POLICY AND PROCEDURE

DEPARTMENT: Utilization Management	**DOCUMENT NAME:** Authorization Error Correction Process
PAGE: 1 of 3	**REFERENCE NUMBR:** LA.UM.93
APPROVAL DATE: See Electronic Approval	**REPLACES DOCUMENT:** EPC.UM.311
EFFECTIVE DATE: 9/1/2018	**RETIRED DATE:** N/A
PRODUCT TYPE: All Products	**REVIEW/REVISED DATE:** : 8/19**, 6/20**

SCOPE: Utilization Management Department
This policy and procedure applies to all Louisiana Health Care Connections (LHCC) staff involved in the design, implementation, operations, and management of utilization management services.

PURPOSE:
To ensure that Authorizations created in TruCare load into Amisys on a daily basis and to correct unsuccessful loads immediately to ensure claims payment for providers.

POLICY:
TruCare error reports are generated out of Business Objects for each market on a daily basis. These reports identify authorizations created in TruCare that failed to load into Amisys and authorizations that have loaded to Amisys but do not match TruCare. LHCC has established a process to correct authorization errors to ensure claims payment.

PROCEDURE:

1. The ~~Clinical Supervisor and/or~~ assigned designee reviews the Auth Load Error (ALE) reports on a minimum of a weekly basis.
2. Each report is reviewed to validate the errors on the report and distinguish true staff errors from system generated errors.
3. **The assigned designee will research and correct the system issues related to provider and member eligibility utilizing corporate IT assistance as needed.**
~~3.~~4. Reports are then distributed to ~~users~~ **Utilization Management (UM) Clinical Reviewer (CR)** for correction of errors. ~~Users are required to track corrections for auditing and return the corrected reports to their Supervisor or assigned designee for validation of completion and accuracy.~~
~~5~~4. The ~~users~~ **assigned designee** review~~s~~ the ~~the~~ ALE reports for that week**,** ~~and~~ determine~~s~~ if all corrections uploaded from TruCare to Amisys and **reviews newly generated ALE report to ensure no duplication errors are noted from the prior week.**~~are no longer on the newly generated ALE. Users report back to supervisors and/or assigned designee regarding any problems noted on the ALE reports that have not reconciled as expected for further investigation.~~

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Correction Process:

The ALE report indicates the type of error created by the user that prevented the authorization from loading into Amisys. The Authorization Error Correction Sheet is reviewed to determine and obtain the instructions for correcting the specific type of authorization error (Appendix A). The ALE report indicates each error and the type of error that has occurred. The instructions on the Authorization Error Correction Sheet provide step by step instructions as well as guidelines to follow for corrections.

TruCare looks for changes systematically every 10-15 minutes and loads them. Auth**orization**s should be loaded and in status 10 (approve), 30 (pend), or 50 (deny) after the correction takes place for the correction to be complete.

REFERENCES:
• Most current NCQA Standards and Guidelines for the accreditation of MBHOs and MCOs

ATTACHMENTS:
~~Attachment A – Authorization Error Correction Sheet~~
~~Attachment B~~**A** – ~~Authorization Correction Workflow~~
CCL.311_A_Attachment A_Authorization   CCL.311_B_Attach B_Authorization Err

DEFINITIONS:

REVISION LOG

REVISION	DATE
Added Louisiana Health Connections to Scope to identify staff; Added Auth. Load Error (ALE) to identify error report; Removed Behavioral Health from Utilization Management Services in Scope; Changed Referral Specialist to Clinical Supervisor and/or assigned designee	8/2019
Made assigned designee as the person reviewing ALE **Changed users to Utilization Management Clinical Reviewer** **Grammatical changes** **Removed verbiage that is not being completed**	**6/2020**

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Removed attachments	

APPROVAL

The electronic approval retained in RSA Archer, the Company's P&P management software, is considered equivalent to a signature.

V.P. Medical Management: Signature on file_
Sr VP, Medical Affairs: __Signature on file_