



NETWORK *Notification*

Notice Date: September 7, 2023
To: Arkansas PASSE Providers
From: CareSource PASSE™
Subject: Provider Prior Authorization Process Enhancement

Summary

Thank you for the important service you provide to our CareSource PASSE members. The work you do makes a difference in our members' lives every day!

We are excited to share that, as a result of your feedback, we are implementing several system enhancements to improve our prior authorization processes. The ultimate goal of this work is to finalize Provider Portal enhancements to reduce the need for you to utilize manual processes, phone calls, emails, etc. in gaining authorization for services.

As the development of these enhancements to the [Provider Portal](#) are underway, we are continuing to work to improve our current processes. To that end, we are streamlining our internal processes to improve response times and our communication.

Impact

What you need to know:

We have updated our prior authorization forms to provide the most up-to-date and appropriate contact information, removing Care Coordination from the submission process and connecting you directly with the Service Determination team for all Community and Employment Support Waiver (CES), Community Support System Provider (CSSP), behavioral health outpatient, Early Intervention Day Treatment (EIDT)/ Adult Development Day Treatment (ADDT) and Personal Care service requests. Medical service requests, along with durable medical equipment (DME) requests will continue to be reviewed by our Utilization Management team for outpatient and inpatient services and have its own prior authorization form with instructions. Care Coordination will remain an integral part of plan development and team support.

Prior authorization information at CareSource PASSE is easily accessible to all providers [here](#). The new prior authorization forms will be available for use starting on or around Sept. 19, 2023 and will provide the following:

- Authorization guidelines to help with documentation requirements, units, and time frames to expedite authorization decisions.
- Customized prior authorization forms to reduce confusion and align with provider specification.
- Email and fax Methods for submission
- Contact information for authorization inquiries.

Important: Although the Provider Portal is not currently available for submission of many services, it still can be used for viewing authorization status, claims submission, and Care Coordination assignment. Additionally, CareSource PASSE will be offering training on our prior authorization process on Sept. 20, 2023 at 12:30 p.m. Register for this training [here](#).

CareSource PASSE will keep you informed of the enhancements and updates to our prior authorization processes. Our goal is to complete the Provider Portal updates in early 2024 to allow for submission of Prior Authorization requests for all services via the Provider Portal.

Should you have any feedback or questions about the authorization process, please do not hesitate to contact our Service Determination department at ServiceDeterminations@CareSourcePASSE.com. All other questions can be directed to Provider Services at **1-833-230-2100**.

AR-PAS-P-2299411