

# Simplify the preauthorization process

Get faster approvals by answering clinical questions online



When submitting preauthorizations on Availity Essentials™, look for a questionnaire option that can help streamline the review process for select services.\*

This feature offers physicians and their staff the option to quickly provide clinical information that could result in an immediate determination online.

## What are the advantages?

By choosing to complete a short online questionnaire while submitting a preauthorization request in Availity Essentials, you can expedite the preauthorization process for certain medical services.\* If the information you provide meets all necessary criteria, Humana can deliver an instant approval online.

## What answers need to be provided?

To save time, have on hand relevant information from the patient's chart, including:

- Standard preauthorization details, such as the requesting and servicing healthcare professional and/or facility
- Signs and durations of patient's symptoms
- Related prior diagnostic tests and results
- Medications and duration of administration for the patient
- Relevant prior treatments or other clinical findings

## How to use this feature

1. Sign in to Availity Essentials and submit the preauthorization request.
2. Look for the "Complete Questionnaire" button on the results page. If it is present, you can answer the questions to provide additional information.
3. Even if an immediate approval is not received, the information you provide will help Humana complete the review more quickly.
4. If you cannot submit the questionnaire upon initial submission, it can be retrIGGERED by looking up the preauthorization in Authorization Management if the case's status is still pending.

## Want help with online tools?

Visit [Humana.com/ProviderSelfService](https://www.humana.com/ProviderSelfService).

\*Examples include some types of durable medical equipment, as well as select services related to genetic testing, behavioral health and outpatient surgery.