

**From:** [Miceli, Cynthia :LSC Care Management](#)  
**To:** [OIC Rules Coordinator](#)  
**Subject:** RE: Prior Authorizations  
**Date:** Friday, June 10, 2016 10:09:58 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)

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We struggle with this issue every day in the Emergency Department (ED) when we are forced to "board" patients in our ED while waiting for insurance authorization for a skilled nursing facility. All of the insurance companies quote a 72 hour authorization process so they are already "transparent" but the process takes too long. Furthermore we are unable to obtain any authorizations on the weekend or after hours which is also an issue and is unacceptable.

As you know Skilled facilities will not admit patients without prior authorization. We often need to go on "ambulance divert " (closing our ED to the Community because we are at capacity and full of patients with these and other issues) , or we deny an emergency bed to other residents in our community. Furthermore the state of Washington through it's EDIE initiative is trying to keep patients with non emergent medical issues out of the Emergency Department. Emergency Departments are not set up to care for patient with one term care needs.

As I am writing I in fact have a United Health Care West member who is unable to walk and who cannot go home because it is not safe for her to do so. She is in her 90's and lives alone. She does not have any acute care medical needs and does not meet criteria for an acute inpatient stay so we have no choice other than to keep her here for 72 hours or until her insurance approves a Skilled Nursing Admission. Even their "expedited" process is not "expedited"

Thank you for giving me this opportunity to comment.

Cynthia Miceli, RN BSN CCM  
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**From:** Keogh, Jim (OIC) [JimK@OIC.WA.GOV] on behalf of OIC Rules Coordinator [RulesC@oic.wa.gov]  
**Sent:** Friday, June 10, 2016 9:05 AM  
**To:** Miceli, Cynthia :LSC Care Management  
**Subject:** RE: Prior Authorizations

While Jim Freeburg is away on vacation (until June 20) I tried to open this email attachment so that I could place it in the prior authorization rule file (for comments); I was unable to do so. Can you send this message in an unencrypted form so that I can do so.



**Jim Keogh**

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**From:** Miceli, Cynthia :LSC Care Management [mailto:CYMICELI@LHS.ORG]

**Sent:** Monday, June 06, 2016 3:04 PM

**To:** OIC Rules Coordinator <RulesC@oic.wa.gov>

**Subject:** Prior Authorizations





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