



Electronic Pre Authorization Intake & Document Triage - Michigan

Purpose

Effective 06/01/2023, Michigan requires providers and insurers to conduct utilization review via electronic transmissions only¹. Health plans may no longer accept utilization requests and/or subsequent supporting documentation in any medium other than electronic (i.e. ePA), including, but not limited to facsimile and phone.

This procedure outlines how Oscar triages requests and/or documents that come in via prohibited mediums.

Definitions

- ePA: Electronic Pre Authorization; an authorization request submitted electronically through a Utilization Management platform
- PA: Pre Authorization; a request for services/drugs that require approval from the health plan (Oscar) prior to being covered

Pharmacy Procedure

Electronic

1. Requesting Provider submits an ePA.
2. Oscar Processor intakes and processes the request.
3. Oscar Processor pushes the case to an Oscar Clinician to review.
4. Oscar Clinician determines if the request is clinically complete.
 - a. If the request is clinically complete, the clinician reviews and issues a determination. The determination is transmitted to the Requesting Provider electronically via the ePA system.
 - b. If the request is clinically incomplete, the clinician will request the specific, additional, missing information needed in order to review the case, via the ePA system.

Facsimile

1. Requesting Provider faxes Oscar.
2. Oscar Processor attaches a reference number to the fax document and archives it.
3. Oscar Processor faxes a response to the Requesting Provider with the following language:

We are unable to process this request as it does not meet the electronic submission requirements. Please resubmit this pre authorization request electronically to CoverMyMeds (www.covermymeds.com) in order to be reviewed.

Phone

¹ Exception granted if the provider experiences technical difficulties with electronic submission

1. Requesting Provider calls Oscar.
2. Oscar Processor advises the Requesting Provider that PA submissions are required to be submitted electronically via ePA system.
3. Oscar processor inquires if the Requesting Provider has a technical difficulty that prevents them from submitting via the ePA system.
 - a. If the Requesting Provider attests that they have a technical difficulty, the Oscar Processor will intake the request over the phone.
 - b. If the Requesting Provider does not have a technical difficulty, the Requesting Provider will be redirected to submit their PA request electronically; no intake will occur over the phone.

Medical Services Procedure

Electronic

1. Requesting Provider submits an ePA.
2. Oscar Processor intakes and processes the request.
3. Oscar Processor pushes the case to an Oscar Clinician to review.
4. Oscar Clinician determines if the request is clinically complete.
 - a. If the request is clinically complete, the clinician reviews and issues a determination. The determination is transmitted to the Requesting Provider electronically via the ePA system.
 - b. If the request is clinically incomplete, the clinician will request the specific, additional, missing information needed in order to review the case.

Facsimile

1. Requesting Provider faxes Oscar.
2. Oscar Processor faxes a response to the Requesting Provider with the following language:

We are unable to process this request as it does not meet the electronic submission requirements. Please resubmit this pre authorization request electronically to Oscar to be reviewed, for in-network providers through the Provider Portal, and for out-of-network providers here: <https://www.hioscar.com/form/oon-request-form>.

Phone

1. Requesting Provider calls Oscar.
2. Oscar Processor advises the Requesting Provider that PA submissions are required to be submitted electronically via ePA system.
3. Oscar processor inquires if the Requesting Provider has a technical difficulty that prevents them from submitting via the ePA system.
 - a. If the Requesting Provider attests that they have a technical difficulty, the Oscar Processor will intake the request over the phone.
 - b. If the Requesting Provider does not have a technical difficulty, the Requesting Provider will be redirected to submit their PA request electronically; no intake will occur over the phone.

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