**Prior Authorization Telephone Encounter Request Process**

**Who Does the Prior Authorization Department Support:**

The Prior Authorization Department obtains authorizations for HMSA patients (all lines of business) for the procedures below:

- **Advance Imaging**
  - CT / CTA
  - MRI / MRA / MRS
  - PET scans
  - Myocardial perfusion imaging (MPI)
  - CCTA
- **Certain Cardiology Procedures**
  - Stress echocardiography
  - Implantable cardiac devices
  - Cardiac catheterization

**Requesting an Prior Authorization:**

- To generate a telephone encounter click on **Telephone Call**:

![Epic - Schedule In Basket Chart Telephone Call](image)

- Enter patient name, MRN or DOB click **Accept**:

![Patient Lookup](image)

- Inputting requesting providers:
  - Date
  - Requesting provider
  - Department
  - Click **accept**

![New Encounter for ZZTest](image)
▪ Scroll down to Documentation and click on “Create Note”

▪ Select a Prior Authorization SmartPhrase:
▪ Complete asterisk *** (Press F2)

▪ .PRIORAUTHIMAGING (Requesting for prior authorization for imaging studies)
HMSA Advance Imaging or HMSA Prior Authorization Request:

Request being ordered: {HMSA PRIOR AUTH REQUEST:14337}
Studies to be done at: {FACILITIES:13577}
Facility Phone / Fax: {FACILITIES RADIOLOGY DEPARTMENTS:14338}
Dx / ICD-10: ***
CPT Code (5 digits): ***
Comments: ***

If this is STAT, please select one of the reasons below to obtain immediate authorization. Please call our Prior Auth department at 522-4100 thereafter so we can prioritize the request in our work queue. Your office may be contacted by NIA to provide clinical reasons that case is clinically urgent:

▪ After completing the SmartPhrases:
▪ Click on Routing
▪ Route to **P SCH PRIOR AUTHORIZATION DEPARTMENT**
▪ Click Accept

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Exit out of the telephone encounter by clicking “X” on the patient tab

Do not click on close encounter on the bottom.

All Urgent, STAT/ASAP or same day prior authorization referral request the Prior Authorization Department must be contacted directly by phone 522-4100 from the requesting provider or clinic office staff to request assistance.