

RESOLUTION

Subject: Prior Authorization Denials
Submitted by: Greater Louisville Medical Society
Referred to: Reference Committee

WHEREAS, physicians across all specialties see many patients in a clinic day and have to balance patient calls and paperwork throughout the day; and

WHEREAS, among the many things that consumes an office are prior authorizations for medications, medical equipment/supplies, and diagnostic tests with repeated denials without explanation; and

WHEREAS, the process begins with a communication that a prior authorization is needed, and then a non-standard form is filled out answering basic questions which then gets submitted by the clinical staff. When the denial letter comes from the insurance company, there is no explanation of why it was denied nor indicate suggested alternatives, rather more grievance is required to be filled out; and

WHEREAS, this comes at the expense of office staff time and timely patient care. This leaves the patient without prompt access to testing/medications/supplies/equipment that leads to reduced patient adherence to treatment, delay in treatment, and reduced satisfaction with their clinical team; now, therefore, be it

RESOLVED, that the KMA advocates to the Kentucky Department of Insurance for health plans to provide timely correspondence including an explanation of denial to the requesting clinician, provide a list of alternatives for medications, diagnostic tests, medical equipment, and supplies that are appropriate for the diagnosis on all prior authorization correspondence to reduce the burden of paperwork and delay in patient care; and be it further

RESOLVED, that the KMA advocates to the Kentucky Department of Insurance for health plans to provide timely notification to the patient and the ordering clinician that the prior authorization has been approved. Timely is defined as within 24 hours for medications/medical equipment/supplies necessary for prompt treatment such as oxygen tanks, nebulizer equipment (supplies that are necessary for acute treatment), and within 5 days for diagnostic testing and other supplies.