



Dear Provider:

The Health Plan (THP) is implementing a change related to retro authorizations effective September 16, 2019. This change affects all THP contracted lines of business. This change affects medical and behavioral health services, making this uniform for all THP contracted lines of business.

Please be advised that all providers are required to **request prior authorization for services identified on THP's preauthorization list** before the service is rendered. This requirement includes both outpatient and inpatient services on the list. If service is rendered after hours, over the weekend or on a holiday, providers are required to request authorization the next business day. Prior authorization requests received after the next business day will not be processed. Failure to follow prior authorization guidelines will result in denied claims.

Services on The Health Plan's preauthorization list rendered without prior authorization will be eligible for retro review only when deemed urgent/emergent. An urgent/emergent request is not applicable to preauthorization mandates and is defined as:

- A request for medical care or service where application of the time frame for making routine or non-life threatening care determinations could:
 - ❖ seriously jeopardize the life, health, or ability to regain maximum function -or-
 - ❖ Risk the safety of the member or others due to the member's psychologic state -or-
 - ❖ In the opinion of the provider, with knowledge of the member's medical or behavioral condition, would:
 - Subject the member to adverse health consequences without the care or treatment that is the subject of the request -or-
 - Subject the member to severe pain that cannot be adequately managed without the care or treatment that is the subject of the request.

If the clinical team determines that the service requested was not urgent/emergent, the request will be withdrawn by THP as a retro authorization request and will not be eligible for further review due to failure to obtain prior authorization. All other retro



authorization requests will not be considered as the provider failed to meet their obligation to have the service authorized in advance of services being rendered.

For all emergency issues, urgent/emergent transfers to tertiary facilities and for contacting the medical director after hours, please call THP's Physician Access Line at 1.866.687.7347 24 hours a day/7 days a week.