



PRIOR AUTH LOOKUP TOOL HELP GUIDE



ALOHACARE

PRIOR AUTH LOOKUP TOOL HELP GUIDE

Contents

Prior Auth Look up Tool Objective	2
Prior Auth LookUp Tool - Location on the Toolbar	3
Prior Auth Look UP Tool - Search options	4
Search Option - 1: Search by Options Listed / Provided	4
Search Option - 2: Search by Code	6
Appendix	7
Explanation of LOB	7
Explanation of Type	7
Explanation of Category	7
Request for Prior Authorization/Notification Form	7
Resources	7
Contact AlohaCare.....	7

ALOHACARE

PRIOR AUTH LOOKUP TOOL HELP GUIDE

Prior Auth Look up Tool Objective

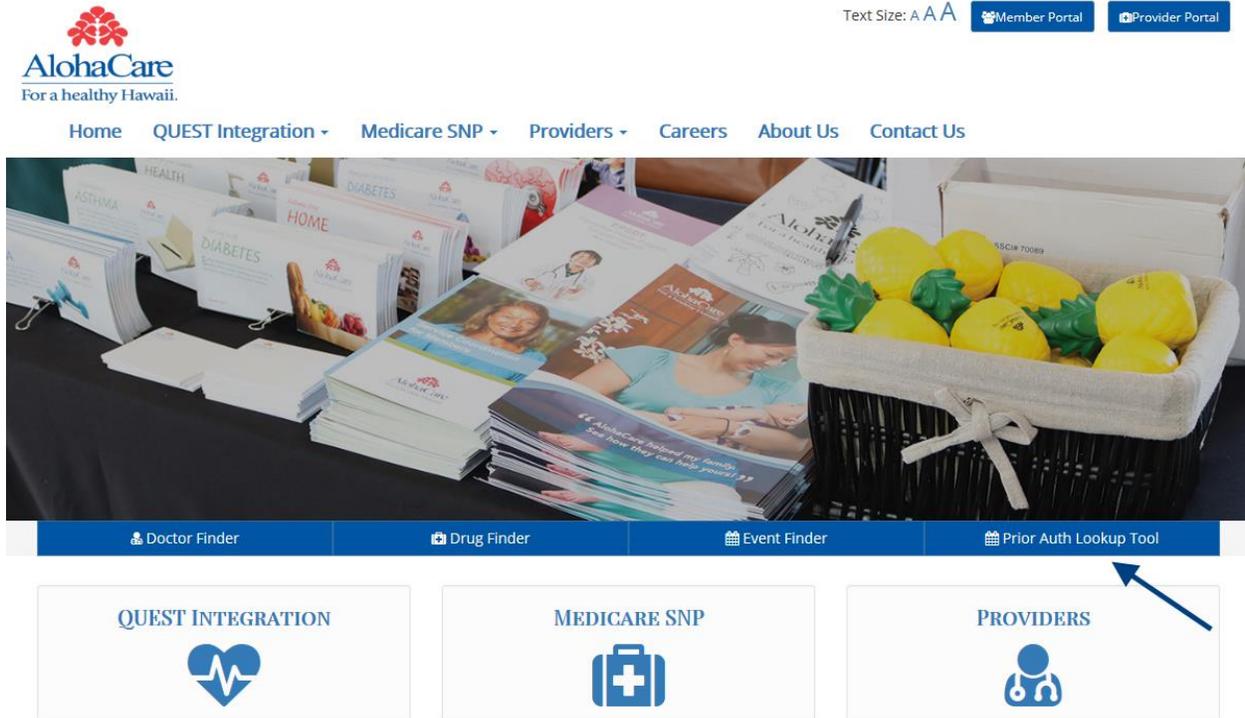
AlohaCare's Prior Auth Lookup Tool provides information on services requiring prior authorization. The tool is available to all users at www.alohacare.org and should be the first place users look for prior authorization information.

ALOHCARE

PRIOR AUTH LOOKUP TOOL HELP GUIDE

Prior Auth Lookup Tool - Location on the Toolbar

The Prior Auth Lookup Tool is available on all pages via the toolbar.



Aloha and Welcome!

AlohaCare is a local, non-profit health plan. We were founded in 1994 by Hawaii's Community Health Centers. AlohaCare is the third-largest health plan in Hawaii.

Our passion is to serve the people of Hawaii in the true spirit of aloha. We are committed to improving the health of Hawaii's communities. We specialize in QUEST Integration health insurance to people living on Oahu, Kauai, Molokai, Lanai, Maui and the Hawaii Island. We are mission driven to care for people who are underserved with specific health needs.

We provide health care coverage for Hawaii's QUEST Integration (Medicaid) beneficiaries. AlohaCare is a health plan with a Medicare contract and provides Medicare coverage to beneficiaries in Hawaii.

ALOHACARE

PRIOR AUTH LOOKUP TOOL HELP GUIDE

Prior Auth Lookup Tool - Search Options

Search Option - 1: Search by Options

The screenshot displays the AlohaCare website's navigation and search interface. At the top, the AlohaCare logo is on the left, and text size controls and Member/Provider Portals are on the right. A main navigation bar includes links for Home, QUEST Integration, Medicare SNP, Providers, Careers, About Us, and Contact Us. Below this is a secondary navigation bar with icons for Doctor Finder, Drug Finder, Event Finder, and Prior Auth Lookup Tool. The breadcrumb trail shows Home / Prior Auth Requirement. The main heading is "SERVICES REQUIRING PRIOR AUTHORIZATION" with a Help icon. A disclaimer section follows, stating that the tool does not guarantee payment and that out-of-network services still require authorization. Two search panels are shown: "SEARCH BY OPTIONS LISTED BELOW" with dropdowns for Line of Business, Type, and Category, and "SEARCH BY CODE" with a dropdown for Line of Business and a text input for CPT/HCPCS Code. Both panels include Reset and Search buttons.

The **Search By Option** can be used to perform a search using a combination of Line of Business, Type and Category.

Use the following drop-down options to refine the search:

- **Line of Business** options include QUEST Integration (Medicaid), Medicare or All.
- **Type** options include Authorization, Notification, Informational and Not Covered.
 - Authorization: Services that require a prior authorization unless rendered in an emergent or urgent setting.
 - Notification: Services that help identify members for additional care coordination support when member is receiving such services as dialysis, chemo/radiation therapy, hospice or pregnancy related services.
 - Informational: Services that are the responsibility of another payer or entity such as the Medicare program's coverage of dialysis and the Hawaii Medicaid program's coverage of ITOP; SHOTT transplants; and dental services for children. Also includes miscellaneous services that require additional documentation to support medical necessity.
 - Not Covered: Services that are generally not a covered benefit under AlohaCare's QUEST Integration or Medicare plans.
- **Category** options include standard CPT and HCPCS code categories such as Medicine, Surgery, Radiology, or Path/Lab.

Click **Search** to produce results.

ALOHACARE

PRIOR AUTH LOOKUP TOOL HELP GUIDE

Search Results

The screenshot displays the search interface with two main sections: "SEARCH BY OPTIONS LISTED BELOW" and "SEARCH BY CODE".

SEARCH BY OPTIONS LISTED BELOW: Includes dropdowns for Line of Business (ALL), Type (Authorization), and Category (ALL). A "Selected options" callout points to these dropdowns. Buttons for "Reset" and "Search" are present.

SEARCH BY CODE: Includes a dropdown for Line of Business (ALL) and a text input for CPT/HCPCS Code. A note states "Partial code is not allowed, it must be exact." Buttons for "Reset" and "Search" are present.

SELECTED OPTIONS: Shows filters for Line of Business (ALL), Type (Authorization), and Category (ALL). Buttons for "Export to tab-delimited text file" and "Export to Excel" are available.

Announcement: "Please note that Prior Authorization Requirement has been updated on 10/30/2017. 'Prior Authorization is Required or Not' is based on today's date (10/31/2017). These authorizations are effective in 2018. Request for Prior Authorization/Notification Form."

Navigation: Shows "(9633 codes found)", "Page 1 of 964", and a "Go" button. A "Result" callout points to the table below.

Prior Authorization Requirement / Information									CPT/HCPCS Code Information					
Prior Auth Required	LOB	Type	Code	Applicable Date Range			POS	Age	Notes	Requirement Create Date	Category	Effective Date Range		Description
				From Date	To Date	Eff Date						Term Date		
YES: Effective as of 01/01/2018	QUEST Integration	Authorization	0004U	01/01/2018	12/31/2078				10/30/2017		07/01/2017	12/31/2078	NFCT DS DNA 27 RESIST GENES BCT CUL PR ISOL	
YES: Effective as of 01/01/2018	Medicare	Authorization	0004U	01/01/2018	12/31/2078				10/30/2017		07/01/2017	12/31/2078	NFCT DS DNA 27 RESIST GENES BCT CUL PR ISOL	

Download Capability

The Download function can be used to export a list of codes in either a tab delimited text file or an Excel file. Once the search has been completed, the download options will be displayed.

Navigation through results

Users can page through search results using the navigation bar located above the table that displays the search results. Go to a specific page or move through the results using first, previous, next and last buttons.

ALOHACARE

PRIOR AUTH LOOKUP TOOL HELP GUIDE

Search Option - 2: Search by Code (Recommended Option)

SEARCH BY OPTIONS LISTED BELOW

Line of Business:

Type:

Category:

SEARCH BY CODE

Please select a line of business and enter a CPT/HCPCS code

Line of Business:

CPT/HCPCS Code:

Partial code is not allowed, it must be exact.

Search By Code with LOB

SELECTED CODE: Line of Business QUEST Integration CPT/HCPCS Code 0004U

Announcement: Please note that Prior Authorization Requirement has been updated on 10/30/2017
"Prior Authorization is Required or Not" is based on today's date (10/31/2017)

These authorizations are effective in 2018.
[Request for Prior Authorization/Notification Form](#)

(1 codes found) Page of 1

< First < Prev **1** Next > Last >

Result

Prior Authorization Requirement / Information										CPT/HCPCS Code Information				
Prior Auth Required	LOB	Type	Code	Applicable Date Range			POS	Age	Notes	Requirement Create Date	Effective Date Range			Description
				From Date	To Date						Category	Eff Date	Term Date	
YES: Effective as of 01/01/2018	QUEST Integration	Authorization	0004U	01/01/2018	12/31/2078				10/30/2017		07/01/2017	12/31/2078	NFCT DS DNA 27 RESIST GENES BCT CUL PR ISOL	

The **Search By Code** can be used to perform a search using Line of Business and Code.

Use the following drop-down options to refine the search:

- **Line of Business** options include QUEST Integration (Medicaid), Medicare or All
- **CPT/HCPCS** option to search by individual code

Click **Search** to produce results.

ALOHACARE

PRIOR AUTH LOOKUP TOOL HELP GUIDE

Appendix

Explanation of Line of Business

- QUEST Integration (Medicaid)
- Medicare
- All (both QUEST Integration and Medicare)

Explanation of Type

- **Type** options include Authorization, Notification, Informational and Not Covered.
 - Authorization: Services that require a prior authorization unless rendered in an emergent or urgent setting.
 - Notification: Services that help identify members for additional care coordination support when member is receiving such services as dialysis, chemo/radiation therapy, hospice or pregnancy related services.
 - Informational: Services that are the responsibility of another payer or entity such as the Medicare program's coverage of dialysis and the Hawaii Medicaid program's coverage of ITOP; SHOTT transplants; and dental services for children. Also includes miscellaneous services that require additional documentation to support medical necessity.
 - Not Covered: Services that are generally not a covered benefit under AlohaCare's QUEST Integration or Medicare plans.

Explanation of Category

- Standard CPT and HCPCS code categories such as Medicine, Surgery, Radiology, and Path/Lab

Request for Prior Authorization/Notification Form

- Fill out a Request for Prior Authorization/Notification Form for services that require a prior authorization. The form is available in the Prior Auth Lookup Tool.
- Note: Prior authorization is not required for services rendered in the course of providing emergency care. When rendered in an emergency setting, prior authorization requirements are not applicable.

Resources

- Refer to the latest version of the AlohaCare Provider Manual for more information on prior authorizations.

Contact AlohaCare

- Please contact AlohaCare Provider Services at 808-973-1650 or toll-free at 1-800-434-1002.