

Submitting Timely Requests for Hospital Precertification

The facts:

- An **Initial** admission request must be submitted to the Molina Precertification Department within 24 hours of the patient's admit or on the next business day if the admission falls on a weekend or Molina holiday.
- All **Extension** requests must be submitted no later than the expected discharge date. The "expected discharge date" is shown on the notification letter received after each approved request. If the discharge date falls on a weekend or Molina holiday, the extension request may be submitted on the next business day.
- All requests that are rejected, must be returned as **Resubmittals** within 48 hours (two business days) of the date the rejection letter was faxed from the Molina Precertification Department.
- A **Reconsideration** request must be returned within 24 hours (one business day) of the denial letter faxed from Molina's Precertification Department.
- Patients changed from Observation or Outpatient status to an Inpatient status, must be submitted within 24 hours (next business day) after the inpatient order is written.
- For deliveries, the "expected discharge day" is the last day of the claims processing edit.

Example:

If the vaginal delivery day is equal to the admission date then the patient must discharge home by day 4 of the hospitalization in order to be excluded from precertification. The admit date is considered Day 1. Day 4 is the expected discharge date. If the patient does not discharge home on the 4th day of her hospitalization, a request must be submitted to the Molina Precertification Department on the 4th day of hospitalization. If the 4th day falls on a weekend or Molina holiday, then the request is due on the next business day.

I received a denial for lateness. What should I do?

A denial for lateness can be considered for an overturn if any of the following documentation is provided by fax to the Precertification Supervisor at Molina.

- A fax transmittal sheet which documents the date of a successful or attempted fax requesting Prior Authorization for the patient. This includes sheets showing a busy signal or error messages.
- A copy of the actual printout from the MEVS system that shows the patient as “not found.” The printout must show that the attempt was made within one business day of the admission date.
- Chart documentation which shows that the patient was unable to provide financial information on admit due to a condition causing an altered level of consciousness.
- A statement on the PCFO1 which gives the date the inpatient order was written after an Observation or Outpatient admission.

The denial was upheld. What are my options?

When a hospital is denied an Extension request based on untimely submittal and the patient is still in the hospital, the Department of Health and Hospitals allows the hospital to request to re-open the precertification case under a new precertification number.

- The hospital must submit an **Initial** request using a PCF01 form with no precertification number. At the top of the PCF01, the provider must write —**Attention: Precertification Supervisor**. On the bottom of the PCF01 the provider should put —**see old case # _____** (this will be the precertification case # under which the case was denied for timeliness).
- The hospital will be assigned a new precertification number with the **admit date being the date that Molina received the new request**.
- This request must have supporting medical documentation on a **PCFO2** for the new admit date.
- Denied days under the old precertification number and denied Initial request days may be appealed through the DHH appeal process.

If you have questions about the process described, please call the Molina Precertification Department at 1-800-877- 0666.