

Rules coordinator (policy) - Secure

Reference #	8571389
Status	Complete
Name	Melissa Johnson
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Rule number/topic	prior authorization
Comment(s) or question(s)	<p>June 17, 2016</p> <p>Jim Freeburg Special Assistant to the Insurance Commissioner Office of the Insurance Commissioner</p> <p>Via email</p> <p>Dear Jim:</p> <p>On behalf of the Washington Speech-Language-Hearing Association (WSLHA), I am providing comments on potential rules on the prior authorization process.</p> <p>WSHLA urges the Office of the Insurance Commissioner to promulgate rules on the prior authorization process. Currently, many of our patients are experiencing a delay in care because of the arduous and lengthy prior authorization procedures being used by insurers in our state. Providers are spending hours on the phone and online in an attempt to achieve authorization to treat their patients. And if initial authorization is given, the re-authorization process for additional visits is just as time-consuming as the initial process and usually only nets one to two additional visits. This is time better spent on actually treating the patient.</p> <p>Documentation requirements are also overwhelming and not consistent with patient chart notes. This means that providers must duplicate chart notes in an acceptable format to the insurer.</p> <p>WSHLA asks that rules be promulgated to create a system of prior authorization that is transparent to the patient and the provider. This includes appropriate timelines, documentation requirements, and communication between the provider and the prior authorization entity that does not disrupt patient care.</p> <p>Thank you for the opportunity to comment on the current prior authorization process.</p> <p>Sincerely,</p> <p>Sommer Kleweno Walley, CCC-SLP President</p>
Upload one file per field	
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