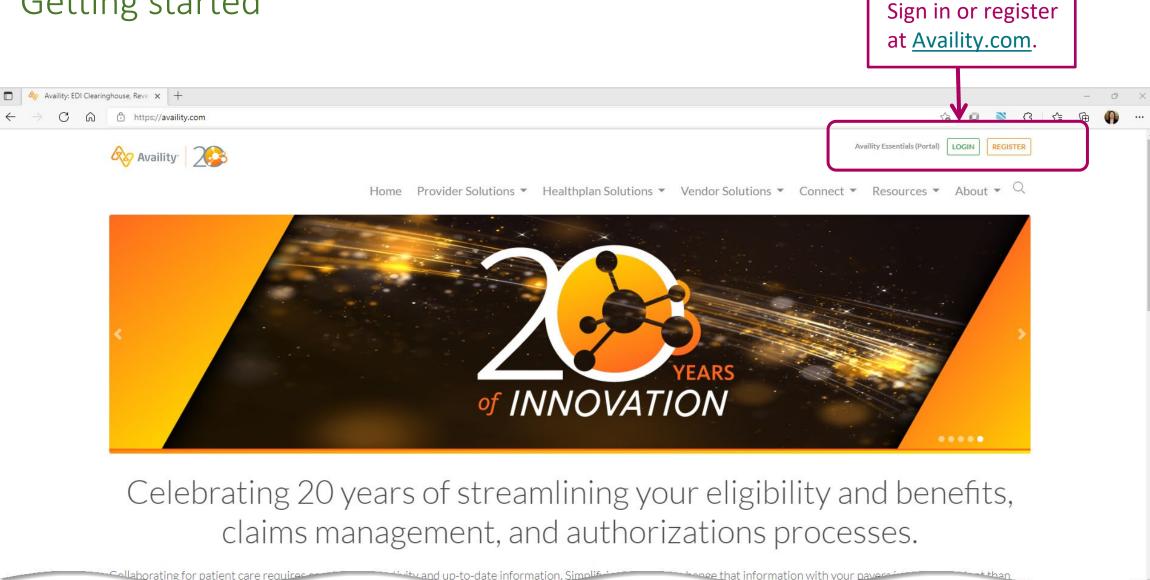


Provide clinical information that allows for a faster preauthorization decision

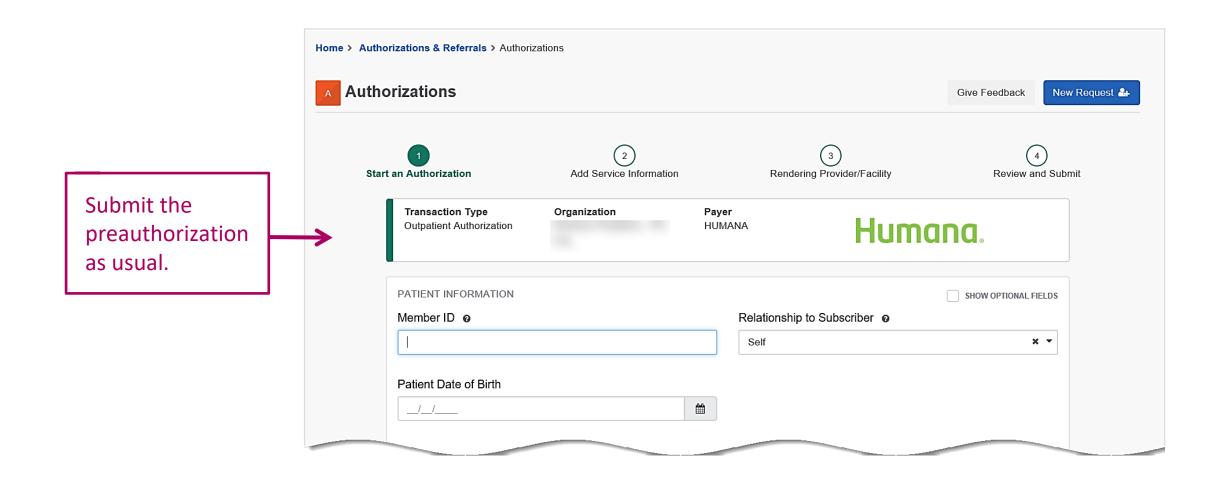


Even if the preauthorization can't be approved instantly, the information you provide can help Humana review and process the request faster.

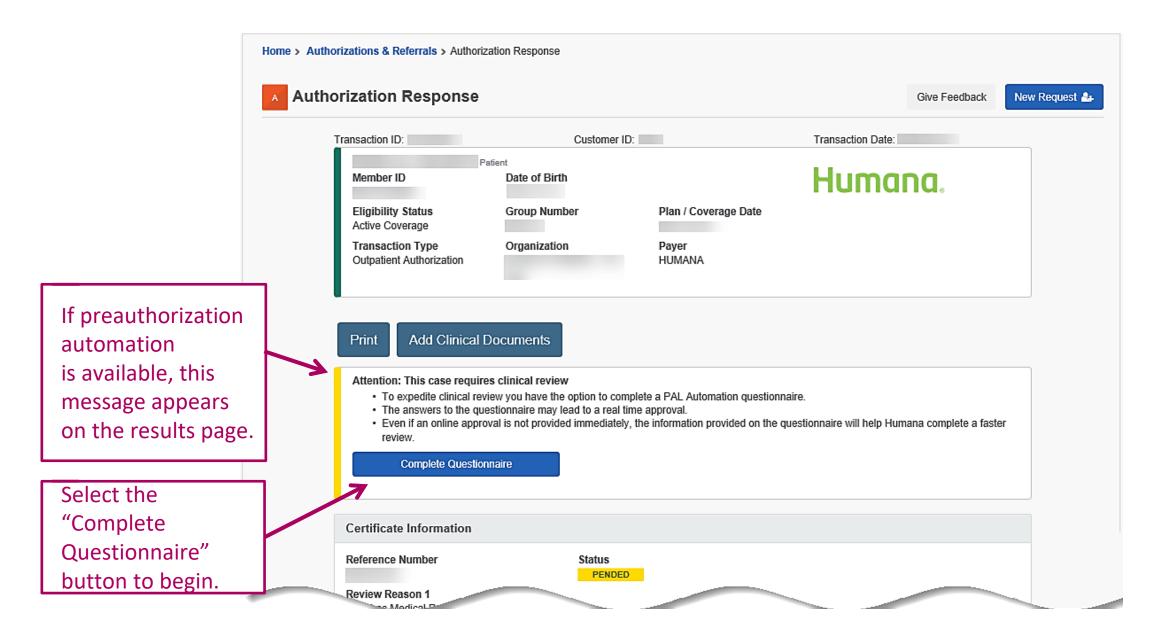
#### Getting started



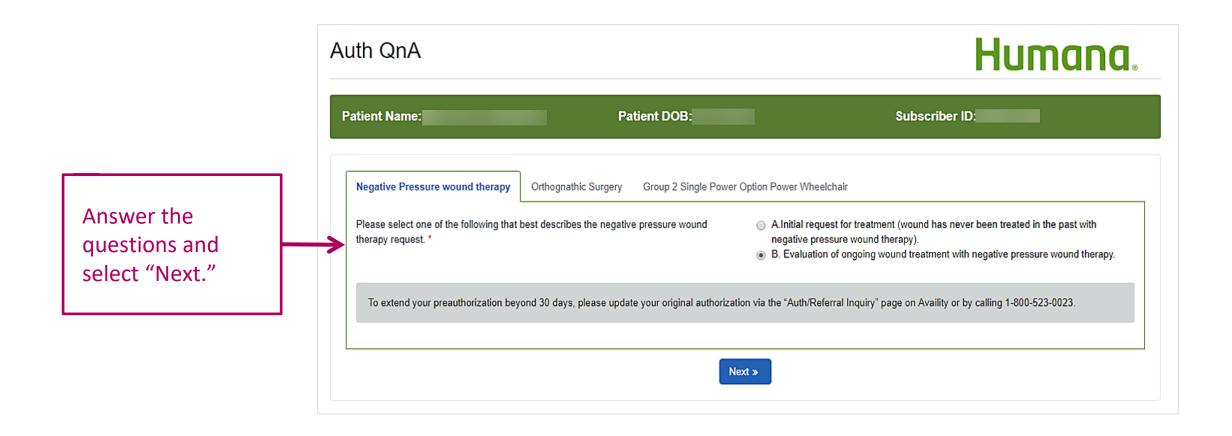
#### Begin the preauthorization process as usual



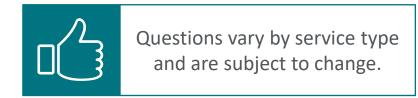
#### Look for the questionnaire button



#### Respond to the questions



#### Example question types

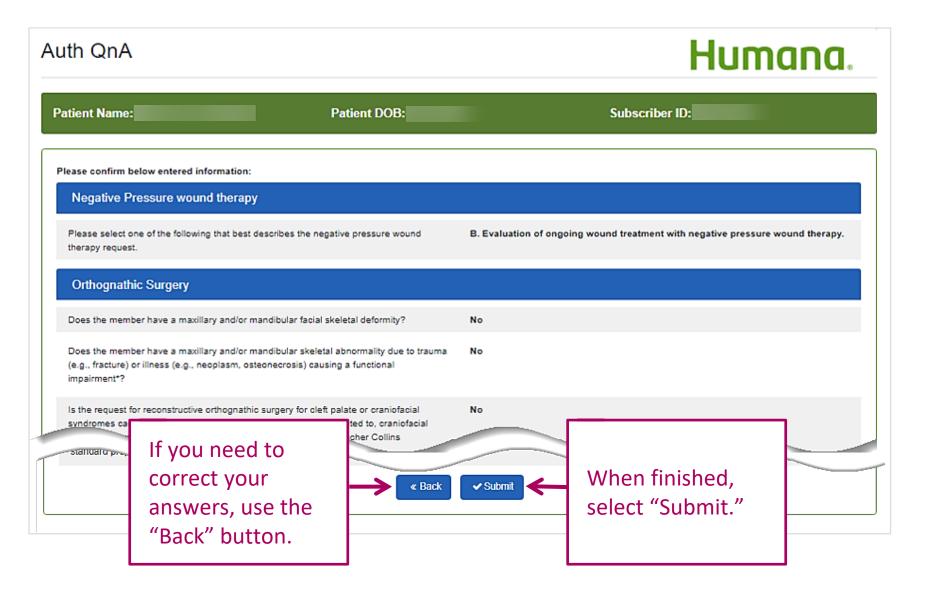


Yes/No questions	Is the maxillary and/or mandibular facial skeletal deformity causing a functional impairment* of masticatory malocclusion?    *	○ Yes ○ No
Checkboxes allowing multiple selections	Please select all of the following conditions that apply to the member *	<ul> <li>A. Active bleeding</li> <li>B. Current use of anticoagulation (eg, Coumadin, heparin or Lovenox). This does not refer to antiplatelet therapy (eg, aspirin, Plavix or Ticlid).</li> <li>C. Exposed vital organs</li> <li>D. Fistulas to organs or body cavities</li> <li>E. Inadequate wound hemostasis</li> <li>F. Inadequately debrided wounds</li> <li>G. Malignancy in the wound</li> <li>H. Necrotic tissue with eschar</li> <li>I. Placement is over exposed arteries or veins</li> <li>J. Placement over exposed nerves</li> <li>K. Presence of exposed anastomotic sites (located at the site of the surgical connection of two tubular structures)</li> <li>L. Untreated osteomyelitis</li> <li>M. Adhesive allergies</li> <li>N. Fragile skin due to age, chronic corticosteroid use or collagen vascular disorder</li> <li>O. Untreated cellulitis</li> <li>None of the above</li> </ul>
	Please write a detailed description of the functional impairment considered to be the	

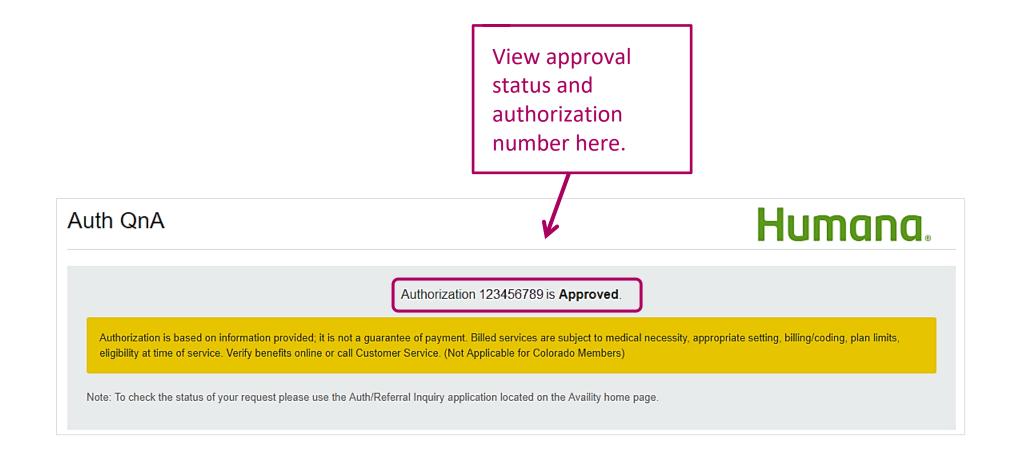
Text boxes

Please write a detailed description of the functional impairment considered to be the direct result of the skeletal abnormality. \*

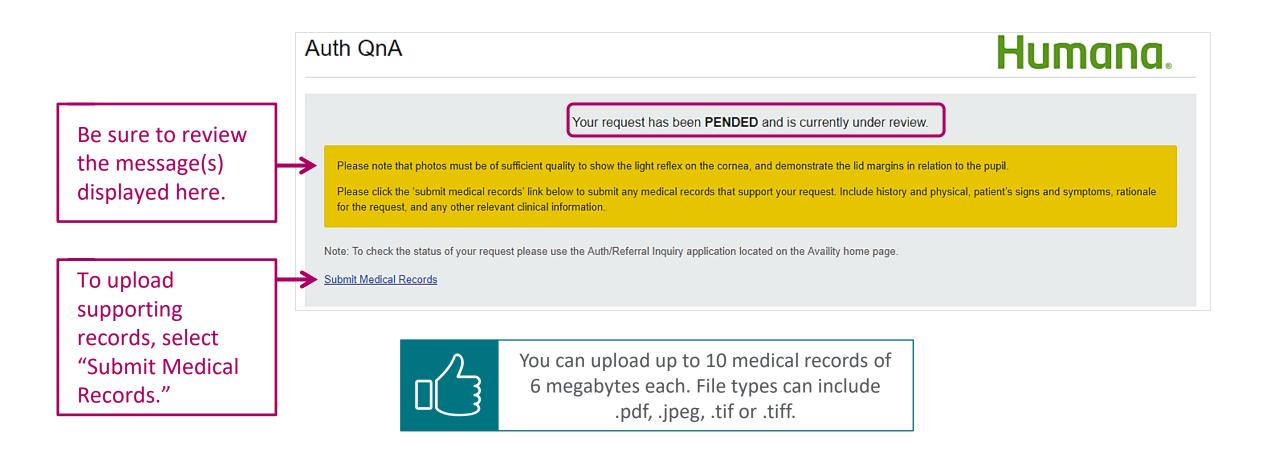
#### Review your answers



#### View your results – Approved status

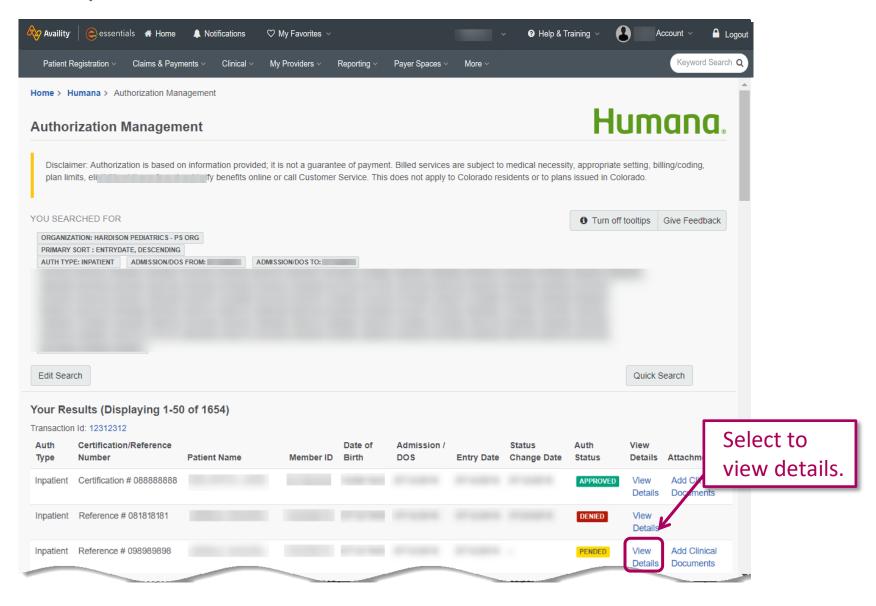


#### View your results – Pended status

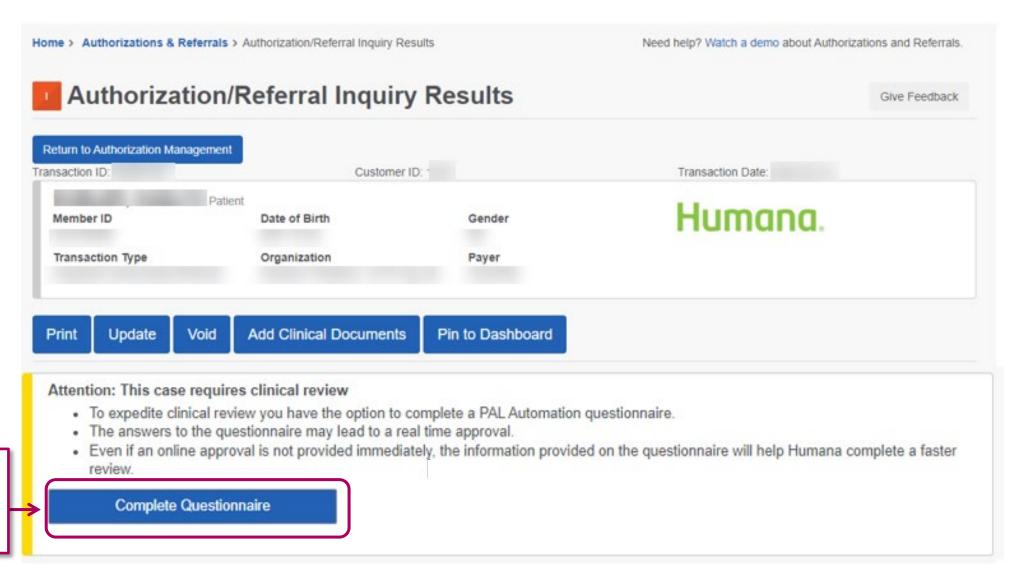


# Accessing the questionnaire after initial submission in Authorization Management

#### Locating previously submitted authorizations



#### Submitting the questionnaire



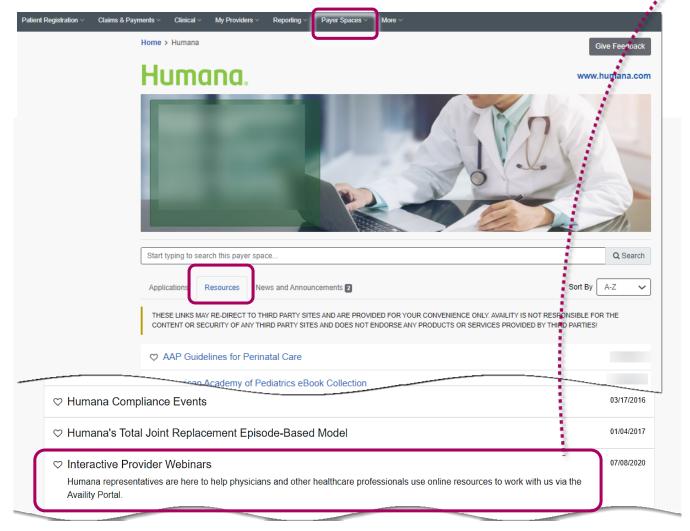
complete the questionnaire.

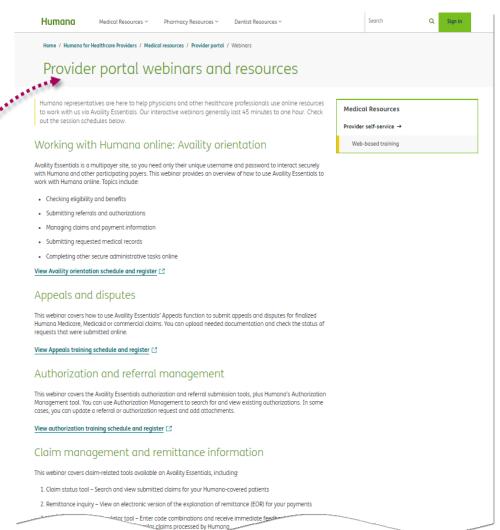
Select to

## Contact information and additional training

#### Register for other Humana-led trainings

A link to additional Humana-led training opportunities is in the Humana Payer Spaces, under the "Resources" tab.







Go directly to the webinar list at <a href="https://humana.com/ProviderWebinars"><u>Humana.com/ProviderWebinars</u></a>.

#### Helpful contacts and resources



#### Help with Availity Essentials

**Availity Client Services** 

Phone: 800-AVAILITY (282-4548)

Online support tickets: Help & Training → Availity Support



#### Working with Humana online-webinar schedule

Humana.com/ProviderSelfService
<Insert speaker contact info here>



Humana customer service

Phone: 800-4HUMANA (448-6262)



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### Thank you

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