

UTILIZATION MANAGEMENT	 a Sun Life company			
	<i>Policy and Procedure</i>			
	Policy Name:	Establishment, Approval and Maintenance of all Services Requiring Pre-Authorization	Policy ID:	UM23-INS-VIS
	Approved By:	John Davis, Director, Vision	Last Revision Date:	11/22/2019
	States:	Kentucky	Last Review Data:	10/02/2024
Application:	Vision services	Effective Date:	10/02/2024	

PURPOSE

This policy establishes the process for establishing, maintaining and posting a list of services requiring preauthorization in compliance with contract and regulatory requirements.

POLICY

EyeQuest uses good faith efforts to ensure that members and providers are notified and informed about all services requiring preauthorization; including codes added or removed by the organization. The full list of services requiring preauthorization is posted to the EyeQuest web site for member, authorized person, and provider access, as required by contract and/or regulatory requirements.

REFERENCES

- KRS 304.17A-603(4) (a) & (b)

PROCEDURE

Adding or Removing Services Requiring Preauthorization

- A. When adding or removing a service(s) subject to preauthorization, a written request is sent to the client for forwarding to the State for their review and approval. Such request and any final list of services requiring preauthorization shall include the service code and or description, the effective date for the new or terminated service, the date the requirement was posted, or removed, on the web site.
- B. All applicable reference documentation and notification is submitted to the client/State for review and approval. This includes but not limited to:
 - An updated version of the Preauthorization list.
 - Any applicable provider and or member notification letters if changed.
- C. After approvals are granted the approved preauthorization list and detail is posted and made visible online. The effective date will reflect the same day the updated version of preauthorization list is posted on the EyeQuest website.
- D. In accordance to KRS 304.17A-603(4) (a) & (b). EyeQuest will not deny a claim for failure to obtain preauthorization if the preauthorization requirement was not in effect on the date of service referenced on the claim.

Removing Preauthorization

- E. When removing a preauthorization, information is sent to the client/ State notifying them of the removal.

- F. All applicable reference documentation and notification is submitted to the client/State for review and approval. This includes but not limited to:
 - An updated version of the Preauthorization list
 - Updated versions of the provider office and/or member reference manual, if applicable
 - Applicable provider and or member notification letters if changes are made

- G. The removed preauthorization is visible online and will reflect a termination date as the same day the updated version of preauthorization list is posted on the EyeQuest website.