



## Process: Prior Authorization Lack of Information Procedures for Missouri Plans

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### **Purpose**

To describe the procedures to address the failure or inability of a provider or enrollee to provide all necessary information for prior authorization review.

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### **Non-Urgent Requests**

If the request lacks clinical information, Wellfleet Rx may extend non-urgent pre-service or post-service time frame up to 15 calendar days under the following conditions:

- a) Wellfleet Rx asks the member or member's authorized representative for the specific information necessary to make the decision within the decision time frame.
- b) Wellfleet Rx gives the member or the member's authorized representative at least 45 calendar days to provide the information.

The extension period, within which a decision must be made by Wellfleet, begins:

- On the date when Wellfleet Rx receives the member's response (even if all of the information is provided), or
  - At the end of the time period given to the member to supply the information, if no response is received from the member or member's authorized representative, Wellfleet Rx may deny the request if it does not receive the information within the time frame, and the member may appeal the denial.
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### **Urgent Requests**

It is Wellfleet Rx's business practice not to extend time frames. Wellfleet Rx may extend the urgent pre-service time frame due to a lack of information, once, for 48 hours, under the following conditions:

- Within 24 hours of receipt of the urgent pre-service request, Wellfleet Rx asks the member or the member's authorized representative for the specific information necessary to make the decision.
- Wellfleet Rx gives the member or member's authorized representative at least 48 hours to provide the information.

The extension period, within which a decision must be made by Wellfleet begins:

- On the date when Wellfleet Rx receives the members response (even if all of the information is provided), or
  - At the end of the time period given to the member to provide the information, if no response is received from the member or the member's authorized representative within the 48-hour period, decision shall be rendered based on the previously submitted information.
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