

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:
- | | | |
|-------------------------|-------------------|-----------------|
| Member ID Number | First Name | Zip Code |
| Date of Birth | Last Name | |

Be Ready with Basic Service or Procedure Information

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

Enter or Confirm Prescribing Physician Information

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

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

Tips on Entering Information for Medical-Related PAs

Some assistance with potential unfamiliar fields in Altruista/GuidingCare auth portal

Field/Selection

Tip for Entering Information

Selecting Eligibility if More than One Option	Ensure the following fields reflect: Active Coverage Indicator - Y Product - Type: Medical Primary Contract Indicator - Y
Field: Referred by Provider	Same as Requesting Provider
Fields: Provider Name, Servicing Provider or Facility Provider	Code = <u>8 digit</u> Blue KC Provider ID Can search by name
Selecting Provider from Multiple Options	Can search by name, by provider code, NPI or Tax ID
Icon: 	Allows User to Search
Message: Use Down Arrow	Use the Down Arrow on your keyboard
Diagnosis Code	Use Decimal Points in Diagnosis Code
Icon: 	All messages found in the <u>Altruista/GuidingCare</u> auth portal remain internally to the portal and are not shared with external email
Icon: 	Listing of prior auth requests submitted through the <u>Altruista/GuidingCare</u> auth portal
Icon: 	Filtering options for prior auth request listing
Document Clinical	If listings are presented, select all that apply for each diagnosis code
Icon: 	Add notes regarding the associated clinical indication; blue reflects no notes currently exists
Icon: 	Update or review notes regarding the associated clinical indication; green reflects notes currently exists
Clinical Indication Definition	View definition of terms if a blue, underlined hyperlink appears with the term