



# Preauthorization Program for Clinically Urgent Requests

April 2016

Effective immediately, requests for a clinically urgent MRI, CT scan, or other advanced imaging and cardiac services (including urgent left heart catheterizations) will receive an upfront authorization number. (Musculoskeletal studies are excluded.) Services ordered from emergency rooms and inpatient hospital stays don't need preauthorization.

Clinically urgent requests are for conditions that require prompt intervention to prevent additional health issues for the patient. Conditions that require urgent intervention include those that:

- Cannot be postponed for 24 hours without risking progression to an emergent condition.
- Cannot be postponed for 24 hours without risking loss of life or limb or permanent disability.
- In the opinion of a physician with knowledge of the patient's medical condition, a delay would subject the patient to severe pain that cannot be adequately managed without the care or treatment that's the subject of the case.

## Urgent Case Process

For an upfront authorization number of a clinically urgent case, follow these steps:

- Call 1 (866) 842-1776 toll-free and state that the patient's case is clinically urgent. If using RadMD.com, select the clinically urgent indication.
- The phone line is also open on Saturday from 8 a.m. to 2 p.m. Hawaii time for urgent cases.
- The Magellan representative (or RadMD) will ask a few demographic and clinical questions. If you state that the case is clinically urgent, you'll receive an upfront authorization number without a preservice clinical review. Keep in mind that you don't have to wait to perform services for a clinically urgent patient. Requests can be submitted retroactively for medical necessity review, but should be submitted as soon as possible.
- The ordering physician's office will be asked to attest and provide clinical reasons for the urgency. The attestation must include the definition of clinically urgent and requires the provider to agree that the case meets the urgent criteria to prevent an emergent situation. This attestation won't delay the upfront authorization number, but is essential to the process.
- Magellan and HMSA will monitor the urgent case review process to make sure that requests meet the definition of clinically urgent. Cases may be subject to audit if concerns arise about this process. Any provider using this process for non-urgent cases may not be permitted to use the urgent review process in the future.

For more information, call Laurie Kim – Director of Provider Services and Account Management, Hawaii  
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