



Preauthorization automation on Avality Essentials

Frequently asked questions

1. Q. What is preauthorization automation and how can I access it?

A. Preauthorization automation streamlines Humana's review process on Avality Essentials. It is available for select services on Humana's preauthorization lists. After submitting a preauthorization, you will see a "Complete Questionnaire" button if this feature is available for the service indicated.

2. Q. If I complete the questionnaire, will my preauthorization request be approved in real time?

A. Yes, if your answers indicate all necessary criteria for approval are met. If not, your request will be pended for further review. The information you provide on the questionnaire will help expedite Humana's review of your request.

3. Q. If I answer the questionnaire and my request is not approved, will I get a faster response?

A. Yes. The information gathered on the questionnaire will help Humana make a determination on your request more quickly.

4. Q. I often submit my preauthorization requests via a method other than Avality Essentials, such as our practice management system or phone. Will this tool be available for those request methods?

A. No. The tool is available only on Avality Essentials at this time.

5. Q. Where can I find Humana's preauthorization lists?

A. Go to [Humana.com/PAL](https://www.humana.com/PAL) to find Humana's preauthorization lists.

6. Q. Whom can I contact if I have questions or concerns about Avality Essentials' online tools?

A. If you have questions or concerns about using Avality Essentials, call Avality Client Services at **1-800-AVAILITY (282-4548)**. Assistance is available Monday through Friday, from 8 a.m. to 8 p.m., Eastern time, excluding holidays.