PHYSICIAN OPENS EHR

PHYSICIAN MEETS WITH PATIENT

IDENTIFIES NEED FOR PROCEDURE

1. ENTER order in EHR
   - Eligibility/service check

2. LOCATE documentation in EHR & analyze against guidelines
   - DETAILS AVAILABLE?
     - NO
     - YES

3. VALIDATE clinical appropriateness using Magellan’s proprietary guidelines
   - VALIDATED?
     - NO
     - YES

4. INSTANT APPROVAL
   - CDS records
   - Prior Authorization ID saved in EHR

Provider submits request in provider portal
(current Magellan process)

Provider cancels, selects different procedure, or submits request in provider portal

PATIENT LEAVES WITH NEXT STEPS/PLAN OF ACTION
MEMBER MAKES APPOINTMENT

PHYSICIAN MEETS WITH PATIENT; NEED FOR PROCEDURE ID’D

MEMBER INFORMED OF APPROVAL REQS; APPT ENDS

PATIENT LEAVES AWAITING NEXT STEPS

Submit Request
Ordering provider office staff member submits request via phone or RadMD.

Eligibility check

Provide Information
Requester responds to algorithm questions; algorithm may approve request.

Approved?

Yes

Authorization is complete. Letters are generated.

No

Initial Review
Additional info and/or records obtained when needed; initial reviewer may approve if criteria met or escalate to physician reviewer.

Yes

No

Physician Review
MHC Physician applies proprietary guidelines and approves or denies request based on medical necessity criteria. Peer-to-peer attempts made if request is not approvable.

Yes

No

Upon peer-to-peer, ordering physician may cancel request, select a different procedure, or submit additional clinical information in support of criteria.