



PROVIDER *bulletin*

April 27, 2021

Prior Authorization

Dear Provider,

In an effort to decrease administrative burden on KHS contracted providers when submitting prior authorization requests, KHS has added a new feature to the authorizations program in the provider portal. When submitting a request for prior authorization for a KHS member, you now have the option to choose “ANY PROVIDER CONTRACTED” when you are uncertain who is in the KHS network instead of choosing a specific provider. When choosing “ANY PROVIDER CONTRACTED” KHS will take into consideration the geographic location of the member’s home in relation to the treating provider, appointment accessibility, and continuity of care.

Attaching a treating provider to an authorization request:

- Under Advanced Search, choose appropriate treating provider’s specialty, then click Search. When search results populate, choose “ANY PROVIDER CONTRACTED” and attach as the treating provider.
 - After submission, KHS Utilization Management Department will choose a KHS contracted provider on your behalf.

OR

- Enter “ANY PROVIDER CONTRACTED” to last name field and click search. Attach as the treating provider.

If you have any questions, please feel free to contact your Provider Relations Representative at 661-664-5000.

Thank you,

Melissa Lopez
Provider Relations Manager