Febraury 5, 2016

FridayFocus

Baylor Scott & White HEALTH

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5 TIPS to minimize prior authorization delays (AMA 2016)

Few words provoke more frustration among providers than, “Dear Dr. X, we are writing to inform you that a prior authorization is required for…” And yet, it’s a necessary step in the process.

To help reduce the disruption to workflow, the American Medical Association’s *AMA Wire* 1/2/16 edition published, 5 Tips to minimize prior authorization delays. In this article, the AMA’s practice management experts offer the following tips to “better manage this burdensome process and reduce its effect on patient care”:

1. Check prior authorization requirements before providing services or sending prescriptions to the pharmacy
2. Establish a protocol to consistently document data required for prior authorization in the medical record
3. Select the prior authorization method that will be more efficient, given the particular situation and available options
4. Regularly follow up to ensure timely prior authorization approval
5. When a prior authorization is inappropriately denied, submit an organized, concise and well-articulated appeal with supporting clinical information” (AMA, 2016)

By following these simple tips, providers and their staffs can spend more time with patients delivering high-quality care instead of dealing with red tape.

To learn more about these recommendations, please view the AMA’s archived webinar at https://cc.readytalk.com/cc/playback/Playback.do?id=5s8rny, the AMA’s prior authorization tip guide, or the AMA’s prior authorization tool kit (both require login at https://login.ama-assn.org/account/login.)

As always, we appreciate your ideas and feedback. Thank you for the quality work you do. All Friday Focuses are available on the SWHP website: https://swhp.org/en-us/prov/news/providers-friday-focus

Resources:
AMA. (2016, January). 5 tips to minimize prior authorization delays. Retrieved from AMA Wire.