

## HMSA – Cheat Sheet / Helpful Tips

### Did your auth request receive a denial? If so, here's what you should do next...

#### Commercial Member (Reconsideration Review)

Providers have up to 60 days after the date of denial to submit additional information needed to meet medical necessity

- Refer to 'Request for Additional Clinical (or Peer Discussion)' fax notification for missing info
  - Fax using OCR coversheet or upload via RadMD automatically triggers reconsideration request
  - P2P call (clinical staff only; doesn't need to be provider) automatically triggers reconsideration request

#### QUEST Integration Member

Med-QUEST requires waiting 60 days after the date of denial to start a NEW case.

*(Same study for the same patient cannot be requested through Magellan Hawai'i (NIA) again for 60 days.)*

*To avoid an unnecessary denial, consider withdrawing request if additional information is not readily available; resubmit when it's available.*

- A NEW request would be available after 60 days from denial date.
- Appeal\* with HMSA is only option if cannot wait 60 days

#### Medicare Advantage Member

CMS requires waiting 60 days after the date of denial to start a new case.

*To avoid an unnecessary denial, consider withdrawing request if additional information is not readily available; resubmit when it's available.*

- A NEW request would be available after 60 days from denial date.
- CMS allows for re-open in the rare instances of an administrative error on the first submission.
  - Request for re-open of denial must include a completed and signed CMS Reopen Letter, attached to the provider's copy of the denial letter.

\*NOTE: Expedited appeals must meet CMS' definition of expedite. It should NOT be because of appointment scheduling.

### Auth Expired? If the DOS falls outside of the auth validity window, and you're not sure how to extend or withdraw a case:

- Authorizations are **valid for 120 days** from date of request OR date of service.
  - DOS required for surgery and pain management
  - DOS optional for imaging (recommend leaving blank)
- Extensions of validity period should be requested if procedure unable to be completed within the validity period.
- Withdraw unused requests
  - Prevents potential delays in any subsequent request. An unused request can trigger a duplication alert resulting in a request for the results of that unused request.

**Call Center: 1 (866) 306-9729**    M – F: 6am – 6pm Hawai'i time  
**Fax (for additional clinical information): 1 (800) 784-6864**