



September 30, 2021

Re: 2021 Annual Provider Prior Authorization Survey

Cook Children's Health Plan conducted its 2nd Annual Prior Authorization Survey from March 1st through March 31st, 2021. We reviewed the feedback from our Providers and reached out individually to address any issues and/or concerns.

In an effort to improve the efficiency and quality of the prior authorization process, we would like to share improvements as a result of the survey.

Issue/Concern	Resolution
Provider stated they received conflicting information regarding prior authorization requirements from Customer Service vs when the request was submitted for authorization.	Utilization Management & Member Services meet monthly to discuss any prior authorization issues or trends. Utilization Management provided education on how to use the Prior Authorization Lookup tool to health plan staff and to Providers during training webinars held March 22 - 30, 2021. Changes to prior authorization requirements are posted each month on the Cook Children's Health Plan website. Providers may search prior authorization requirements at: Prior Authorization Search Tool
Website should be more user friendly.	Cook Children's Health Plan launched a new website on August 2, 2021. We are excited about the new functionality and encourage Providers to visit our new site cookchp.org .

<p>Provider stated they do not know where to find the medical necessity criteria used to render medical determinations.</p>	<p>Cook Children's Health Plan uses the following criteria resources for determining Medical Necessity:</p> <ul style="list-style-type: none"> • Texas Medicaid Provider Procedures Manual • Cook Children's Health Plan Therapy Program Guidelines • Cook Children's Health Plan Clinical Information and Documents to Support Medical Necessity • InterQual 2019* • Hayes Technology, Inc* • Up-To-Date* • Cook Children's Health Plan Developed Criteria* <p>*These criteria are available to Members, physicians' and other professional providers upon request. For practitioners who do not have internet or fax access, a copy of the criteria is available by mail. Ask to speak with Utilization Management at one of the following numbers to initiate a request:</p> <ul style="list-style-type: none"> • STAR Kids Members: 800-843-0004 • CHIP and STAR Members: 800-964-2247 • Providers: 888-243-3312 <p>This information may be found on our website at: Prior Authorization</p>
<p>Providers stated they are not using the provider portal to submit prior authorization requests.</p>	<p>Provider Relations offers monthly Secure Provider Portal training to Providers.</p> <p>Providers may request 1:1 training by contacting cchpproviderrelations@cookchildrens.org. The assigned Provider Relations Coordinator will reach out to coordinate 1:1 training.</p>

<p>Process of review of denial is not consistent or client based, but redundant because of multiple reviewers in long-term cases.</p>	<p>Per HHSC requirements, all Adverse Benefit Determinations (denials) must be issued by a Physician. Cook Children’s Health Plan clinical review staff utilize the same criteria for all service types. Additionally, prior to a denial, it is routed to the health plan Medical Director for review.</p> <p>All staff conducting Utilization Review are tested annually to ensure consistent application of criteria.</p>
<p>Unable to use the provider portal with a Chromebook.</p>	<p>At this time the Secure Provider Portal is not supported by the Chromebook platform. This information was shared with the portal development team for a future enhancement.</p>
<p>Provider states they are unable to attach multiple files via the provider portal.</p>	<p>Multiple files are able to be attached within a single referral within the Secure Provider Portal. Providers must add one document (attachment) per note. Multiple attachments are unable to be added to a single note. Provider Relations offers monthly Secure Provider Portal training to Providers.</p> <p>Providers may request 1:1 training by contacting cchproviderrelations@cookchildrens.org. The assigned Provider Relations Coordinator will reach out to coordinate 1:1 training.</p>
<p>Staff has difficulty using provider portal. A tutorial would be helpful.</p>	<p>Provider Relations offers monthly Secure Provider Portal training to Providers.</p> <p>Providers may request 1:1 training by contacting cchproviderrelations@cookchildrens.org. The assigned Provider Relations Coordinator will reach out to coordinate 1:1 training.</p>
<p>When using portal, would like patient information such as ICD 10 to prepopulate so that it doesn’t have to be entered with each request.</p>	<p>At this time, patient specific information cannot prepopulate as their condition may change with each request. Providers should enter any applicable diagnosis when requesting prior authorization.</p>

Fields on the provider portal appear repetitive.	All elements on the Secure Provider Portal are necessary for prior authorization and claims processing. At this time, we are unable to modify any fields.
Would like to check the authorization status via portal.	Provider Relations offers monthly Secure Provider Portal training to Providers. Providers may request 1:1 training by contacting cchpproviderrelations@cookchildrens.org . The assigned Provider Relations Coordinator will reach out to coordinate 1:1 training.
Provider requesting to view authorization status by group rather than by an individual patient.	At this time, the Secure Provider Portal does not allow multiple Members to be viewed at one time. This is related to potential Protected Health Information breaches if non-Members were included.
Patients should be allowed evaluation and 2-6 visits without authorizations. This would allow treatment without Primary Care Provider signatures.	At this time, initial evaluations do not require authorization for network Providers. We are unable to allow additional visits without determining medical necessity. Cook Children's Health Plan does not want the provider financially responsible for any services that are deemed not medically necessary.

Providers may contact CCHPPriorAuthorizations@cookchildrens.org for further questions specific to prior authorizations. For additional questions please call Cook Children's Health Plan Provider Support Services at 888-243-3312 or email CCHPProviderRelations@cookchildrens.org.

Regards,

Cook Children's Health Plan