



**Reminder to Complete All Clinical Fields When Requesting Authorizations on the Portal**

**Purpose of this communication:**

To remind providers of the clinical information needed to help ensure timely processing of authorizations through the Provider Portal.

**What do I need to know?**

- The following will trigger a manual review by the CareCentrix clinical team and may delay authorizations:
  - Only attaching clinical documents but not answering the clinical questions
  - Answering clinical questions with “unknown”

**What do I need to do?**

- When submitting a request, answer the clinical information questions with as much information as possible. Questions that are not answered with the requested clinical information will require an additional manual review by the CareCentrix clinical team even if the information is provided in attached clinical notes. Manual reviews can increase the turnaround time for authorization requests.
- Please see the example below. If information is not known, please obtain the information and answer the question “yes” or “no” rather than “unknown,” as this will help speed the review process.

The screenshot shows a form titled "Clinical Information to Support Request" with the following fields:

- Question 1: "\* Is the member currently receiving insulin therapy?" with a dropdown menu set to "Select".
- Question 2: "\* Is the member compliant with a treatment regimen of 4 or more finger sticks per day or 3 or more insulin injections per day ?" with a dropdown menu showing options: "Select", "Yes", "No", and "Unknown-information will be needed to process authorization request".
- Question 3: "\* Which condition does the member have?" with a dropdown menu set to "Select". Below this are three radio button options: "A. Type I diabetes", "B. Insulin dependent Type II diabetes", and "C. Gestational diabetes (Pregnant)".
- Question 4: "\* Is an insulin pump being requested to be used in conjunction with the CGM?" with a dropdown menu set to "Select".
- Question 5: "\* Is the request for a replacement CGM?" with a dropdown menu set to "Select".

At the bottom of the form are two buttons: "Cancel" and "Add to Requested Services".

**Thank you in advance for your cooperation and continued partnership. If you have any questions, please contact your assigned Network Management representative for assistance.**