



## INPATIENT AUTHORIZATION SUBMISSIONS

1. **Can you clarify the date frames for maternity authorizations? Will we get automatic authorizations from our newborn enrollments if the stay is 3/5 days? The slides were a little confusing.**
  - A. Prior authorization is required for maternal–infant admissions for the following:
    - Obstetrical deliveries
      - o Vaginal deliveries with a length of stay of three (3) or more days
      - o Cesarean deliveries with a length of stay of five (5) or more days
    - Sick newborns with a length of stay six (6) or more days.
    - The authorizations will be automatic from the newborn enrollment forms.
2. **Will authorizations automatically go to Telligen like they did to Alliant (after we do the newborn enrollment)?**
  - A. Yes.
3. **So, if a patient comes in on a Friday at 8:30 pm then when is the initial review due?**
  - A. Notification must be submitted within one (1) business day.
4. **Q. For Inpatient Chemotherapy, if the patient does not admit on the date requested but a date later in the week or next week, do we need to cancel the authorization and submit a new one or just ask for a date change?**
  - A. Please contact our Contact Center and request a date change.
5. **Is there any way we can get auth dates extended if they stay longer than expected?**
  - A. Yes, please submit a continued stay authorization request.
6. **Will we be notified when the Provider Manual and all Q&As and training be available?**
  - A. Yes. Providers can also access manuals in the **Document Library** on our Provider website at the following link: <https://msmedicaid.telligen.com/document-library/>. **Education and Training** information is located at the following link: <https://msmedicaid.telligen.com/education-training/>
7. **I am a NICU Nurse. If a mom has traditional Medicaid or Telligen, will a prior authorization need to be completed for the NICU baby or do I wait until the baby receives their own Medicaid number?**
  - A. Prior authorization is required for maternal–infant admissions if the baby is a sick newborn with a length of stay six (6) or more days. You would submit the request for the newborn after they obtain their Medicaid number.
8. **For a hospital admission after hours, what type of review would we need to submit?**
  - A. Authorization requests can be submitted 24/7/365 via Qualitrac. If the review is submitted the next business day, it will be considered a concurrent review.
9. **How long do you have to get the TAN number once the patient has been admitted?**
  - A. If a Prospective authorization request has been submitted, Telligen has one (1) business day to process the request. The TAN is issued once the request has been processed.
10. **For Inpatient medical review, what is the turnaround time?**
  - A. Telligen has one (1) business day to process Prospective and Concurrent authorization requests. For Retrospective authorization requests, we have twenty (20) business days for processing.