

# Helpful Tips for Obtaining Authorizations for OB Globals through iEXCHANGE®

As part of Passport Health Plan's (PHP) ongoing commitment to educating providers about the iEXCHANGE® program, we have developed a list of helpful tips to assist you with authorization requests for global obstetric services. Please share the following information with the appropriate staff in your organization. As always, if you have any questions regarding iEXCHANGE®, please do not hesitate to contact the iEXCHANGE® Provider Training Specialist at (502) 585-8224.

## Presumptive Eligibility Members

- Presumptive eligibility (PE) members have temporary 90-day enrollment.
- Providers cannot enter authorization requests for PE members into iEXCHANGE®. You must submit these requests via fax or telephone to the Mommy & Me Program\*.
- If the PE member is granted full Passport Health Plan benefits, Mommy & Me staff will adjust the global authorization accordingly. The authorization will be available to view through iEXCHANGE®.

## Retro Eligible Members

- iEXCHANGE® cannot process authorization requests for previously rendered services.
- Providers must submit authorization requests for retro-eligible members via fax or telephone to the Mommy & Me Program\*.

## Duplicate Authorizations

- Duplicate authorization requests delay the approval process.
- If the warning message "*This case may be a duplicate of one or more existing cases*" appears after entering the request into iEXCHANGE®:
  - Do **not** submit the request.
  - Use the Member Search feature in iEXCHANGE® to search and/or verify existing case information.
- If information for an existing authorization needs to be updated, please contact the Mommy & Me Program\*.

## Pended Authorizations

- If, after submitting an authorization request, the authorization number displays "pended:"
  - Providers **must** contact the Mommy & Me Program\* to complete the authorization process.
  - Do **not** enter another authorization. Entering another authorization creates a duplicate request and hinders the approval process.
- Reasons your case may pend:
  - The questionnaire was not completed or submitted.
  - Mandatory questions on the questionnaire were not completed.
  - The request may be a duplicate submission for OB services.

## Questionnaire

- All mandatory fields of the questionnaire must be completed.
- If the mandatory fields are not completed, you will receive an authorization number that will remain in a pended status until the Mommy & Me Program\* is contacted.
- **The estimated date of confinement (EDC) must reflect the member's "true" estimated date of confinement (i.e. due date).**

## \*Mommy & Me Program Contact Information

Telephone: (502) 585-7908

Fax: (502) 585-7970