



## Network Notification

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**Date: February 9, 2016**

**To: Kentucky Providers**

**From: Humana – CareSource®**

**Subject: Improvements to Prior Authorization and Other Procedures**

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Based on the results of our 2014 Provider Satisfaction Survey, a few distinct needs were brought to our attention: more accurate claims payment statuses, faster claims payments and streamlined prior authorization procedures.

### **Improvements implemented in 2015:**

1. Provider portal updates: Provides a simplified view of claim payment statuses and prior authorization statuses.
  - Upload documents to reduce filing time and speed up claim processes.
  - View a summary of claims to check the details of a claim at a glance instead of paging through multiple documents.
2. Cite Auto Authorization: Allows for the electronic submission of prior authorization requests for five different procedures, to decrease the amount of submitted paperwork.
3. ePA (Cover My Meds): Enables health care providers to electronically submit prior authorization requests for medications, which helps patients get their medications faster.

### **Improvements scheduled for 2016:**

1. An integrated pharmacy and medical prior authorization system will enable providers to complete the following actions:
  - Perform code searches to easily determine prior authorization requirements
  - Integrate clinical attachments to facilitate faster claims processing
  - Process clinical and/or claims appeals online to streamline the appeals process
  - Check statuses of prior authorization requests conveniently online
  - Choose eFax options for services not set up for electronic submission to receive prior authorization responses faster
2. Claims payment status system updates will display both clinical edit details and the status of real-time payments, which may help physicians streamline office management tasks.

Many of these items are focused on improving prior authorization procedures to support health care providers and their efforts to improve health outcomes for their patients.