AuthNet™
pre-authorization efficiency experts

Policy Update: Effective May 2021
Authorization Rework

As AuthNet evaluates more than a year of Covid impacts and looks to continuously adapt and improve, we recognize as an organization that a simple return to "the way it was before Covid" will not effectively position us - or our clients - for success moving forward. We will update a few of our policies in the coming months to best allow our team to serve you and your patients - from turnaround times to transparent communication. See below for important details regarding the updates to the AuthNet Authorization Rework Policy.

While this isn't a new policy, because of Covid impacts with rescheduled appointments and cancellations over the last year, there has been more leniency than usual (both here at AuthNet and temporarily with insurance carriers). We are working diligently to reset our processing turnaround times to standard, and this important update will allow us to expedite that progress.

Reworks

What is a Rework?

A Rework is a type of order in the AuthNet portal, generated as a duplicate or clone of an originating order. Both the original and the Rework will have a note placed in them to reference the corresponding order, and the "Clone" icon shown as a visual indicated on the Rework order.

Reworks are created in the following scenarios:
- When a final determination is reached on an original order and a user places it back in Updated status anytime after, resulting in either a total rework or net new order because of time passed since the order was completed or because a payer requires to reinitiate.
- When an order is placed back in Updated status by a user after it has been Cancelled, for new work to begin on it for any reason
  - *Ex: User places a determined order back in Updated 2 weeks or 2 months after it's been completed by AuthNet (or Cancelled by the Client) with a change to the Provider, Patient Insurance, Diagnosis or CPT codes; or DOS for an Inpatient Procedure*
  - *Ex: Insurance Carrier will not allow an edit to be made to the determined order and requires that it be cancelled and a net new order initiated*

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Rework Policy

Reworks are required when a Client moves an order back to an Updated status AFTER AuthNet has already obtained a final determination and successfully completed its obligation on the original order - Approved, Denied, No Auth Required, Peer to Peer, No Coverage or Cancelled.

Rework orders are considered individual and distinct, and will be invoiced at a separate charge of $4.

Is there a Grace Period to place a completed order in Updated after its already been finished without a Rework being required?

- A Client may place an order back in Updated status for changes to the Date of Service or Location for up to TWO (2) Business Days after the order has been completed.
  - AuthNet will handle these Updates at no charge. No Rework order will be required or created.
- Changes to Patient Insurance Coverage, Rendering Provider, Diagnosis or CPT code, or Date or Service/Location (for any INPATIENT order OR an OUTPATIENT order where the updated request falls outside the originally approved date range), will continue to REQUIRE a Rework without exception. An insurance carrier requiring a net new submission be created will also continue to REQUIRE a Rework.

What if any of these items change while an order is still in progress (has NOT yet reached a final determination)?

- A Client may place an order back in Updated status for any changes WHILE THE ORDER IS STILL IN PROGRESS and AuthNet will handle those changes to the existing/in progress order at no additional charge.

How is the new policy different?

What was the old policy?

- The original rework policy was nearly identical, but applied to any order that was moved back to Updated in the same month it was created.

How was this relaxed during Covid?

- Because of mass cancellations and rescheduling, and with temporary allowances in place from most insurance carriers to extend existing Authorizations, AuthNet instructed Users to utilize the UPDATED status as usual for any/all order changes after a final determination had been reached, regardless of timeframe, and worked the vast majority of those updates at NO CHARGE.
- As we have begun to move past peak Covid impacts, our team has continued to receive dozens of Updated orders daily from practices, many of them multiple weeks and months past final determination or Cancellation, and requiring complete processing time or efforts to fully update or resubmit with carriers who have since expired their Covid exceptions.