

## Operations Bulletin – June 16, 2023

### Inpatient prior authorization through Cohere postponed until Aug. 28, 2023.

A previous Operations Bulletin and other communications listed the initial start date for inpatient prior authorization requests as June 26, 2023. We've postponed that start date to Aug. 28, 2023.

Cohere is already being used for most outpatient services\*, bringing a better way to request prior authorization to much of the Geisinger Health Plan network. The response has been resoundingly positive! Soon, you'll be able to request inpatient prior authorization for your Geisinger Health Plan patients through Cohere.

*\*The request process for radiology, cardiology, MSK and pain intervention services that require authorization through HealthHelp remains unchanged.*

Here's what to expect.

#### Beginning Aug. 28, 2023:

- You'll be able to request prior authorization for inpatient 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.
- 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.

#### What you should do to prepare

- Reduce your administrative burden – register with Cohere and become familiar with Cohere's online authorization portal before August.
- 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.

## 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. Upon approval you will see the authorization number populate in the portal.
3. 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 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.

## Learn more

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

- Join an upcoming Geisinger Health Plan and Cohere virtual townhall through MS Teams:
  - [Monday, Aug. 7, 2023 at 11:00 a.m. EST](#)
  - [Monday, Aug. 14, 2023 at 11:00 a.m. EST](#)
- 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 Aug. 28, 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 Aug. 28, 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.