

# Tips for Successful Medical-Related Prior Auth Requests

*A few tips for submitting accurate prior auth requests & receiving timely responses*

## Have Accurate, Detailed Member Information Ready

- 1 You can find this information on the Blue KC member's ID card:
- |                         |                   |                 |
|-------------------------|-------------------|-----------------|
| <b>Member ID Number</b> | <b>First Name</b> | <b>Zip Code</b> |
| <b>Date of Birth</b>    | <b>Last Name</b>  |                 |

## Be Ready with Basic Service or Procedure Information

- 2 You will need the following information for your prior auth request:
- |                           |                         |                         |
|---------------------------|-------------------------|-------------------------|
| <b>Type of Service</b>    | <b>Place of Service</b> | <b>Admission Type</b>   |
| <b>Diagnosis/Code</b>     | <b>Procedure/Code</b>   | <b>Modifier</b>         |
| <b>Service Start Date</b> | <b>Service End Date</b> | <b>Units Type/Units</b> |

## Enter or Confirm Prescribing Physician Information

- 3 The following information may be entered or edited:
- |             |                   |              |
|-------------|-------------------|--------------|
| <b>Name</b> | <b>Address</b>    | <b>Fax #</b> |
| <b>NPI</b>  | <b>Work Phone</b> |              |

## Be Prepared to Monitor Submissions for Requests for Additional Information

- 4 During the prior auth process, you may receive an email to your mailbox within the Altruista portal with a request for additional information. Be sure to monitor your mailbox daily to ensure timely receipt.
- You will be able to enter notes as well as paste or upload documents either during the initial submission or in response to this request.

## One Last Tip: Document the Auth # of Your Prior Auth Submission

*You can search by the Auth # to review status or complete an auth*