

## Guidance for Clinical Support Staff

### Criteria for Workflow:

1. HMSA insurance
2. Physician is ordering:
  - a. CT/CTA
  - b. MRI/MRA/MRS
  - c. PET scan
  - d. Myocardial perfusion imaging (MPI)
  - e. CCTA
  - f. Stress echocardiography
  - g. Implantable cardiac devices
  - h. Cardiac catheterization

### Ordering Provider's Clinical Staff Responsibilities:

1. Promptly request an authorization from the HHP Centralized Prior Authorization Department prior to date of service by following the Centralized Preauthorization Workflow and ensure progress note is signed and order is entered.
2. Appeal any denial requests for authorizations.
3. Promptly notify HHP Centralized Prior Authorization Department of any cancellations, reschedules or changes to orders.
4. Respond to any clinical questionnaire or documentation HMSA may require.

### HHP Centralized Prior Authorization Department Responsibilities:

1. Research and compile all necessary documentation for authorization.
2. Complete necessary steps to obtain authorization.
3. Complete payer questionnaires, where clinical documentation is made available. Otherwise, route questionnaire back to physician office.
4. Follow up on pending authorizations weekly.
5. Route authorization numbers or denial reasons back to physician offices.

### HPH Radiology/Cardiology/Cath Lab Department Responsibilities:

1. Create referral shell for all imaging appointments.
2. Promptly notify ordering provider's office of any protocol changes.
3. Monitor authorization shell work queues and obtain retro authorizations if no prior authorization was issued.