

Obtaining Authorization While Patient Is In House

Case Study: [Denial Prevention](#)

Provider Profile

A large 11 trauma hospital provider member recently submitted a complaint to ERN/TRAF against a health plan who:

- Failed to approve or disapprove authorization within one (1) hour of contact being made
- Denied the claim stating the provider had notified them 23 days after patient admission and instructed the provider to bill the claim with clinical documentation after patient discharge. This would have resulted in an immediate backend denial and delayed revenue capture through the reconsideration process.



Results

Pursuant to 42 CFR 422.113 (C)(2)(iii), the health plan is ultimately responsible for the timely reimbursement of this claim as they failed to issue a timely organization determination within (1) hour either approving or disapproving services and assuming care of the patient. Thus, these post-stabilization services were deemed authorized after they failed to authorize or assume care of the patient and arrange for transfer within one (1) hour from the time the emergency provider submitted inpatient authorization requests and clinicals.

ERN TRAF Success

8 Days

to secure authorization for all dates of service (11/22/2021 - 4/22/2022) .

In the first sixty-one (61) days the patient was in house, the health plan denied services that were rendered. With ERN's help, an authorization was secured in just eight (8) days.

You fight for them. We fight for you.

Contact julianatrang@ernenterprises.org or call (714) 995-6917.