



TO: All Providers

RE: New Medical Authorization Portal

Effective June 13, 2022, Community Health Network of Connecticut, Inc.TM (CHNCT) will transition the current HUSKY Health medical authorization system to a new web-based platform. The new platform will interface with Change Healthcare's InterQual[®] (IQ) evidence-based criteria and may be used to view IQ criteria and submit prior authorization (PA) requests for most medical goods and services.

PA Requests Submitted through the Medical Authorization Portal

Beginning June 13, 2022, PA requests for the following goods/services **must** be submitted through the medical authorization portal:

- Inpatient emergency admissions
- Inpatient elective admissions
- Outpatient surgical procedures
- Medical equipment and supplies
- Home health services
- Outpatient therapy services

Providers must also upload clinical documentation supporting the medical necessity of the requested good or service through the medical authorization portal.

Automatic Approval

Once a PA request is submitted via the portal, the request will be reviewed using IQ criteria. Those requests that meet criteria will receive an automatic approval. The request will be assigned an authorization number and providers may view and/or print the approval letter.

Pended Requests

When a request does not meet IQ criteria or if IQ does not have criteria, the system will notify

the provider that the request is pended for medical necessity review as per the current process and timelines.

PA Requests Not Submitted Through the Medical Authorization Portal

There will be no change to the current process or requirements for submission of PA requests for the following goods and services:

- Genetic testing
- Outpatient specialty drugs
- Out-of-state services
- Out-of-network services

PA Requests for Radiology Services

PA requests for radiology services will continue to be submitted to eviCore healthcare. There will be no change to the current requirements or submission process.

Provider Training for the New Medical Authorization Portal

Multiple web-based training sessions will be held during the month of May. Providers are strongly encouraged to attend the training. Providers will be notified of the dates and times of training sessions via an Important Message.

The training will cover:

- Portal registration
- Navigation
- Verification of client eligibility
- Creation and submission of PA requests
- Use of IQ criteria
- Information needed for authorization of specific goods and services
- Location of:
 - Reference numbers
 - Authorization status
 - Determination letters

- Upload of clinical documentation

For questions related to the new medical authorization portal, contact Community Health Network, CT at 1-800-440-5071 and follow the prompts for “prior authorization.”

