



GOOD TO GO

Prior authorizations for medical procedures

are of the utmost importance to ensure a patient's well-being. Through prior authorizations, Highmark members will get the care they need — when they need it and at the appropriate cost.


With prior authorization, providers receive approval in advance to perform medical services for our members based on industry standards and evidenced-based guidelines.

Cost Control

Prior authorization helps manage costs, as members receive care that is medically necessary and appropriate for their condition in the most cost-effective setting.

A 22-year-old woman who tweaks an ankle while running likely doesn't need an MRI, and undergoing such a costly procedure could be unnecessary and financially irresponsible. The normal course of treatment for such an injury would include rest, ice, compression and elevation, rather than medical testing that does nothing to help resolve the condition.

A test is needed when a doctor needs answers so she can effectively provide care. The so-called “therapeutic test” — which does nothing more than potentially easing the patient's mind — should not be considered a legitimate reason to be tested.

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- The prior authorization process is initiated by the provider.
 - Answers for authorization are forthcoming typically within several days.
 - Patients can appeal denials. The doctor who made the order can speak with the insurance company that denied it. If the denial is not overturned, the doctor can submit a written appeal.

Prior authorization ENSURES ...

- the care members receive is medically necessary and appropriate
- patient safety and high-quality care
- that members are receiving appropriate care in the appropriate setting.

Pill Check

Members taking prescription pharmaceuticals should be aware of possible changes in appearance of their medications.

- The appearance of the clinically equivalent medications may look different from one another.
- Appearance can vary in size, shape and color depending on the manufacturer. Some pills may be available as both tablets and capsules.
- Each pill can be identified by its type, shape, color, size, and the printed or stamped code. A pharmacy or pharmacist can help with questions about identifying your medication.

ACSHIC members who have general questions or questions about setting up mail order for their medication should contact Optum Rx customer service at **(855) 798-0776**. Those with questions or concerns about switching to an alternative medicine should reach out to the IPA concierge pharmacist line **(866) 726-1180**.