

Improving Prior Authorization Approval Rates

Best Practices for Providers



Empowering
the Improvement
of Care

What You'll Learn Today

- Top Two Reasons for Prior Authorization (PA) Denials
- Two Proven Ways to Avoid PA Denials
- More Tips for Preparing PA Requests
- Online Resources and Tools
- Contacting our Support Teams
- Security Health Plan Resources

Top Two Reasons for PA Denials

1. Case request lacks required clinical information

Not supplying the necessary patient clinical information is the most common reason for denials and the easiest to rectify.

2. Requested procedure does not meet clinical guidelines

To protect payers and patients, we ensure that care aligns with the most up-to-date, evidence-based guidelines, developed collaboratively with medical professionals. We rely on these clinical guidelines to evaluate medical necessity.



Two Proven Ways to Avoid PA Denials

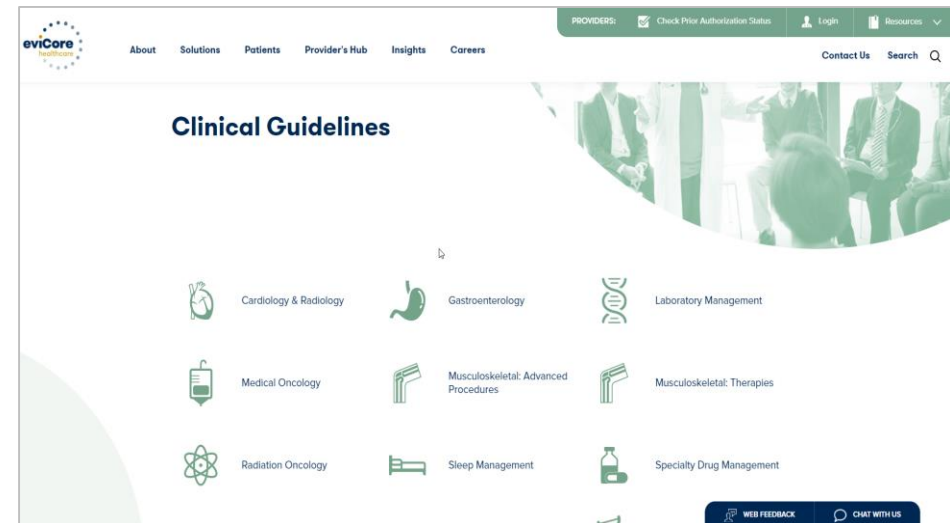
1. Share clinical records when submitting requests

- Upload records directly to eviCore provider portal.
- View the full list of [Required Clinical Information](#) for PA requests.

Required Clinical Information
Current Office Notes / Exam Findings
Conservative Treatment Records
Recent Relevant Imaging / Test Results
Reasons for the Procedure
Functional Testing Results
Physician's Treatment Plan
Pertinent Medical History

2. Review clinical guidelines prior to submitting requests

Access [Provider Clinical Guidelines](#) on the eviCore provider portal



More Tips for Preparing PA Requests

Simple ways to reduce the number of cases referred for medical review:

- ✓ When possible, complete the clinical section of the request during the office visit.
- ✓ Have the patient records readily available when initiating the request.
- ✓ Submit requests within 24 to 48 hours of the patient's office visit.
- ✓ Share the patient's records with the rendering practice that will make the PA request.



Online Resources and Tools

Security Health Plan Provider Resources

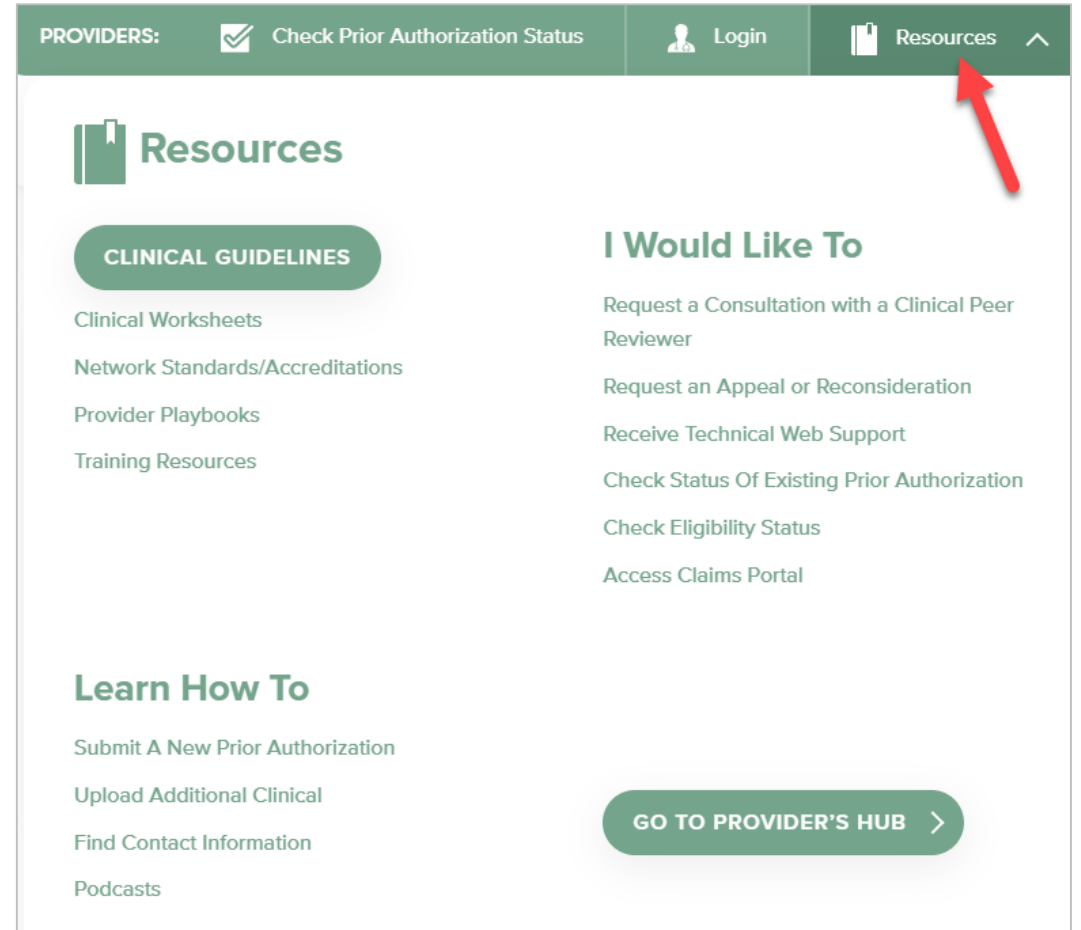
[View this page](#) for presentation tips, frequently asked questions, quick reference guides, and more.

eviCore Provider's Hub

[Login here](#) for access to training resources.

Provider Forums

[Sign up](#) for upcoming provider forums, program overviews, and portal orientation sessions.



Click the **Resources** drop-down tab to access the help menu.

Contacting Our Support Teams

Client and Provider Services

Contact via email at clientservices@evicore.com or call **(800) 646-0418** (option 4).

- Please have all pertinent information available, including the case number when applicable.
- When emailing, **include “SHP” in the subject line**, and share a detailed description of the issue.
- You will receive a Cherwell Ticket (reference) number. Include this number in the subject line for any subsequent messages on the same issue.

Web-Based Services and Portal Support

Contact via email at portal.support@evicore.com or call **800-646-0418** (option 2).



Security Health Plan Resources and Tools

Provider Manual

- [Medicaid Managed Care](#)
- [Family Health Center](#)
- [Group & Direct Pay](#)
- [Medicare Advantage](#)

[Provider Manual](#)

Provider login

* Required

Username *

Password *

[Log In](#)

[Need Help?](#)

[Provider Login](#)

<h4>Preventive services guidelines</h4> <p>Help your patients stay on track with preventive care. Use these guidelines to know what Security Health Plan covers at every stage of their lives.</p> <p>→</p>	<h4>Clinical practice guidelines</h4> <p>Our medical directors, pharmacists, nurses, utilization management committee, P&T committee for pharmacy routinely review the current best evidence to keep pace with medical advances.</p> <p>→</p>	<h4>Care management</h4> <p>Refer your patients who need extra support for chronic and complex conditions.</p> <p>→</p>	<h4>Pharmacy resources</h4> <p>Check here for quick access to drug safety or formulary information plus affiliated compounding or mail order pharmacies.</p> <p>→</p>
<h4>Benefit eligibility inquiry</h4> <p>Submit a secure inquiry for benefits or eligibility.</p> <p>→</p>	<h4>Claims inquiry</h4> <p>Submit a secure claims inquiry.</p> <p>→</p>	<h4>Electronic data interchange</h4> <p>Reduce your paperwork and improve efficiency by automating your manual processes. Use our online tools.</p> <p>→</p>	<h4>Credentialing manual</h4> <p>Use this guide to become credentialed with Security Health Plan.</p> <p>→</p>

[Tools and Resources](#)