



<u>Payment Policy:</u> Prior Authorization Policy		
<u>Original Date Approved:</u> 9/3/2019	<u>Effective Date</u> 11/01/2019	<u>Date Revised:</u>
<u>Scope:</u> Commonwealth Care Alliance (CCA) Product Lines: <input checked="" type="checkbox"/> <u>Senior Care Options</u> <input checked="" type="checkbox"/> <u>One Care</u>		

PAYMENT POLICY SUMMARY:

Commonwealth Care Alliance © (CCA) requires all providers to obtain Prior Authorization (PA) for certain services before the services are rendered. **Request for authorization will begin on the date the authorization request is received or for a future date(s) stated on the request. Any date(s) of service requested prior to CCA receiving the authorization request will not be retroactively reviewed for medical necessity and will result in an administrative denial.** Emergency services do not require Prior Authorization.

AUTHORIZATION REQUIREMENTS:

Please refer to Section 4 of the Provider Manual regarding [Covered Services & Prior Authorization Requirements](#). Follow Prior Authorization [Instructions](#) and utilize [Prior Authorization Forms](#). Any post-service appeal regarding lack of Prior Authorization will follow the same guidelines. If you feel that you received an inappropriate denial, please submit appropriate documentation via the [Request for Claim Review](#) form. Guidance on submitting an appeal can be located in the CCA Provider Manual.

DISCLAIMER:

As every claim is unique, the use of this policy is neither a guarantee of payment nor a final prediction of how specific claim(s) will be adjudicated. Claims payment is subject to member eligibility and benefits on the date of service, coordination of benefits, referral/authorization and utilization management guidelines when applicable and adherence to plan policies and procedures and claims editing logic. CCA has the right to conduct audits on any provider and/or facility to ensure compliance with the guidelines stated in this payment policy. If such an audit determines that your office/facility did not comply with this payment policy, CCA has the right to expect your office/facility to refund all payments related to non-compliance.

REFERENCES:

[Commonwealth Care Alliance](#)

POLICY TIMELINE DETAILS

1. [September 2019 approved](#)