



PROVIDER ALERT

UPDATE ON AUTHORIZATION TIMEFRAMES

MARCH 20, 2017

Beacon Health Options Maryland will begin using new turnaround times for authorization requests. This is to reduce the number of unnecessary denials due to limited clinical information and difficulty receiving additional information within current timeframes. The new turnaround times are based on industry standards set by the National Committee for Quality Assurance. Beacon Health Options uses these time frames nationally.

Beacon will continue to ensure rapid review and entering of authorizations and nearly all authorizations will continue to be entered within 2 business days. The expanded time frames will be especially beneficial to providers because it allows more opportunities for discussions to occur with providers on cases where additional clinical rationale is needed.

These new turnaround times for Beacon Health Options ® Maryland will be as follows:

- For non-urgent levels of care an authorization will be entered no later than 14 calendar days.
- For urgent levels of care, the authorization process will begin immediately and will be entered no later than 72 hours

As a reminder for all authorizations requests, please be sure to submit current clinical information. For concurrent requests, please be sure to submit updated clinical information prior to the end of the existing authorization.

For further information on this matter, please feel free to contact clinical department at: MarylandClinicalDept@beaconhealthoptions.com .