

# **Follow up, Extension of Services, Amending or Resubmitting a Pre-Authorization Request**

## **User Manual**

**Version 2.2**



## DOCUMENT RELEASE NOTE

REVISION HISTORY			
Document Version Number	Date of Release	Details of Changes	Section No.(s)
1.0	6-Nov-21	Created the first version to be published.	All Sections applicable
2.0	29-Jun-22	- Updated the title - Updated the Handling section	- Title - Handling
2.1	22-Aug-22	- Added New use cases examples	- Use Case Example
2.2	7-Dec-22	Added Canceling specific items section	Canceling specific items

### Case

How to do follow up, extend services, or resubmit a previously submitted Pre-Authorization request

### Handling

Please follow the below steps:

1. in Case if the HCP wanted to a follow up, amend or resubmit an adjudicated pre auth request, then the HCP will create another pre-auth request.

2. In the 2<sup>nd</sup> Pre auth request, the HCP will relate to the previous pre auth request by adding Claim.related.claim field to highlight to the HIC that the new pre auth request is related to a previous one.
3. In 2<sup>nd</sup> pre auth request or any related pre auth request for the purpose of follow up, extension of services or resubmission, the HCP will include as well the Claim.related.relationship as “prior”.
4. In the follow up request, the HCP will not change the service dates of the already provided or approved services.
5. The provider should always relate to the initial request. For example:
  - a. Request A was submitted
  - b. Request B was submitted as follow up related to request A (first follow-up request)
  - c. Request C was submitted follow up third time, providers should make the request related to request A.
6. The HCP will add any additional info under the Claim.supportingInfo to better highlight the case for the HIC approval.
7. **The 2<sup>nd</sup> Pre-Authorization will be linked to the 1<sup>st</sup> Pre-Authorization.**  
 Use the resources highlighted in the below table<sup>1</sup> to relate a pre-auth to a previous one.

Field	Description	Min	Max	Data type
<b>Claim.related.claim</b>	Reference to a related authorization.	1	1	Reference (nphies Claim)
<b>Claim.related.relationship</b>	A code to convey how the authorization are related. The relationship will be “prior”.	1	1	CodeableConcept

FHIR Samples to highlight how to do the above in this [link](#) – HD – Documentation – FHIR Samples – “Follow up, extension of services, amending and resubmitting an adjudicated Pre-Authorization Samples”.

## Communication Handling on Follow up, extension of services, amending and resubmitting Pre-Authorization

Please follow the following steps:

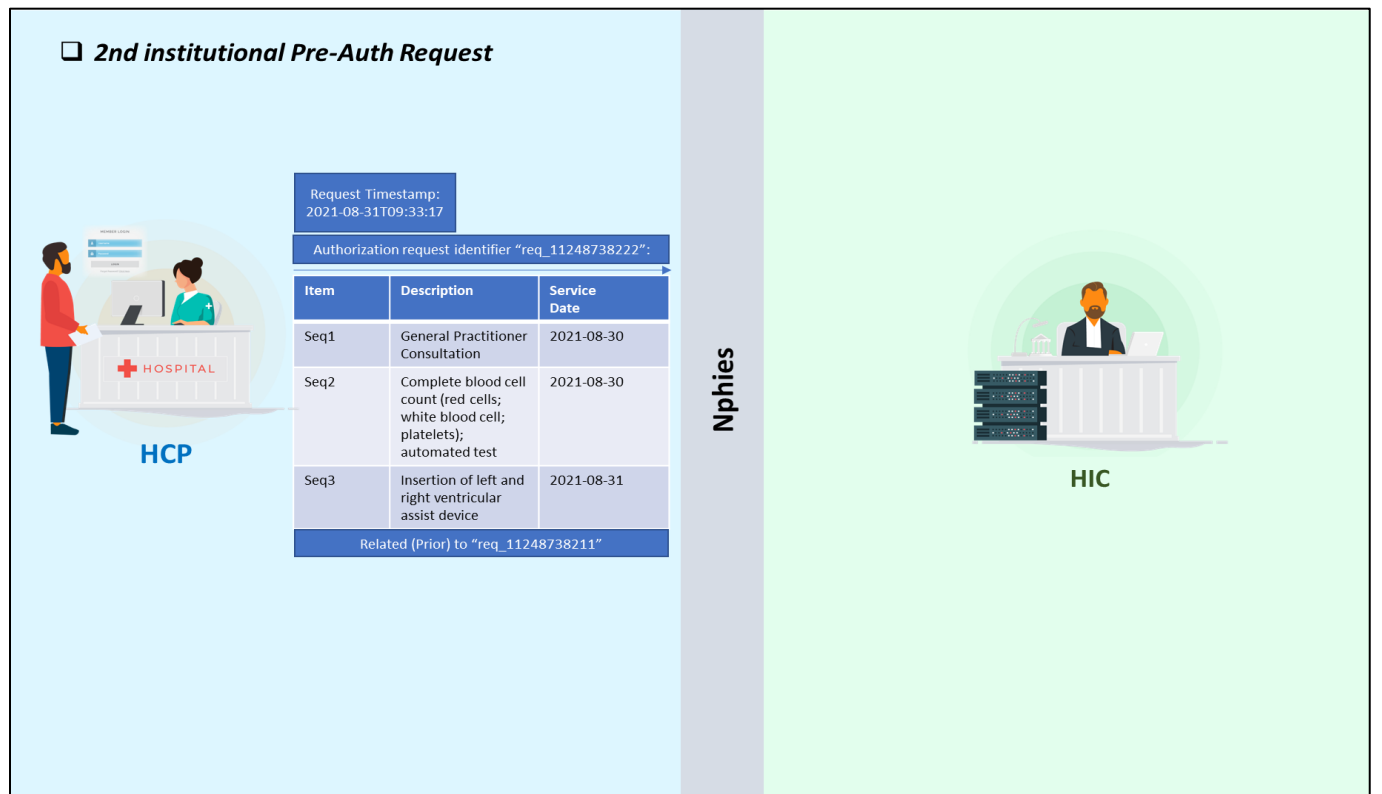
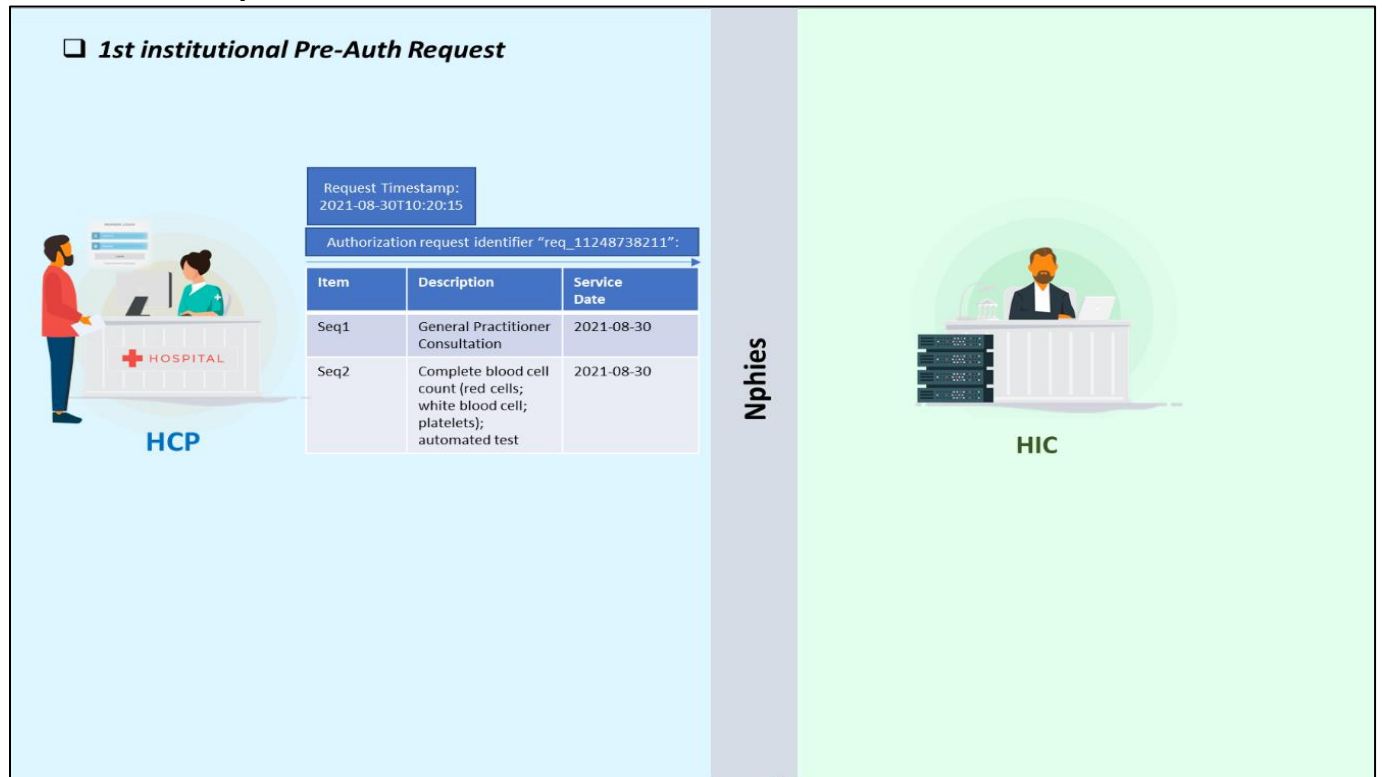
- If the HIC wanted to send communication request to the HCP, they SHALL link that communication request to the latest received pre auth request, through the following element:

Field	Description	Min	Max	Data type
<b>CommunicationRequest.about</b>	Other resources that pertain to this communication request and to which this communication request should be associated.	1	1	Reference nphies Claim

- If the HCP wanted to send communication response, they SHALL link it with the latest pre auth request through the following element:

Field	Description	Min	Max	Data type
<b>Communication.about</b>	Other resources that pertain to this communication request and to which this communication request should be associated (reference to claim)	1	1	Reference

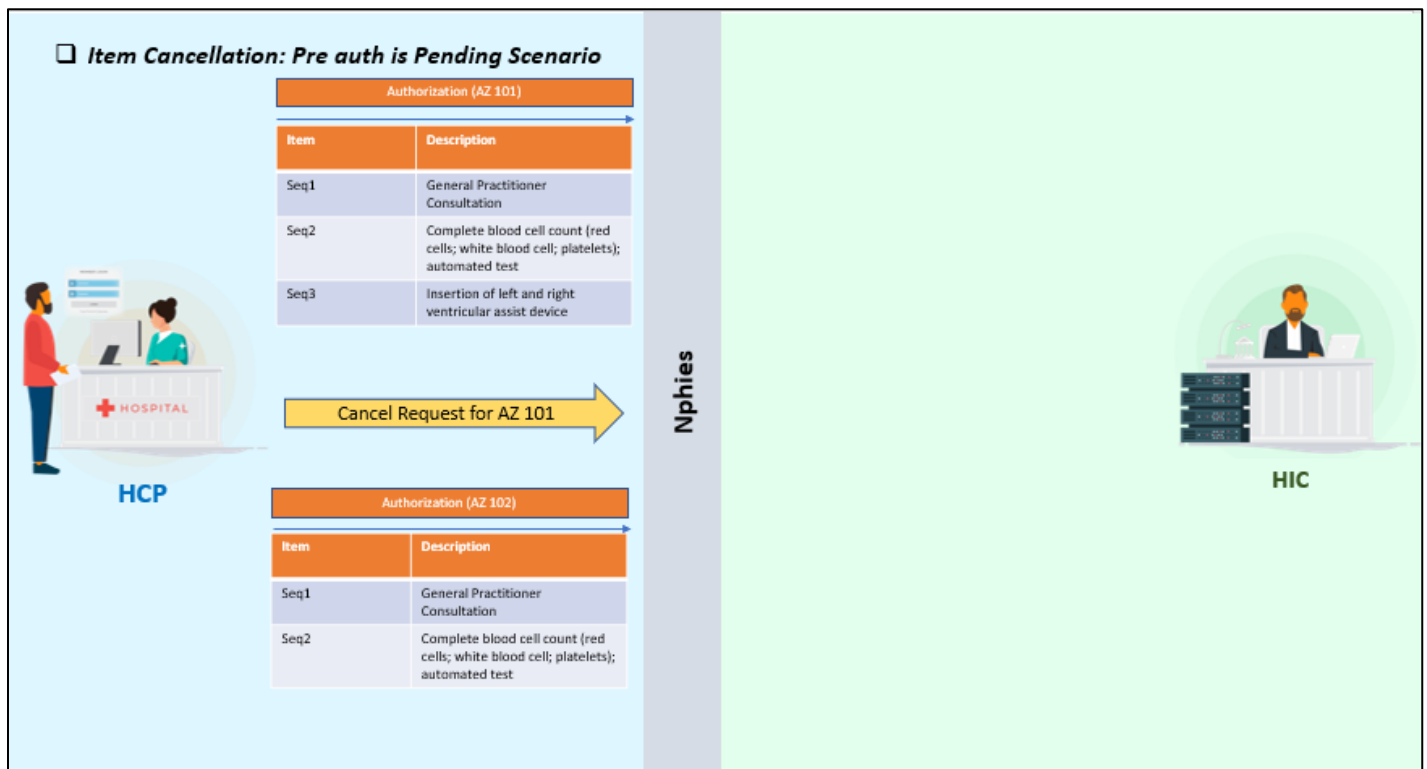
## Use Case Example:



## Cancelling specific Items:

- In case the HCP needed to cancel **one or a few items** and not all the items, then they need to follow one of the below two approaches based on the pre auth status:
  - 1- If the pre auth status is **Pending**, then the HCP will send a **Cancel** request and resubmit the pre auth again **with only the needed items**.
  - 2- If the pre auth status is **Adjudicated/Completed**, then the HCP will send another Pre auth request with **relationship = "Prior"** and linking it with the reference number of the 1<sup>st</sup> Pre auth request (as highlighted in the **Handling** section) with removing the items that are not needed anymore.

## Use Example:



☐ **Item Cancellation: Pre auth is Adjudicated Scenario**



Authorization (AZ 101)	
Item	Description
Seq1	General Practitioner Consultation
Seq2	Complete blood cell count (red cells; white blood cell; platelets); automated test
Seq3	Insertion of left and right ventricular assist device

Authorization (AZ 102) Relationship = Prior of AZ101	
Item	Description
Seq1	General Practitioner Consultation
Seq2	Complete blood cell count (red cells; white blood cell; platelets); automated test

Nphies

