

The Top 4 Reasons Why a Prior Authorization Request May Not Be Approved... and What You Can Do to Prevent It

Helping our network providers and their staff successfully execute on their requests is a top priority. For this edition, we spotlight the Prior Authorization Request process.

CCH works to approve the vast majority of requests. But there are times when an approval is not given (initially or subsequently). We wanted to share with you how to efficiently seek approval with the initial submission.

Here are the top 4 reasons why a Prior Authorization may be denied, and ways you can prevent that from happening or subsequently get it approved.

1 The request was determined to be not medically necessary

Potential Solution: Please work to ensure the information submitted is detailed and clearly shows the medical necessity of the request (i.e., include all relevant medical records, clinical notes, past imaging, past treatment plans, labs, and X-rays, along with the specific current medical condition of the patient).

2 Lack of Documentation

Potential Solution: In order to avoid delays (including a denial), it is important that all pertinent medical information is submitted (as noted above in #1). Delays can result from lack of medical records, past imaging, past treatment plans, labs or X-rays.

3 It is not a covered benefit

Potential Solution: Avoid unnecessary paperwork. There is no medical review required – and you will not be paid by CCH -- if the requested service is not a covered benefit. You can call Customer Service if you aren't sure if a service is covered.

4 Out-Of-Network (OON)

Potential Solution: If the benefit is available in-network, then supporting medical documentation, availability constraints, and the reason for requesting an OON facility must be clearly explained and rationalized.

MRI requests are ordered by the treating PCP or Specialist.



If you have additional questions regarding this process, please don't hesitate to reach out to Customer Service at 1 (855) 343-2247.