



GuidingCare® Prior Authorization – Do's, Don'ts, and Tips

Do's

Enable messaging feature

- Enable the envelope toggle to receive messages
- Ensuring that the message toggle is on avoids delays and reduces call volume

Verify before submitting

- Check for existing requests before submitting a new prior auth to avoid duplicates. You will receive a pop-up message if there has been a similar request in the past 90 days. If you receive this, please do not continue to submit an authorization and check the patient's auth history.
- Submitting multiple requests creates additional work for your office and the SummaCare staff.
- If you are submitting a J or Q code, **please select pharmacy** on the main page and **do not click on outpatient submission**. If you are entering a J code on an outpatient other template, you will be asked to withdraw your request and resubmit it on a pharmacy template.

Communication from Prior Auth Staff

- It is imperative that you provide your fax number and specific phone number in the appropriate fields to receive communication regarding your request.

Procedure Code Lookup

- Use the procedure code lookup tool and submit for codes that **require** prior authorization only. You can locate the code lookup tool at [Procedure Code Lookup](#)

Enter Complete & Correct Information

- Search thoroughly for the correct provider/facility names
- Select the correct service provider and admission type
- Under the outpatient other template, the servicing provider is also where you will enter the servicing facility
- Ensure documentation reflects correct time frames.

- Indicate if the procedure will be performed at a hospital or an ambulatory surgery center
- Enter SNF admissions as direct admits

Know When and How to Submit

- Submit SNF admissions only when the member is ready to be transferred
- For SNF authorization submissions only, you may list your hospital as the requesting provider instead of the attending physician. This will allow the Discharge Planning team to see all SNF authorization submissions.

Date Changes and Resubmissions

- To change a service date on a Medicare prior authorization, you will need to withdraw the existing request and submit a new authorization with the correct date of service.

DON'TS

- Do not submit duplicate prior auth requests just because you have not received a response. Please check the portal first and if you still have questions, please contact the authorization department on 330.996.8710.
- Do not request more than a 90-day date span.
- Do not mark SNF cases as urgent or stat.
 - All information for a SNF admission and reviews should be completed and include the correct timeframe per guidelines within 24 hours of discharge. This gives us the best picture of the members' condition.
 - Do not submit a SNF admission until the member is ready to be transported. This will avoid cancelling and having to resubmit, which saves time for everyone.
- If you have a question about the next review day, please look at the letters on the portal or what day is listed on the authorization as the next review day.

Important Tips

- If you are experiencing issues with not receiving our faxes, please work with your fax IT to whitelist our new fax number: 330.996.8499.
- Training videos can be found here: [Utilization Management & Authorization Portal | SummaCare GuidingCare](#)