Auto Authorization: Frequently Asked Questions

Q: What is Auto Authorization?

A: Auto Authorization is possible for specified procedures as long as certain clinical criteria, are met and documented within Qualitrac. If these criteria are met, the procedure is automatically approved without the need for a nurse to conduct a prior-authorization review.

Q: What procedures are available for Auto Authorization?

A: A subset of all procedures requiring prior authorization is currently eligible for auto approval . The procedures/codes that are eligible for auto approval are highlighted in yellow on the list at the following link: http://idmedicaid.telligen.com/document-library

Q: Why do Auto Authorizations?

A: Auto Authorizations can expedite the review process and giving the provider an immediate decision and authorization number if the request was automatically approved.

Q: How will I know if a procedure eligible for Auto Authorization has been approved?

A: If the Auto Authorization has been approved, the provider will receive a summary and attestation screen. On this screen, the submitter will need to enter their User ID and select the done button to submit the approval to Telligen. If the auto authorization is not auto approved, the submitter will move to the "Upload Clinical Documentation" screen and complete the process to submit the review to a Telligen Nurse Reviewer.

Q: What happens if a review request eligible for Auto Authorization is not approved?

A: If a procedure eligible for Auto Authorization is not automatically approved, the case is sent to a Nurse Reviewer and follows the customary review process.

Q: Is there any quality review or auditing of the Auto Authorization process?

A: Yes. Telligen staff will conduct retrospective audits for a sample of Auto Authorizations to ensure information supplied during the prior authorization process aligns with clinical documentation in the medical record If the retrospective review identifies a mismatch, Telligen will inform the Idaho Department of Health and Welfare of these findings. Auto Authorization is a facility-specific privilege which may be revoked.