



MEMORANDUM

TO: Valued Medicaid Providers

FROM: El Paso Health

DATE: 3/31/2021

RE: REMINDER _ Process for Standard Prior Authorization (PA) Received with Incomplete or Insufficient Documentation

Senate Bill (S.B.) 1207, 86th Legislature, Regular Session, 2019, amended Government Code Chapter 533, Subchapter A, to require HHSC to establish Prior Authorization (PA) processes and timelines for standard PA requests that contain insufficient or inadequate documentation.

To comply with HHSC requirements this notice provides as guidance to Medicaid Providers on the submission of all Essential Information (EI). EI is a limited list of data elements required to initiate a PA review process and not intended to establish medical necessity.

All EI must be included on all Medicaid outpatient PA submissions to ensure that incomplete requests are not unnecessarily rejected solely from the submission of insufficient or incomplete documentation.

The [Texas Standardized PA Request Form](#) must include the following essential information to initiate the review process (EI):

- **Member Name**
- **Member ID Number**
- **Member Date of Birth**
- **Requesting Provider Name**
- **Requesting Provider's National Provider Identifier (NPI)**
- **Rendering Provider's Name**
- **Rendering Provider Identifier (NPI)**
- **Rendering Provider's Tax Identification Number (for portal entries)**
- **Current Procedural Terminology (CPT)**
- **Healthcare Common Procedure Coding System (HCPCS)**
- **Service requested start and end dates**
- **Quantity of Service Units Requested Based on the CPT, or HCPCS requested**

Effective April 1, 2021 if El Paso Health (EPH) receives a request for prior authorization with information that is incomplete, missing, incorrect, or illegible



MEMORANDUM

EPH will return the request and provide an explanation by fax of why it is unable to be processed. You will need to resubmit the rejected prior authorization request with completed information.

REMINDER: Authorization requests are accepted via electronically through our Provider Portal and systems will not allow submission on any missing EI. We encourage the usage of electronic PA submissions to assist in this process.

Additional [EPH PA Information](#) is available on our website under our Providers tab that provides guidance on:

- Submitting a prior authorization request
- Provider PA Forms
- Prior Authorization Tool
- Clinical Guidelines
- Prior Authorization Timeframes
- Helpful links to formularies, preferred drug list, and more.

Please contact our Provider Relations Department at 915-532-3778 for any questions regarding this information.