

Eyequest Website used only for Eye Surgeries

For eye surgeries, e.g 92018, the tool says that no pre-auth is required. However, the associated message text says “This service must be reviewed by EyeQuest for authorization”. This mixed message creates confusion.

Function	Provider Workflow	BPR-specified Capabilities	‘MET’, Scheduled Date, or ‘NA’	Comment
Checking Eligibility and Benefits	See Availity & Amergigroup website document for this information (Click on Medical Services in the Summary page)			
Determining whether Pre-Auth or Medical Necessity Review is required	See Availity & Amergigroup website document for this information (Click on Medical Services in the Summary page) Medical policies cannot be found on the EyeQuest site			
Obtaining a Pre-Authorization	<u>Steps</u> <ul style="list-style-type: none"> Enter required information into Eyequest site Put pended reference number into the EHR. 	Provide an online form/web page for requesting pre-service review	Met	
		On form/web page - Allow specification of the “urgency” of the request		
		Identify the timeframe under which the request will be reviewed, somewhere in the process.		
		On form/web page - Allow specification of ALL the services to be requested	Met	
		On form/web page - Include questions about any relevant professional restrictions (as applicable)	NA	
		If form/web page asks for clinical information, either offer check list selection of appropriate clinical information or allow providers to submit ALL clinical information relevant to the specific request for services, and not restrict provider from	NA	

Function	Provider Workflow	BPR-specified Capabilities	'MET', Scheduled Date, or 'NA'	Comment
		sending this relevant information		
		Allow for submission of form electronically or faxed with supporting documentation	Met	A supporting document can be uploaded electronically
		Provide acknowledgement of receipt of the review request	Met	
		Able to print the completed request form and/or review on-line the information submitted on the request.		
		Perform review for ALL submitted services that are valid per the BPR, not just those requiring a pre-authorization -- including Unlisted Procedures, except for those listed on health plan website.	Met	
		Perform review without a provider signature on the request	Met	
		On web page, identify how changes are to be made to previous requests and how providers will be notified of decisions		
Checking Status of Request	<u>Step</u> Check within 2 days of submission. Always approved.	Provide status information on website per the BPR		Statuses are Pending, Approved, Denied. Do not provide reason for pending or needed documentation
		Identify any information that is missing. Allow access to status information by the provider/organization that requested the services, the provider/organization that is doing the services and, as appropriate, the facility/organization where the services are to be done	NA	