

Avoid Processing Delays for Prior Authorization Requests With These Guidelines

Improving the patient experience by helping members understand how the prior authorization (PA) process and timelines work when PA is needed.

Visit bit.ly/HNPAINfo to access PA:

- Validation tools
- Inpatient and outpatient forms
- Requirements lists, which include third-party vendors who perform PA reviews for select services.

Where to submit prior authorization requests	
If you are ...	Submit inpatient or outpatient service PA requests to:
A physician or other provider affiliated with a delegated participating physician group (PPG)	The PPG and follow the PPG's procedures. Contact the PPG for information.
Directly contracting fee-for-service (FFS) providers	Refer to the PA Requirements list at bit.ly/HNPAINfo for direction on where to submit PA requests based on the type of service, drug, device or procedure.
Be aware of prior authorization timelines	
If the request is for...	Submit the prior authorization request:
An elective inpatient or outpatient service or procedures	As soon as the need for service is identified.
A routine service or procedure	At least five business days before a scheduled procedure.
An urgent service or procedure	72 hours before a scheduled procedure. Emergency services do not require prior authorization.

If you have not received a response in this timeframe, please contact CalViva Health at **888-893-1569**. Members should contact the PPG or provider office directly for PA status and updates.

Follow these tips to avoid processing delays:

- Submit timely (see table above).
- Include sufficient clinical notes. Some surgical requests require submission of non-returnable color photos, models or X-rays (e.g., reconstructive surgery or repair).
- Include all member information (e.g., date of birth, ID number).
- Include correct CPT codes.
- Provide anticipated date of service, if scheduled, or place of service code and facility name.
- Include information for the referring and/or servicing physician or other provider (e.g., tax ID number/National Provider Identifier (NPI), contact name, phone number).
- Submit request to correct department and/or entity.
- Include the correct amount requested (number of visits, dosage, quantity).

CalViva Health is a licensed health plan in California that provides services to Medi-Cal enrollees in Fresno, Kings and Madera counties. CalViva Health contracts with Health Net Community Solutions, Inc. to provide and arrange for network services. *Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved. CONFIDENTIALITY NOTE FOR FAX TRANSMISSION: This facsimile may contain confidential information. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained in this transmission is strictly PROHIBITED. If you have received this transmission in error, please notify the sender immediately by phone or by return fax and destroy this transmission, along with any attachments. If you no longer wish to receive fax notices from Provider Communications, please email us at provider.communications@healthnet.com indicating the fax number(s) covered by your request. We will comply with your request within 30 days or less.