

Minimizing Prior Authorization Delays

Identify the top 5 insurers in your practice and check their prior authorization requirements available online.

- Do they use ePA?
- Know phone, email, fax
- What are their processes, criteria?
- Be sure to use the right forms

Select the prior authorization method that will be most efficient, given the particular situation and available options—ePA, fax, phone, email.

Establish a protocol to consistently document medical data required for prior authorization in the medical record.

- Year of diagnosis and detailed disease course
- Colonoscopy, radiographic and imaging results: Type of disease and area involved
- Document pertinent lab results and imaging in one location of notes
 - C-Reactive Protein (CRP)
 - Fecal Calprotectin (FC)
 - Hepatitis B/ TB testing
- History of flares
- All prior medication and failures in one section of the note
- Summarize the clinical need for the medication

Regularly follow up to ensure timely prior authorization approval and requests don't get lost.

When a prior authorization is inappropriately denied, submit an organized, concise and well-articulated appeal with supporting clinical information.



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