

**Health Plan
Re-Validation of Pre-Service Web Site Capability**

Summary: BPR-Specified Pre-Service Capabilities Met and Provider Rated Usability of Web Sites

Type of Service	Web Site Launching Page	Applicable BPR Capabilities Fully Met	Provider Usability Rating
Medical Services		xx/ xx	
Provider Administered Medication (Medical Benefit Pharmaceuticals)		xx/ xx	
Advanced Imaging		xx/ xx	

Detail: Provider Pre-Service workflow and Alignment of Web Capabilities with Best Practice Recommendations

Assess all of the BPR-specified Capabilities for each of the above types of services (whether Utilization Management is performed by the health plan or a 3rd party, i.e. carve-out)

Function	Provider Workflow	BPR-specified Capabilities (pg# references BPR)	'MET', Scheduled Date, or 'NA'	Comment
Checking Eligibility and Benefits		Identify non-patient specific benefit exclusions and patient specific benefit exclusions pgs. 9-10		

Function	Provider Workflow	BPR-specified Capabilities (pg# references BPR)	'MET', Scheduled Date, or 'NA'	Comment
Determining whether Pre-Auth or Medical Necessity Review is required		Provide up-to-date navigation information in the Pre-Service Directory pgs. 6-7, 31-33		
		Look up/Search <ul style="list-style-type: none"> • for the care service by CPT code, keyword or functional category. • for the medication by J-code (for Meds that have a J code) and Brand Name and Generic Name pg. 8		
		Service information is specific to a product/group or plan, i.e. not a generic list. pg. 9		
		<ul style="list-style-type: none"> • Identify whether any entered service require a pre-authorization. This includes Unlisted Procedures. pg. 10 <ul style="list-style-type: none"> • Explicitly indicate if a service does not require a pre-authorization, e.g. no pre-auth required unless specifically indicated on this list. pg. 17		
		Identify whether any entered service require a medical necessity review (separate from a pre-auth). This includes Unlisted Procedures.		

Function	Provider Workflow	BPR-specified Capabilities (pg# references BPR)	'MET', Scheduled Date, or 'NA'	Comment
		pg. 10		
		Identify any professional restrictions related to delivering the service, e.g. type of provider, site of care, etc.		
		pg. 12 Identify whether Medication needs to be obtained from a Specialty Pharmacy. If so, contact information of the specialty pharmacy		
		pg. 12 Use standard documentation names to identify if/what supporting documentation needs to be sent with a review request, including documentation for Unlisted Procedures		
		Identify clinical criteria or vendor information whose criteria is used pg. 16		
		Identify whether approval of this service is dependent upon previously trying other services, i.e. "tried and failed". pg. 16		
Submitting Review Request		Provide an online form/web page for requesting pre-service review pg. 17		

Function	Provider Workflow	BPR-specified Capabilities (pg# references BPR)	'MET', Scheduled Date, or 'NA'	Comment
		On form/web page - Allow specification of the "urgency" of the request pg. 19		
		Identify the timeframe under which the request will be reviewed, somewhere in the process pg. 19		
		On form/web page - Allow specification of ALL the services/medication/administration to be reviewed pg. 19		
		On form/web page - Include questions about any relevant professional restrictions (as applicable) pg. 20		
		If form/web page asks for clinical information, either offer check list selection of appropriate clinical information or allow provider to submit ALL clinical information relevant to the specific request for services, and not restrict provider from sending this relevant information pg. 19		
		Indicate whether the entered service is excluded		

Function	Provider Workflow	BPR-specified Capabilities (pg# references BPR)	'MET', Scheduled Date, or 'NA'	Comment
		pg. 20		
		Allow for submission of form electronically or faxed with supporting documentation pg. 17, 20		
		Provide acknowledgement of receipt of the review request pg. 21		
		Able to print the completed request form and/or review on-line the information submitted on the request. pg. 20		
		Perform review for ALL submitted services that are valid per the BPR, -- including Unlisted Procedures, except for those listed on health plan web site.		
		Perform review without a provider signature on the request pg. 21		
		On web page, identify how changes are to be made to previous requests and how providers will be notified of decisions pg. 21		
Checking Status of Request		Provide status information on web site per the BPR Identify any information that is missing.		

Function	Provider Workflow	BPR-specified Capabilities (pg# references BPR)	'MET', Scheduled Date, or 'NA'	Comment
		pg. 21-23 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 pg. 23		