

Medical Services

Function	Provider Workflow	BPR-specified Capabilities	'MET', Scheduled Date, or 'NA'	Comment
Checking Eligibility and Benefits	<ul style="list-style-type: none"> Commonly - Use 271 transaction to automatically retrieve eligibility information and store in EMR system. Benefits information not typically stored in EMR Infrequently - Check on Regence site 	Identify services that are benefit exclusions for the patient		
Determining whether Pre-Auth or Medical Necessity Review is required	<ul style="list-style-type: none"> Made without accessing site based upon experience (Institutional Knowledge) Access Regence site using Pre-Auth link stored as a "favorite" Search generic pre-auth list for a CPT code Do not review associated medical policy 	Provide up-to-date navigation information on One-Stop-Shop page	To-Be Confirmed	
		Look up/Search for the care service by code, keyword or functional category	MET	Lookup is done via searching pre-auth list by CPT code
		Information is specific to a product/group or plan.		<ul style="list-style-type: none"> Pre-Auth List is generic Information is not up-to-date/accurate
		Identify whether any entered service require a pre-authorization. This includes Unlisted Procedures. Explicitly indicate if service does not require a pre-authorization.		<ul style="list-style-type: none"> No specific statement about whether services that are not on Pre-Auth List will require a pre-auth. No specific information about Unlisted Procedures
		Identify whether any entered service require a medical necessity review (separate from a pre-auth). This includes Unlisted Procedures.		<ul style="list-style-type: none"> No specific statement about whether services that are not on Pre-Auth List will require a medical necessity review No specific information about Unlisted Procedures

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		Identify any professional restrictions related to delivering the service, e.g. type of provider, site of care, etc.		Site of care is a known professional restriction for a number of service, but it is not identified on the web site
		Identify if/what supporting documentation that needs to be sent with a review request		
		Identify clinical criteria or vendor information whose criteria is used	MET	Medical Policies are posted. Medical Staff reports that information is not always current and it is difficult to find the links to the information.
		Identify whether approval of this service is dependent upon previously trying other services.	???	May be in Medical Policy.
Submitting Review Request	<ul style="list-style-type: none"> Complete an EMR form, incorporate appropriate clinical information, and send electronically. <ul style="list-style-type: none"> Indicate the urgency on their EMR form Clinical information submitted is based upon institutional knowledge or an provider- developed list of required documentation When changes to a previously submitted request need to be made, edit the previously submitted request and resend. If 	Provide an online form/web page for requesting pre-service review	MET	
		On form/web page - Allow specification of the “urgency” of the request		
		On form/web page - Allow specification of the services to be reviewed	MET	
		Identify the timeframe under which the request will be reviewed		
		On form/web page - Include questions about any relevant professional restrictions (as applicable)		Site of care restriction is not included on the Regence form for the related services
		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 sending this relevant information	NA	
		Allow for submission of form electronically or faxed with supporting documentation	MET	Supporting documentation must be faxed

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	edit is made several days after initial submission, will call Regence to confirm receipt.	Provide acknowledgement of receipt of the review request		
		Able to print the completed request form and/or review on-line the information submitted on the request.	MET	
		Perform review for ALL submitted services that are valid per the BPR, not just those requiring a pre-authorization		Regence will not perform a review for Unlisted Procedures
		Perform review without a provider signature on the request		
		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	Create a work queue item to contact Regence about status in a specific period of time	Provide status information on web site per the BPR		
		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		