



July 16, 2012

Announcement 498

## Online Prior Authorization System Survey Results

On May 9, 2012, HP Enterprise Services (HPES) circulated a survey regarding the Provider Web Portal's online prior authorization (PA) system to the Nevada Association of Medical Suppliers (NAMPS), the Nevada Hospital Association (NHA), Specialized Alternatives for Families and Youth (SAFY) and Nevada Youth Care Providers (NYCP) for distribution to their members.

The survey asked seven questions or sections regarding the survey participants' use of the Web Portal to submit a PA. There were 35 responses out of an expected 80 to 100 total organizations.

One of the questions on the survey listed top issues affecting users and asked participants to rate their usage of the Web Portal should technical changes be made to resolve the issues. The top issues were: a) allowing the entry of symbols; b) viewing determination dates; c) viewing clinical rationale from HPES; d) printing letters; and e) submitting a reconsideration.

HPES thanks the above organizations and their members for participating in the survey. Due to their feedback, the Division of Health Care Financing and Policy (DHCFP) and HPES are evaluating the responses and will incorporate recommendations in their joint change management process.

Enhancements made to the PA system to date include:

- Ability to submit continued stay or additional service requests on existing PA requests.
- Improved error messaging throughout the system.
- Increased space to add medical justification and goals when submitting PA requests.
- Removal of the "release of information" checkbox for prior authorizations.
- Added "pending eligibility" message when users are verifying eligibility for recipients whose eligibility is pending. Pending eligibility is available under the "Eligibility" tab using the recipient's ID. Pending eligibility is not currently available using the "Member Focused Viewing" tab.
- Proper display of Third Party Liability (TPL) data in eligibility responses for dates of service that occurred in the past.

Providers will be notified through web announcements and quarterly provider newsletters when additional changes are implemented.