

FAQ

REFERRAL AND AUTHORIZATION GUIDELINE CHANGES

Q: I received a post card stating that there will be changes to the referral and authorization guidelines for three procedures, are there any other changes?

A: The only change that will be effective as of June 1, 2010 is a prior authorization requirement for three procedures:

- Sleep studies
- Outpatient upper endoscopy
- Arthroscopies

Q: Why did you choose these three procedures?

A: We have noticed a change in the utilization of these procedures. We want to ensure that the procedures are being performed for reasons supported by scientific and clinical evidence; and that our members receive safe and appropriate services based on their medical needs.

Q: When will the prior authorizations go into effect?

A: June 1, 2010

Q: Why June 1, 2010

A: We periodically make changes to the referral and authorization guidelines. This is one of those periodic times.

Q: How do we obtain authorization for these procedures?

A: You may call the Referral and Authorization Medical Intake unit at:

503-243-4496 or 800-258-2037

OR

You may fax the authorization request to:

503-243-5105

