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## YCCO/PH Tech Authorization and Referral FAQ for Providers

Below are some questions that have been asked specific to the authorization and referral process. This is not a comprehensive list. For more information please always refer to the current OHA Prioritized List provided by OHA when in doubt about what is covered benefit. A list of services that require and prior authorization will be available in CIM in the Provider Services section.

### **Authorizations**

#### **Pre-existing Authorizations:**

All pre-transition (1/1/19) prior authorization were submitted to PH Tech and will be honored for the life of the authorization or up to 90-days (3/31/19), whichever is shorter. During this 90-day grace period, PCP's are encouraged to submit new authorization request into CIM for ongoing approval and to limit disruption to members services. YCCO Customer Service will be happy to assist with this process at 855-722-8205.

#### **Who do I call for pre-authorization?**

Providers are encouraged to submit PA requests online via CIM the secure provider website. The PA fax form is also located on the CIM site where Providers can complete, print and submit the form to PPP Medical Management along with the clinical records pertinent to the service request by faxing to 503-574-6464.

For Provider questions related to Prior Authorization the Providence Plan Partners telephone number will be listed on the member's ID card. Medical: 503-574-6400 For pharmacy/drug pre-authorization please see section below called Pharmacy Authorizations.

#### **Cancer related services – are they covered?**

**Refer to the prior-authorization list, the OHA Prioritized list from** and make sure an authorization for specialty care are on file in CIM.

#### **Cardiac Rehabilitation – Does it require prior-authorization?**

No prior-authorization is required.

#### **DME**

**Where can we order DME for our patients?** Contact Providence Home Services 800-531-9754 or MAC Medical (503) 472-2147.



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**Lab and Radiology Prior Authorization- What lab and radiology prior authorizations are required?**

There are no required prior authorizations for High Tech Imaging or for labs follow the OHA Prioritized list and the prior authorization code list.

**Retro Authorizations – Are retro authorizations allowed?**

Retro authorizations are not allowed. The provider can submit provider reconsideration in writing or request a peer-to-peer consultation. If a provider wishes to seek a reconsideration of a payment determination, prior-authorization for medical or pharmacy services, please follow the instructions on the determination letter about the reconsideration process, address, phone/fax to submit the request. It is important that reconsiderations be submitted as stated in the determination letter for timely handling.

**Procedure code changes for an existing Authorization - Once an authorization for surgery is done, if there is a change in the OR for services, can code ranges be given or does it have to be done through an appeal process?**

Prior Authorization approves for the requested service and is not guarantee of payment. If we approve a surgery for XXXXX code, and the provider bills with a different code - XXXXY, we would obtain chart notes and review for "correct coding" on the back end. If we deny, then the reconsideration process would apply. If a provider wishes to seek a reconsideration of a payment determination, prior-authorization for medical or pharmacy services, please follow the instructions on the determination letter about the reconsideration process, address, phone/fax to submit the request. It is important that reconsiderations be submitted as stated in the determination letter for timely handling.

**Referrals**

**Referrals are not required for Specialty Care.**

**Why are referrals no longer required?**

Due to our member utilization patterns, we have experienced network challenges to operationalize new referral requirements.

**Pharmacy Authorizations administered by Providence Plan Partners**

**Pharmacy Transition of Care**

YCCO members will have a 60-day transition period for non-specialty medications. Claims for non-formulary drugs or drugs that require prior authorization (PA) will continue to process during the first 60 days of eligibility. Members and prescribers will receive letters notifying them of the need to change to an alternative therapy. To help



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facilitate this transition, we are providing you with a list of your patients who have a recent claim for a drug that requires PA or is non-formulary on the YCCO formulary in 2019. Please review this list and consider prescribing the preferred therapy or submit a PA for review, if appropriate. PA criteria can be found on the YCCO formulary page at: <https://stage.yamhillcco.org/for-providers/formulary-drug-list-and-updates/>. Please send fax requests to 503-574-8646 or toll-free fax 800-249-7714.

## Specialty Pharmacy Transition

Members currently taking specialty drugs will be contacted directly by Providence's specialty pharmacy team to facilitate transfer of care to Providence's preferred specialty pharmacy, Credena Health. You may be contacted to send updated prescriptions to Credena Health. Information on Credena Health can be found at: <https://www.providence.org/credena-health>.

## Injectables/Synagis

**Where do we find out information on injectables that require a PA?** Injectables which require a PA can be found on the Pharmacy Medical Drug Benefit Prior-Auth List.pdf. This list will be available in the Provider Section on CIM after January 1, 2019. If you would like a copy emailed to you, please contact YCCO prior to 1/1/2019.

**Are there specific PA requirements for Synagis?** Synagis does not require a PA with PPP. Walgreens Specialty Pharmacy can supply Synagis to all providers. Walgreens Specialty Pharmacy will bill Synagis via medical benefits and white bag it to the provider's office for administration.

## Pharmacy Forms

The uniform medication prior authorization form can be accessed here: <https://yamhillcco.org/for-providers/policies-and-forms/>

## Pharmacy Help Desk

For questions related to medication coverage or pharmacy processes, please call the Providence Pharmacy Division at 1-877-216-3644

Please send fax requests to 503-574-8646 or toll-free fax 800-249-7714.