

WE HEAR YOU LOUD AND CLEAR!

Many of you have told us that knowing when to request prior authorization can be confusing. In order to eliminate confusion and streamline the process, we've added new tools to the SCAN Referral Intake Portal that will make it easier and faster for you to request an authorization. It will also give you feedback right away, so you won't have to wait for a response before scheduling procedures or making referrals.


- 87% of submitted authorizations DID NOT NEED PRIOR AUTHORIZATION
- Denial of prior authorizations happens IN LESS THAN 1% OF CASES

Common Services that Don't Require Prior Authorization

 In-network specialist referrals

 Routine labs

 Standard walkers

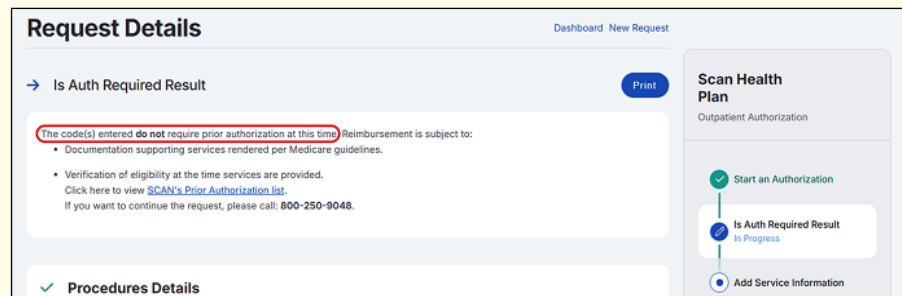
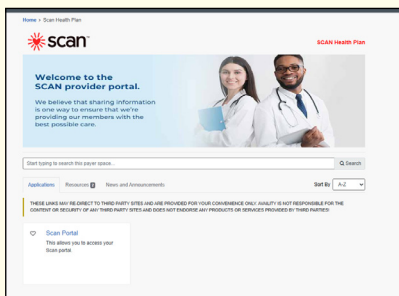
 X-rays

 Routine vaccines

 Urgent care

Coming Soon!

We're implementing new tools that will make the authorization process even smoother and faster. We'll be sure to tell you about them as soon as they're online.



- **Faster Feedback:** The Referral Intake Portal will notify providers upon authorization submission if prior authorization is required for the requested service. If not, the provider does not need to continue with the authorization request process for the particular service.
- **Faster Approval:** The portal will give approval for services that meet guideline.

Most approvals that used to take days will now take just a few minutes!

Still have questions? You can always consult the SCAN Prior-Authorization Guidelines online (scanhealthplan.com/providers) or call one of our associates for more details at (888) 540-7226.

Thank you for being a trusted SCAN Provider.

