

Florida Blue Prior Authorizations Mixed Decision Enhancement

When a prior authorization request is submitted in Availity^{®1}, a new status response, ***Certified-Partial***, will now display when applicable. This update was recently added to Florida Blue's authorization status code set. The improved logic processes in the initial authorization response and authorization inquiry response when multiple or mixed decisions are returned for the submitted procedure codes.

What to look for and verify when an authorization response or authorization inquiry response is returned as *Certified-Partial*:

Previously, authorization responses were returned with mixed decisions. This occurred when some CPT codes were voided (shown as *Cancelled*) while other CPT codes on the same request were approved (shown as *Certified in Total*), *however*, the final authorization status was *Cancelled*, and no certification number was given. The new *Certified-Partial* status code addresses this issue. *Certified-Partial* will now indicate some procedure codes on the request are not approved, therefore, are cancelled.

Certificate Information

In this section you will find the Certification Number, Status, Effective and Expiration Dates. The Certification Number is displayed only when the status is *Certified-Partial* or *Certified in Total*.

When the *Certified-Partial* status is received in the authorization response and authorization inquiry response, the user can see the status of each code submitted in the request. It is important to determine which procedures are approved *Certified in Total* and which ones are not approved and *Cancelled*. For *Certified-Partial* authorizations, the Certification Number only applies to the approved codes on the request. Messages explaining approvals and non-approvals for each code are also displayed.

In the ***Certified-Partial*** example below, you can see two of the CPT codes were ***Cancelled*** with the vendor redirect message. The other two CPT codes were ***Certified in Total***.

Procedure Code 1 (CPT/HCPCS) 95810 - POLYSOM 6/> YRS 4/> PARAM	Procedure Quantity 0 Units		
Status CANCELLED	Status Reason Certification Responsibility of External Review Organization	Message Authorization is voided because this procedure code is reviewed by an External Review Organization. Please contact Care Centrix at 8552433326.	
Procedure Code 2 (CPT/HCPCS) 95811 - POLYSOM 6/>YRS CPAP 4/> PARAM	Procedure Quantity 0 Units		
Status CANCELLED	Status Reason Certification Responsibility of External Review Organization	Message Authorization is voided because this procedure code is reviewed by an External Review Organization. Please contact Care Centrix at 8552433326.	

Procedure Code 3 (CPT/HCPCS) 99191 - SPECIAL PUMP SERVICES	Procedure Quantity 1 Units		
Status CERTIFIED IN TOTAL	Message Authorization approved. The final determination of coverage will depend on the actual claims submitted and the services performed. All services are subject to benefit/coverage limitations, appropriate medical policy guidelines and claims medical necessity review.		
Procedure Code 4 (CPT/HCPCS) 93312 - ECHO TRANSESOPHAGEAL	Procedure Quantity 1 Units		
Status CERTIFIED IN TOTAL	Message Authorization approved. The final determination of coverage will depend on the actual claims submitted and the services performed. All services are subject to benefit/coverage limitations, appropriate medical policy guidelines and claims medical necessity review.		

Possible Prior Authorization Responses

There are six possible authorization responses now available:

- **Certified in Total:** Authorization is approved.
- **Certified-Partial (New):** Only some procedures are approved; scroll to procedures to see details.
- **Not Certified:** Authorization or procedure code is not approved/is denied.
- **Pended:** Authorization is pending approval.
- **Cancelled:** Authorization cancelled, i.e., when no authorization is required.
- **Contact Payer:** In the rare instance this response is received, it will require a direct call to our Utilization Management department at 1-800-955-5692.

Thank you for the quality care you continue to provide for our members.

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit [Availity.com](https://www.availity.com).

Florida Blue is an independent licensee of the Blue Cross and Blue Shield Association.