

Outpatient Pre-Authorization Guidelines



Pre-Authorization

A pre-authorization is a decision that certain outpatient services, including surgical and diagnostic services meet the criteria for medical necessity under the member's benefit plan.

The pre-authorization process is separate from the pre-certification process, which deals with inpatient hospital admissions.

1. Before requesting a pre-authorization, please verify eligibility, and benefits through Member Services.
2. Verification of member eligibility is valid if obtained within five business days of service, except in the case of misrepresentation.
3. Members are encouraged to review their benefit booklet for specific prior approval requirements, excluded services/treatments and referral requirements. Contract exclusions will not be pre-authorized.

Provided all necessary documentation is received, we will complete the review in 15 days or less. If the requested information is incomplete or additional information is needed, this timeframe may be extended

iEXCHANGE

iEXCHANGE is a program offered by WPS Health Insurance that allows clinical staff to submit prior approval requests for inpatient and outpatient services electronically to WPS using the Internet.

Some of the benefits of iEXCHANGE include:

- Direct electronic submission
- Daily feedback from WPS
- Assignment of a Case ID number
- Monitoring the status of the request (i.e. Auto-approval; Pended for review)
- Communication with WPS staff through iEXCHANGE
- Alerts when the case has been updated
- Ability to "cut-and-paste" medical records to iEXCHANGE
- Ability to print requests/approvals for the provider

Services Not Currently Reimbursed:

Anodyne therapy
Antineoplaston cancer therapy
Chondrocyte implantation
Cold therapy
Coronary calcium screening/ultra fast CT
Cosmetic services
Craniosacral therapy
Disc replacement
Ductal lavage
Epidural neuroplasty
ESWT (extracorporeal shockwave therapy for plantar faciitis)

Experimental/investigational procedures
IDET (intradiscal electrothermal therapy)
Infrared therapy used to treat wounds or ulcerations
IVIg for repeated spontaneous abortion
Jas splints
Knee meniscus transplant
Kyphoplasty
Laser assisted uvuloplasty (LAUP)
Laser disc decompression
Lysis of epidural lesions
Magnetic resonance spectroscopy (MRS)
Nucleoplasty

Percutaneous disc decompression
Prolotherapy
Racz catheter
Salivary hormones
Sublingual antigens
T-alternans testing
TriVex
Vagus nerve stimulator for depression
Vertebroplasty

Expedited/urgent pre-authorizations will be completed within 72 hours or less once all necessary information is received.

Urgent is defined as "any claim for medical care or treatment with respect to which the application of the time periods for making non-urgent care determinations:

1. *Could seriously jeopardize the life or health of the claimant or the ability of the claimant to regain maximum function or;*
2. *In the opinion of a physician with knowledge of the claimant's medical condition, would subject the claimant to severe pain that cannot be adequately managed without the care or treatment that is the subject of the claim."*

Note: A Release of Information form included in the application for insurance was signed by our member at the time they applied for coverage.

**Customer Service: Please refer to the Customer Service number listed on the back of your ID card or call 800-765-4977 if you are unable locate the number
Pre-authorization Fax Numbers: 608-226-4777**

By giving contracted Providers access to iEXCHANGE web, we will improve the communication and collaboration with our provider community. You will be able to see the benefits of automating what is now a manual process. We look forward to working with you and your staff. To access iEXCHANGE you will need a User ID, password, and an iEXCHANGE ID.

If your office is new to iEXCHANGE and needs an initial administrator account, please contact WPS by: emailing iexchange@wpsic.com or use the "Contact iEXCHANGE Staff" link from our website at <http://www.wpsic.com/iexchange/> or call 1-800-333-5003 and ask for an iEXCHANGE representative.

Durable Medical Equipment (DME) which ARE recommended for Pre-Authorization

- Equipment purchase or repair with billed charges over \$500
- Equipment rental with total billed charges over \$500/month or rental exceeding 3 consecutive months
- Extremity prosthetics with billed charges over \$1000
- Electric or motorized wheelchairs/scooters and all specialized wheelchair equipment

The following items do not require pre-authorization:

- Apnea monitor rental up to 3 months
- Bilirubin lights
- Knee CPM rental up to 21 days
- Shoulder CPM rental up to 42 days
- TENS unit (standard units)
- Over the door cervical traction units
- Commodes
- Orthotics (check policy benefits)

Services/Procedures which ARE recommended for Pre-Authorization

Gastrointestinal tests:

Capsule endoscopy
Virtual colonoscopy

Home Care Services:

Enteral or nutritional therapy
Home infusion services
Home therapy services
Hospice
Skilled nursing visits

Non Surgical Services and Supplies for Management of Sleep Disorders:

Sleep studies (polysomnograms)
CPAP titration studies
MSLT
CPAP, BiPAP, AutoCPAP

Other Services:

Acupuncture
Allergy testing
Apheresis
Chelation therapy
Cochlear implants
Corneal topography
Cranial orthotics
External counterpulsation
Genetic testing-if it is a covered benefit
Health services related to sexual dysfunction
Hyperbaric treatments
Infertility testing and treatment
Non-emergent ambulance transfer

Obesity services
Photodynamic therapy
Plasmapheresis
Urethral debulking
Vagus nerve stimulation
Vagus nerve stimulator

Pain Management Services:

Denervation
Epidural injections
Facet joint injections
Insertion of pain pump
Medial branch nerve blocks
Neuroablation
Radiofrequency ablation
Rhizotomy
Sacroiliac joint injection
Selective nerve root block
Spinal cord stimulators
Trigger point injection

Radiology studies:

Coronary CT angiogram (CCTA)
Magnetic resonance angiography (MRA)
Positron emission tomography (PET scan)

Surgical Procedures:

Abdominoplasty
All spinal surgeries
Bariatric surgery
Blepharoplasty
Breast augmentation
Breast reduction

Canthoplasty
Dental osteotomies
Excision of excess skin
Facial reconstruction procedures
Gastric bypass
Gastroplasty
Lipectomy
Lung volume reduction
Osteochondral grafting
Panniculectomy
Pneumoplasty
Punctual plugs
Removal of excess fat
Rhinoplasty
Rhinoseptoplasty
Roux-en-Y
Septoplasty
Transmyocardial revascularization
Uterine artery embolization
Uvulopalatorpharyngoplasty (UPPP)

Therapies:

Biofeedback
Infrared therapy
Iontophoresis
Physical therapy, occupational therapy, speech therapy
Vision therapy

Varicose Vein Treatments:

Endovenous laser ablation (EVLA)
Radiofrequency ablation
Sclerotherapy
Transdermal laser therapy
Transilluminated phlebectomy
VNUS