

<b>UTILIZATION MANAGEMENT</b>	<b>EyeQuest</b> <i>A DentaQuest product</i>			
	<b><i>Policy and Procedure</i></b>			
	Policy Name:	<b>Preauthorization Listing</b>	Policy ID:	
	Approved By:	Angela Metzger, VP, Utilization Management	Origination Date:	11/22/2019
	States:	Kentucky	Last Revision Date:	11/22/2019
Application:	All	Effective Date:	1/1/2020	

## **PURPOSE**

This policy establishes the process for prior updating maintaining and posting preauthorization listing members and providers to ensure compliance with contract and regulatory requirements.

## **POLICY**

EyeQuest uses good faith efforts to ensure that members and providers are notified and informed about all preauthorization; added or removed by the organization. As required by contract and/or regulatory requirements.

## **REFERENCES**

- KRS 304.17A-603(4) (a) & (b)

## **PROCEDURE**

### **Adding Preauthorization**

- A. When adding a preauthorization, a request is sent to the client/ State for review and approval.
- B. All applicable reference documentation and notification is submitted to the client/State for review and approval. This includes but not limited to:
  - Updated version of the Preauthorization list
  - Updated versions of the provider office and/or member reference manual
  - Applicable provider and or member notification letters
- C. After approvals are granted applicable provider and member notification is sent. The approved preauthorization is visible online and will reflect an effective date as the same day the updated version of preauthorization list is posted on the EyeQuest website.
- D. In accordance to KRS 304.17A-603(4) (a) & (b).EyeQuest will not deny a claim for failure to obtain preauthorization requirements if the preauthorization was posted with an effective date at the time of the date of service referenced on the claim.

### **Removing Preauthorization**

- E. When removing a preauthorization, information is sent to the client/ State notifying them of the removal.
  
- F. All applicable reference documentation and notification is submitted to the client/State for review and approval. This includes but not limited to:
  - Updated version of the Preauthorization list
  - Updated versions of the provider office and/or member reference manual
  - Applicable provider and or member notification letters
  
- G. After all updated documentation is approved provider and member notification is sent. The removed preauthorization is visible online and will reflect a termination date as the same day the updated version of preauthorization list is posted on the EyeQuest website.
  
- H. In accordance to KRS 304.17A-603(4) (a) & (b).EyeQuest will not deny a claim for failure to obtain preauthorization requirements if the preauthorization was posted with a term date prior to the date of service referenced on the claim.