



**scan**<sup>TM</sup>

# **PRIOR AUTHORIZATION**

**UM Summit Breakout Session**

**10/29/2025**



# Agenda

**01** Medical Policy Department Overview

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**02** AHIP Commitments

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**03** Prior Authorization

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**04** Clinical Decision-Making Hierarchy

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**05** Discussion

# Medical Policy Department

## Subject Matter Experts on topics including:

- CMS guidelines & compliance
- DHCS guidelines & compliance
- Medicare, Supplemental, and Medi-Cal benefits & coverages
- SCAN Health Plan Benefit interpretation & application (EOCs, POMs)
- Healthcare coding (ICD-10, CPT/HCPCS, DRG)
- SCAN Prior Authorization list
- SCAN Clinical Policies (aka Benefit Coverage Guidelines (BCGs)).

Email: [medicalpolicy@scanhealthplan.com](mailto:medicalpolicy@scanhealthplan.com)

Medical Policy Website: [ScanMedicalPolicy@scanhealthplan.com](https://ScanMedicalPolicy@scanhealthplan.com)



# AHIP Commitments to Simplify Prior Authorization

- **Standardizing Electronic Prior Authorization**

SCAN- In Progress

- **Reducing the Scope of Claims Subject to Prior Authorization**

SCAN – In Progress, targeting a 15% reduction by 1/1/26

- **Ensuring Continuity of Care When Patients Change Plans**

SCAN – In Place Now

- **Enhancing Communication and Transparency on Determinations**

SCAN – In Place Now

- **Expanding Real-Time Responses**

SCAN - In Progress

- **Ensuring Medical Review of Non-Approved Requests**

SCAN – In Place Now

# Prior Authorization at SCAN



## **Intent:**

Ensure SCAN members receive care that is safe, appropriate, cost-effective, and necessary. PA is NOT required for emergent services.



## **Where to find:**

[SCAN PA List](#)

# Clinical Decision-Making Hierarchy

## 1. CMS Guidelines

- Medicare National Coverage Determinations (NCDs)
- Medicare Local Coverage Decisions (LCDs)
- Medicare Local Coverage Articles (LCAs)
- Medicare Manuals (Internet Only Manuals (IOM))

## 2. Internal Coverage Criteria

- SCAN Medical Policies (BCGs)
- Nationally recognized evidence-based UM decision support guidelines (e.g., MCG® or InterQual®)
- CMS LCDs or LCAs from an outside jurisdiction
- Current evidence in treatment guidelines or clinical literature (e.g., National Comprehensive Cancer Network (NCCN)®, American Heart Association (AHA)®, American Diabetes Association (ADA)®)
- Published policy from another MAO in the same jurisdiction

# Statement on Use of AI in Prior Authorization

## **SCAN'S UM PROGRAM DOES NOT USE ARTIFICIAL INTELLIGENCE (AI) TO MAKE MEDICAL NECESSITY DETERMINATIONS.**

All prior authorization requests are evaluated by qualified health care professionals based on the unique merits of each case, as supported by plan coverage information and clinical documentation in the medical record available at the time of the review.





# DISCUSSION:

- What barriers or issues are you experiencing with Prior Authorization (PA)?
- How is your team solving PA issues and/or streamlining your PA processes?

# Thank You!

## FOR ADDITIONAL INFORMATION / ASSISTANCE WITH PRIOR AUTHORIZATION

SCAN UM Department: [UMCCMdepartment@scanhealthplan.com](mailto:UMCCMdepartment@scanhealthplan.com)

SCAN POM: [Provider Operations Manual](#)

SCAN Provider Quick Reference Guide: [Welcome Packet/ Quick Reference Guide](#)

SCAN Medical Policy: [ScanMedicalPolicy@scanhealthplan.com](mailto:ScanMedicalPolicy@scanhealthplan.com)

SCAN Provider Services: **Call 888-540-7226**

Provider Portal Issues (Availity): **Call 800-AVAILITY (800-282-4548)**

Disagree with a Prior Authorization Decision?

Fax supporting documentation to **567-997-1835**

Mail to **SCAN Health Plan, P.O. Box 22644, Long Beach CA, 90801**

