eAUTH FREQUENTLY ASKED QUESTIONS

What is changing to Sunshine Health's emergent inpatient authorization process?

Effective August 1, 2016, Sunshine Health will only accept *emergent inpatient authorization requests* through our secure, on-line portal. *Prior authorization requests* will not be affected. These should still be submitted via the secure, on-line portal, telephone or fax.

What lines of business will be affected?

All lines of business have adopted this policy. This includes our Medicaid, Child Welfare, Sunshine Health Stars and Stars Plus, Long Term Care, Sunshine Health Advantage and Ambetter from Sunshine Health products.

Will there be any exceptions?

Fax or telephonic requests for emergent inpatient authorization requests are accepted only when technological system issues preclude electronic submission via the secure, on-line portal.

Why is Sunshine Health changing this business process?

Sunshine Health is committed to advancing excellence in our members' healthcare delivery. One way we do so is to ensure optimal coordination of care in the most-timely manner possible based on the clinical urgency of the situation. We believe that electronic submissions ensure a significantly lower transmittal failure rate when compared to manual (fax and telephone) submissions. As such, our Utilization Management team can receive requests more quickly and partner with hospital care coordinators to facilitate the discharge and transitional plan of care.

Who will be affected by this change in business process?

All providers will be required to submit emergent inpatient authorization requests through our secure, on-line portal.

How will hospitals benefit from the new eAUTH process?

Hospitals will see a reduction in administrative workflow. Instead of having to pick up the phone to check on the status of a request, the request can be viewed in real time on the secure, on-line portal -- confirmation numbers are automatically generated immediately following a successful submission. Providers then use the confirmation number to determine the status of the authorization. Prior to eAUTH, providers were only able to get confirmation numbers by calling Sunshine Health.

Is a confirmation number the same as an authorization number?
No. A confirmation number is generated following the successful submission of a request through the secure, on-line portal. The actual authorization number is generated once the request has been approved by the Utilization Management Department. Providers can expect to receive the authorization number 24 – 48 hours following the receipt of the confirmation number.

What are system requirements for electronic submissions?
Users can access the secure, on-line portal using Internet Explorer 10.0 or higher, Firefox and/or Google Chrome. Browsers should be updated to the most recent version available to ensure optimal performance.

What are the business requirements for electronic submissions?
- Submit your emergent inpatient authorization requests to Sunshine Health within forty eight (48) hours after admitting a health plan member as an emergent inpatient admission.
- The provider is responsible for verifying the eligibility of a Sunshine Health plan member using Encounter Data System (EDS) or other Florida-approved system before submitting the request.
- Do not submit emergent inpatient authorization requests using your hospital's Daily Census report. These will not be processed.
- Do not submit *retroactive* emergent inpatient authorization requests via the portal.
- Include the following information on all requests:
  - Health plan member name, member identification number and date of birth
  - Admission date
  - Admission type – "emergent inpatient"
  - Admitting diagnosis
  - Admitting provider's name
  - Hospital name
  - Medical record number
  - Primary insurance information
  - Supporting clinical or medical record information

Will Sunshine Health offer any training for my staff to learn how to submit emergent inpatient authorization requests through the Sunshine Health secure, on-line portal?
Yes. You can participate in a Webinar by enrolling online at www.SunshineHealth/providers/resources. You can also download self-training tools from our website at www.SunshineHealth/providers/resources.