

## Operations Bulletin – March 15, 2023

# Obtaining prior authorization for your Geisinger Health Plan patients is about to get easier!

We've joined forces with Cohere Health and are expanding our partnership to bring you a better way to submit prior authorization requests. You'll use Cohere for most outpatient services starting May 15, 2023.\* Inpatient prior authorization requests will be available through Cohere as of June 26, 2023.

In January, we introduced Cohere Health's consultative authorization process to outpatient rehab therapy providers and home health agencies. The response has been resoundingly positive! Soon, you'll be able to request authorization for your Geisinger Health Plan patients through Cohere for most other services.

*\*The request process for radiology, cardiology, MSK and pain intervention services that require authorization through HealthHelp will not change.*

Here's what to expect.

### Beginning May 15, 2023 for outpatient and June 26, 2023 for inpatient:

- You'll be able to request prior authorization for most services through Cohere for all your Geisinger Health Plan patients.
- You'll benefit from a streamlined and collaborative online authorization experience – better than phone and fax – that offers evidence-based care suggestions, faster approval and even instant authorization in some cases!
- Geisinger Health Plan Medical Management will still review requests and retain ultimate authority over medical necessity determinations.
- Check our [prior authorization list](#) frequently so you always know which services require authorization submission through Cohere.
- The request process for Radiology, cardiology, MSK and pain intervention services that require authorization through HealthHelp will not change. Check the [HealthHelp procedure code list](#) for a complete list of services that require authorization submission through HealthHelp.
- DMEPOS providers will use Cohere to obtain authorization for DMEPOS items and equipment. But remember, DMEPOS items and equipment will still be ordered through Tomorrow Health.

## What you should do to prepare

- Reduce your administrative burden – register with Cohere and become familiar with Cohere’s online authorization portal before April.
- Expect Cohere to reach out to you directly – keep an eye out and be sure your staff is alerted to messages from Cohere.
- Know that “prior authorization” may often be referred to as “preauthorization” by Cohere.
- Take advantage of learning opportunities like Geisinger Health Plan townhalls, Cohere webinars and Cohere’s user-friendly online learning center.

## About Cohere

Cohere Health is a digital intelligence company that’s transforming utilization management by aligning physicians and health plans on evidence-based care paths for the patient's entire care journey. By integrating these care paths into the prior authorization submission process, Cohere's digital UM collaboration platform reduces denial rates and medical expenses while improving patient outcomes. Cohere serves over 5 million members nationally, in every community around the county, in every practice setting. Cohere uses technology to auto-approve clinically optimal care for members.

## Proven success

Since mid-Jan., 2023, outpatient rehab therapy and home health providers have benefitted from all that prior authorization through Cohere has to offer. As of Jan. 25, 2023, over 94% of outpatient rehab therapy and home health prior authorization requests have come through the Cohere portal. Over 82% of those requests have been auto-approved, resulting in faster access to care for patients and a reduction of administrative work for providers. Feedback from providers and office staff using Cohere has been overwhelmingly positive!

## How Cohere makes prior authorization easy

Cohere’s online portal is an easy way to get authorization requests reviewed and approved quickly so your patients can get the care they need. Cohere uses a combination of technology and a team of nurses and doctors to make sure care is medically appropriate and meets clinical guidelines.

Here’s what happens when you submit an authorization request online through Cohere:

1. Cohere’s real-time consultative request process efficiently guides you through each step, providing you with patient-specific suggestions that can expedite approval.
2. Your request is reviewed immediately. If all the required information is there and meets all applicable guidelines, your request may be eligible for auto-approval. Upon approval you will see the authorization number populate in the portal.
3. When Cohere’s technology cannot auto-approve your request, Geisinger Health Plan Medical Management will review your request.

Cohere makes checking authorization status easy too. When a request has received a final determination (approved, partially approved, or denied) Cohere will send the submitter an email notification with this information.

Cohere offers useful options for status checks either through the online portal or an authorization check page for those without portal access. Using Cohere's online portal is the best way for you and your practice to manage authorization requests. However, offline options for obtaining approval will remain so that patient care is not hindered when a provider cannot connect to the web.

## Attend an upcoming townhall

We're hosting virtual townhalls for healthcare practitioners and office staff. Geisinger and Cohere Health representatives will discuss prior authorization requirements and how to get started with Cohere Health's streamlined and collaborative online authorization experience.

Have your questions answered at an upcoming virtual townhall. Join the townhalls through NaviNet or ask your Geisinger Health Plan Account Manager for links to the meetings.

- [Monday, April 10 at 11:00 a.m. EST](#)
- [Monday, April 17 at 11:00 a.m. EST](#)
- [Monday, May 1 at 11:00 a.m. EST](#)

## Learn more

Save valuable time and be ready to serve your Geisinger Health Plan patients in 2023.

- Look for upcoming Geisinger Health Plan and Cohere virtual townhalls through MS Teams.
- Attend [Cohere training webinars](#), including 1 on 1 office hours to walk you through registration.
- Visit the [Cohere Learning Center](#) to learn at your own pace and view detailed user guides. You'll need to have a Cohere account to access the learning center.

## Register today!

Visit Cohere online and [register with Cohere](#) today! You'll need to be registered before May 15, 2023. If you have any questions about registration, you can connect with a Cohere representative through the in-app chat directly on the registration page.

## Contact us

Your Geisinger Health Plan account manager and Cohere representatives are here to help. Contact your account manager at **800-876-5357** or [GHPAccountMngt@geisinger.edu](mailto:GHPAccountMngt@geisinger.edu).

This Operations Bulletin and the information contained herein amend the GHP Participating Provider Guide, effective May 15, 2023.

Geisinger Health Plan may refer collectively to health care coverage sponsors Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company, unless otherwise noted. Geisinger Health Plan is part of Geisinger, an integrated health care delivery and coverage organization.