



# KERN HEALTH SYSTEMS

<b>KERN HEALTH SYSTEMS</b>					
<b>POLICY AND PROCEDURES</b>					
SUBJECT: Online Authorization Tool				POLICY #: 3.35-P	
DEPARTMENT: Health Services – Utilization Management					
Effective Date:  2011-12	Review/Revised Date:  2/16/2017	DMHC		PAC	
		DHCS		QI/UM COMMITTEE	
		BOD		FINANCE COMMITTEE	

  
 \_\_\_\_\_  
 Douglas A. Hayward  
 Chief Executive Officer

Date 2/16/17

\_\_\_\_\_  
 Chief Medical Officer

Date \_\_\_\_\_

  
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 Chief Information Officer

Date 2/16/17

  
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 Director of Provider Relations

Date 2/21/17

  
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 Administrative Director of Health Services

Date 2/21/17

**POLICY:**

Kern Health Systems (KHS) has developed an online authorization tool which contracted providers can use to electronically submit requests for authorization to the KHS Utilization Management Department. The online authorization tool is designed to minimize potential confidentiality and privacy issues which may occur with paper driven systems.

**DEFINITIONS:**

Online Authorization tool	An interface used by a contracted provider or contracted provider’s designee to input patient information and electronically submit it to the KHS Utilization Management Department
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## **PROCEDURES:**

### **1.0 Health Systems Responsibilities**

- 1.1 The online authorization content is managed by KHS' Utilization Department and maintained by KHS' Management Information Systems Department for the benefit of its contracted providers.
- 1.2 KHS agrees to provide to contracted providers a link to the online authorization tool, a single administration account, and training regarding the use and functionality of the system.
- 1.3 KHS Provider Relations Representatives will be the single point of contact for problems that occur with the usage of the online authorization tool where access and usage problems are isolated to the software functionality.
- 1.4 Support is available Monday through Friday during normal business hours of 8:00 am to 5:00 pm PST for both technical and referral issues at 1-800-391-2000. After hours, weekend and observed holiday support is available by contacting the On Call Case Manager at 661-331-7656 to allow for verbal or alternative methods of submission to assist contracted providers with referral request if online submission issues arise.

### **2.0 Contracted Provider Responsibilities**

- 2.1 The contracted provider is responsible for the limitations and/or restrictions of the online authorization tool functionality due to incapability with the contracted provider's computer hardware and software.
- 2.2 The contracted provider shall be responsible for any internet configuration compatibility conflicts that may arise from use of the online authorization tool.
- 2.3 The contracted provider accepts sole responsibility for the setup of all additional accounts for use by the provider or a designee of the provider including any third party administration service.
- 2.4 The contracted provider takes sole responsibility for the usage of the online authorization tool and for the access granted by said provider, or those acting on behalf of the provider in the capacity of administrator.
- 2.5 The contracted provider understands and agrees to abide by KHS' privacy and security policy.<sup>ii</sup>
- 2.6 Under State and Federal privacy laws, use of all provider utilities on this site are limited to KHS contracted or authorized providers, and is restricted in accordance with and subject to KHS privacy and security policy 7.11-P. The provider utilities and this site are further restricted to only allow a provider to use that information that is minimally necessary to deliver health care services for members of KHS Medi-Cal plans.

The contracted provider understands and agrees to abide by the Referral and Authorization Process Policy 3.22-P in reference to online authorization submission<sup>iii</sup>. The referral and authorization process will conform to the requirements outlined in the following statutory, regulatory, and contractual sources:

- ❖ Code of Federal Regulations Title 42 §§431.211; 431.213; and 431.214
- ❖ California Health and Safety Code §§1363.5; 1367.01; 1371.4; 1374.16

## REFERENCE:

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**Revision 2017-01:** Policy reviewed with administrative updates only. <sup>i</sup> **Revision 2011-12:**

<sup>ii</sup> KHS policy #2.28-P, Medical Records and Other Protected Health Information – Privacy, Use, and Disclosure

<sup>iii</sup> KHS Policy 3.22-P Referral and authorization Process 11-2011