



SWOIPA

Southwest Oregon IPA

289 LaClair St. | Coos Bay, OR 97420  
Main: 541-269-7400  
Toll Free: 800-264-0014  
TTY: 711 / 800-735-1232

SOUTHWEST OREGON IPA, INC. (SWOIPA) ADMINISTERS PHYSICAL AND BEHAVIORAL HEALTH BENEFITS FOR ADVANCED HEALTH MEMBERS.

---

## COMMUNICATION

SWOIPA, Inc. is currently experiencing time frame delays in processing authorization and referral requests. At this time, we recommend that services requiring pre-certification are scheduled after a determination has been made.

All requests submitted will be reviewed within standard time-frame guideline criteria unless need for expedited review has been met.

Please review the attached OARs regarding time frame guidelines and expedited review requirements and contact our office at (541) 267-7400 ext. 301 if you have any additional questions or issues.

---

As a reminder; true emergencies do NOT require a prior authorization;

### **OAR 410-130-0200 - Prior Authorization**

(6) PA is not required;

(c) For emergent procedures or services;

2) Examples of requests that might be considered clinically urgent (not all inclusive)

- Treatment of cancer or acute infectious diseases
- Orthopedic issues/fractures
- Treatment of acute exacerbations of:
  - Neurologic conditions (MS, Guillain-Barre, CIDP, myasthenia gravis)
  - Systemic autoimmune diseases (Lupus, RA, psoriatic arthritis)
  - Respiratory diseases (Asthma, COPD)
  - Cardiovascular diseases (Arrhythmias, unstable angina/CAD, limb ischemia)
  - Endocrine diseases (poorly controlled IDDM, Addison's, thyroid storm)

### **OAR 410-120-0000 Acronyms and Definitions**

(69) "Dental Emergency Services" means dental services provided for severe tooth pain, unusual swelling of face or gums, or avulsed tooth.

(90) "Emergency Medical Condition" means a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson who possesses an average knowledge of health and medicine could reasonably expect the absence of immediate medical attention to result in placing the health of the individual (or with respect to a pregnant person, the health of the person or their unborn child) in serious jeopardy, serious impairment to bodily functions, or serious dysfunction of any bodily organ or part. An emergency medical condition is determined based on the presenting symptoms (not the final diagnosis) as perceived by a prudent layperson (rather than a health care professional) and includes cases in which the absence of immediate medical attention would not in fact have had the adverse results described in the previous sentence.

### **OAR 410-141-3835 MCE Service Authorizatn (MCE = CCO)**

(10)(A) For standard authorization requests for services not previously authorized, provide notice as expeditiously as the member's condition requires and no later than 14 days following receipt of the request for service with a possible extension of up to 14 additional days if the following applies...'

- (i) The MCE shall make an expedited authorization decision and provide notice as expeditiously as the member's health condition requires and no later than 72 hours after receipt of the request for service, which period of time shall be determined by the time and date stamp on the receipt of the request.

- Expedited requests should include clinical rationale, documented in the medical record by the ordering Provider. If urgent status is not well documented, the request should be considered routine.
  - Expedited requests based on scheduling convenience could endanger other members who have true clinically urgent conditions. Scheduling issues should not be submitted as urgent/expedited/stat but may be considered for expedited review as a 'courtesy' when time/workload allows.
-