

# HMSA – Cheat Sheet / Helpful Tips

## Imaging, Interventional Pain Mgmt, Spine & Joint Surgery

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

### Commercial & QUEST Members (Reconsideration/Re-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

### Akamai 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 90 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 (within a reasonable time) period should be requested if procedure unable to be completed within the validity period.
- Withdraw unused and previously approved Commercial and QUEST 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.
  - **NOTE: CMS no longer allows withdrawals of any kind including approved/unused cases.**

**Call Center: 1 (866) 306-9729**      M – F: 6am – 6pm Hawai'i time