

## QIO - Pre-Procedure

### Purpose:

QIO Services will process prior authorization (PA) pre-procedure reviews for bariatric and transplant procedure requests.

### Identification of Roles:

Review assistant (RA) - processes requests through workflow.

Review coordinator (RC) - completes medical necessity review.

Peer reviewer (PR) - reviews requests for medical necessity for requests not able to be approved by RC.

### Performance Standards:

- Complete 95% of PA requests not requiring PR within 10 business days of initial receipt; complete 100% of PA requests not requiring PR within 15 business days of initial receipt.
- Complete 95% of PA requests requiring PR within 15 business days of initial receipt; complete 100% of PA requests requiring PR within 20 days of initial receipt.
- PA requests for which additional information has been requested and not received, process 95% no earlier than 45 days from initial receipt and no later than 60 days of initial receipt.
- PA requests for which additional information has been requested and not received, process 100% within 60 days of initial receipt.

### Path of Business Procedure:

See Attachments 1 and 2.

**Step 1:** The PA request and supporting documentation is received through OnBase. The RC will verify member eligibility and managed care organization (MCO)/fee-for-service (FFS) status. Only FFS requests will be processed. RC will complete a review for bariatric surgery or organ transplant, as appropriate.

**Step 2:** RC will review the information and request additional information, as needed, to complete the review. If the requested information is not received the request will be technically denied.

**Step 3:** All documentation will be sent to an appropriate PR (see Attachment 3).

**Step 4:** Following receipt of the PR determination, the RC will enter the decision into the PA form for the member, provider, and/or facility representative. Only PR can make denial

decisions. Appeal rights will accompany each NOD. Peer-to-peer conversation is also available, if requested.

**Step 5:** The review determination is logged into MMIS and OnBase.

**Interfaces:**

MMIS, OnBase

**Attachments:**

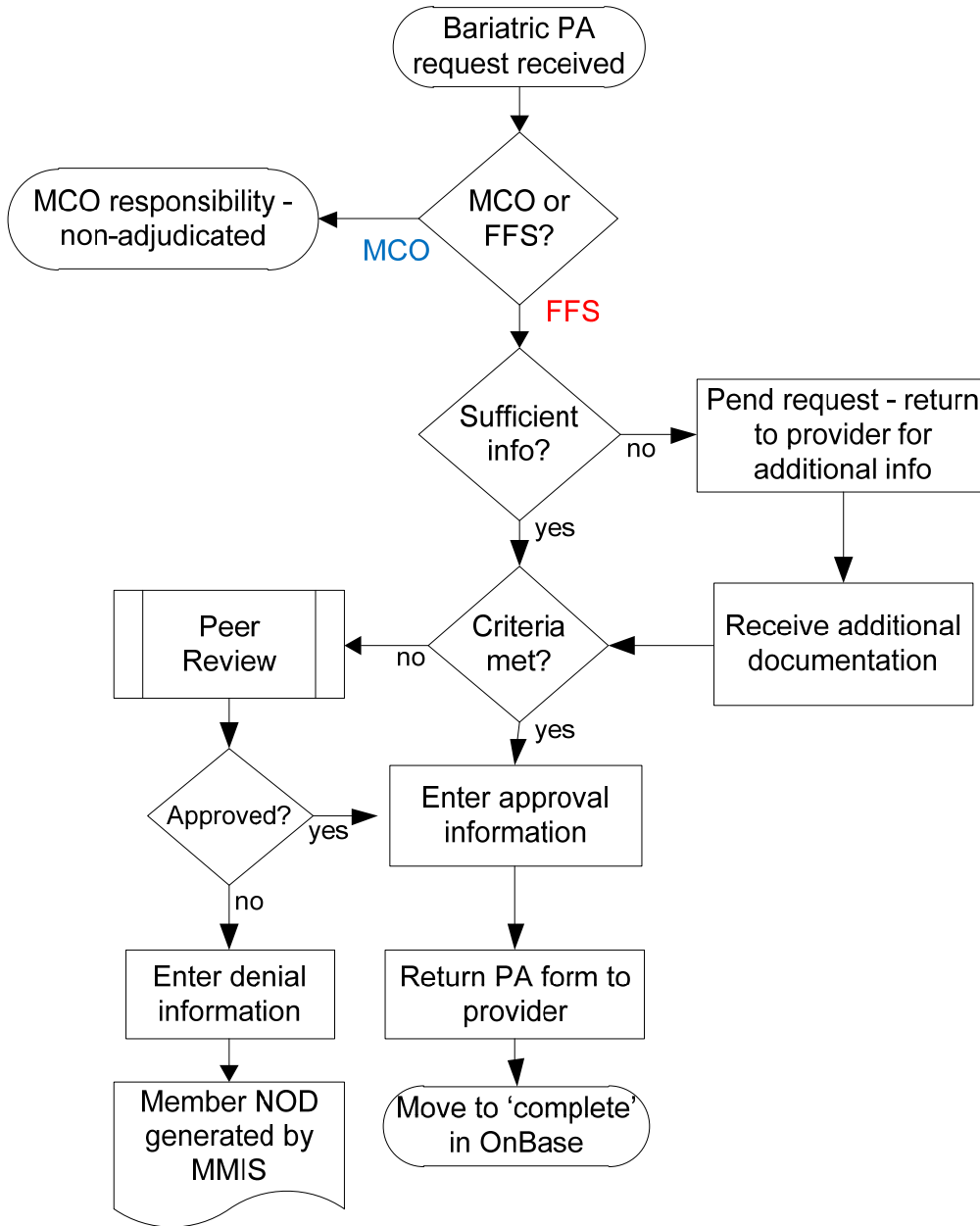
Attachment 1: Bariatric flowchart

Attachment 2: Transplant flowchart

Attachment 3: Peer review flowchart

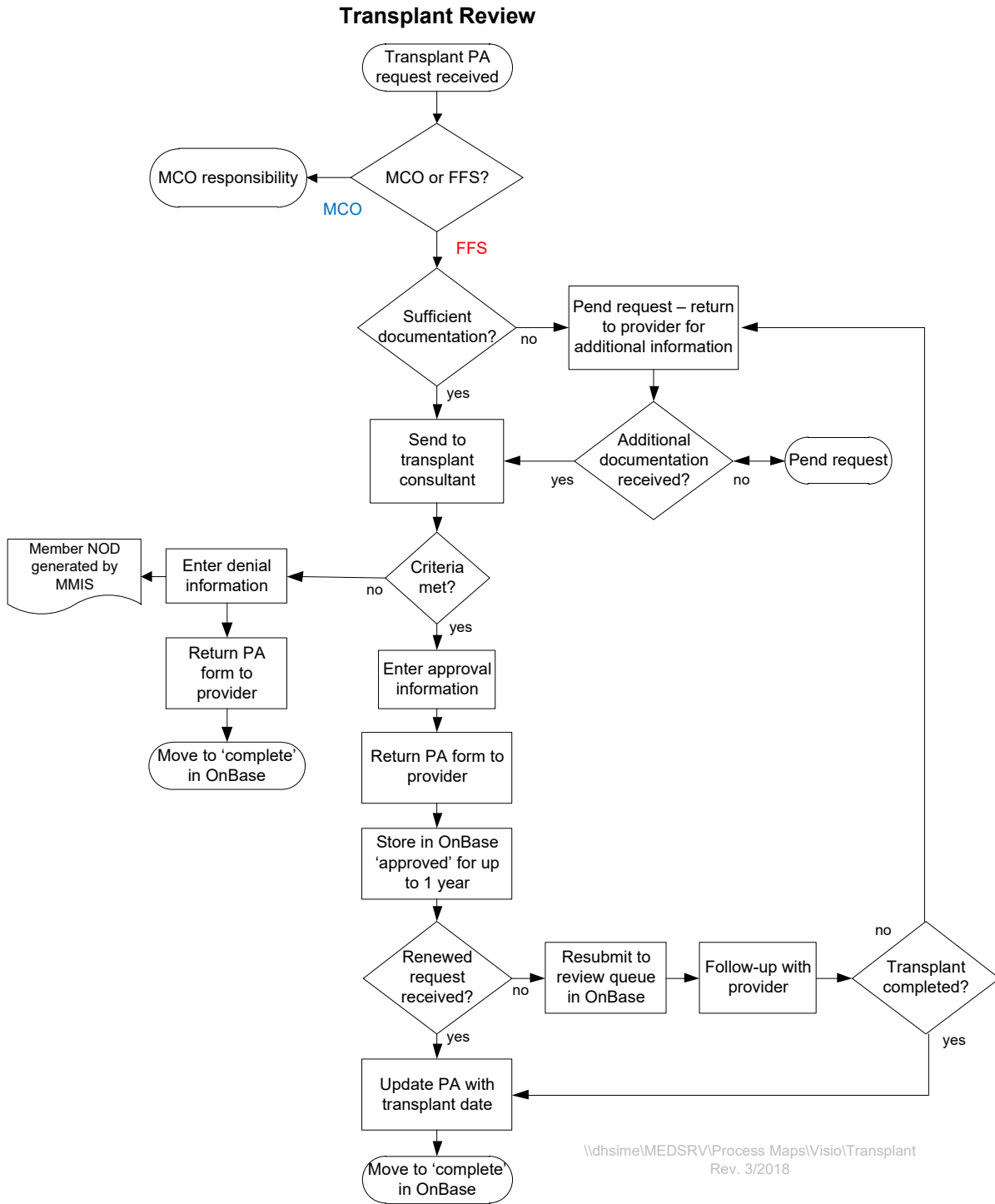
**Attachment 1:**

**Bariatric Review**



\\dhsime\MEDSRV\Process Maps\Visio\Bariatric  
 Rev. 5/2018

**Attachment 2:**



**Attachment 3:**

**Peer Review**

