

## Prior Authorization Summary

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### Primary Care Provider and Referrals

- ▶ The Generations Advantage Plan is built around the relationship between the Member and their Primary Care Provider.
- ▶ A Generations Advantage Plan Provider is responsible for coordinating all patient care and making initial referrals for specialty care (the "Referral").
- ▶ Specialist providers are responsible for communicating their findings, plan of care, and progress back to the Primary Care Provider.

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### Authorization Requirements

- ▶ The Martin's Point Generations Advantage Plan must authorize certain services as a condition of payment (the "Authorization").
- ▶ Authorization requirements depend upon the type of service and the network status of the provider.
- ▶ Authorization from Martin's Point Generations Advantage is not required for most services when furnished by in-network providers. The Authorization Grid should be referenced for details.

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### Authorization Requests

- ▶ Once the initial specialty referral is made by the Primary Care Provider (and authorized by Martin's Point Generations Advantage Plan if specialist is non-contracted) the providing specialist is able to request authorization for services directly from Martin's Point Generations Advantage Plan, including services they furnish that require authorization, extensions to existing authorizations, and any new service requiring authorization.
- ▶ Authorization requests must be submitted in advance. To accommodate extenuating circumstances, Martin's Point Generations Advantage will accept requests submitted within a 90-day grace period following the service.

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### Authorization Processing

- ▶ Incomplete Authorization Request forms cannot be processed or approved by Martin's Point Generations Advantage Plan.
- ▶ Authorization requests are processed by CMS and URAC standards.
- ▶ Authorization letters are issued to the member and the "Refer-to" provider.
- ▶ Martin's Point Generations Advantage Plan does not provide authorization letters for services that do not require authorization.
- ▶ Claims for services requiring authorization are denied if the services have not been authorized by Martin's Point Generations Advantage Plan.

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### Authorization Status

- ▶ Please do not re-submit previously requested services unless directed to do so by Martins Point Generations Advantage Plan.
- ▶ To check on the status of an authorization request or for other answers relating to authorizations, contact Provider Inquiry at 1-888-732-7364.