Enhancements to Online Authorization Application

In response to provider office feedback about improving the online authorization process, we have made some exciting enhancements to our online authorization application, CareAffiliate. Each is outlined below.

Increased Timeout Period in CareAffiliate

The timeout period increased from 30 minutes to 90 minutes. This allows the user more time to enter the authorization and complete the *Assessment*. Remember:
- If you receive a timeout warning, click "Ok" to continue working.
- If you time out, you will lose any information that has not been submitted.

Note: The timeout period for the provider portal is still 30 minutes. While you can still work in CareAffiliate for 90 minutes, you could be timed out of other applications (e.g., member eligibility, claims) after 30 minutes of inactivity. Simply log in again.

Changes in Drug *Request Types* and *Assessments*

We continue to streamline the *Request Type* and *Assessment* fields. The *Request Type* is the place of service and service combined. It determines what fields auto populate throughout the authorization. An *Assessment* is required for most authorization requests. The questions are specific to the service requested and the information that HAP staff needs to process the request.

Last month, we reduced the outpatient elective medical and surgical *Request Types* from 45 to five.

On June 26, 2017, you will see the changes below in pharmacy authorization requests.
- Reduced the number of drug *Request Types* from 41 to 11. The 11 remaining *Request Types* are for "buy and bill" requests (i.e., provider's office or infusion center will supply the medication and it's billed as a medical claim).
- Shorter *Assessments* to complete.
- Improved process to select the correct drug *Request Type*. Simply:
  - Enter the drug procedure code (usually a J-code) in the *Request Type* field. If no result is returned, then use one of the following:
    - DRUG-General Request-INFUSION CENTER admin
    - DRUG-General Request-OFFICE admin
    - DRUG-General Request-HOME INFUSION admin
- Flexible options for submitting required medical records and clinical rationale. You can:
  - Answer questions in the *Assessment*
  - Attach/upload a medical record to the request
  - Complete the *Michigan Prior Authorization Request Form for Prescription Drugs*

We are confident this will improve your experience and save you time!