

EMKEY ARTHRITIS AND OSTEOPOROSIS CLINIC

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PRE-AUTHORIZATION AND PRE-DETERMINATION POLICY

Patient Notification

Changes effective January 2020:

We have expanded our pre-authorization department to work closely with our new in-office billing team. Our new team will work with your insurance carrier to get any required pre-authorizations and pre-determinations needed prior to any procedure.

What has changed due the new policy:

Provider Visit: At this appointment providers will consult, examine, and review your medical needs and concerns then recommend a plan of care for you. If your plan of care requires *any* procedure(s), we will then schedule a future treatment visit for you.

Treatment Visit: This is procedure-only visit and is a brief appointment based on your provider's plan of care. A treatment visit is usually scheduled within 3-5 days of your provider visit. This process will allow us time to obtain any advanced notices, pre-authorizations and/or pre-determinations required by your health plan.

Pre- Authorization/Determinations: Our competent and compassionate pre-authorization team will contact your insurance carrier for any authorizations and/or determinations needed for your treatment. This will allow our team to identify if it is a covered benefit for you.

Our scheduling, pre-authorization and billing teams will work closely together *to ensure you receive the maximum benefits that your insurance will allow* for your needed procedure(s). We are here to help, if you have any questions or concerns please call us here in the office at (610) 374-8133.

Thank you for your trust in our care,
The Emkey Arthritis Team