

CCC Plus

MCO Authorization Process for CMHRS

Submission of SA/Registration Requests to the MCOs	Can Providers create service authorization forms and upload directly from their EHR platforms?	Fax?	Provider Web Portal?
Aetna	No	Yes	Yes
Anthem	No	Yes	Yes
MCC	No	Yes	Planned for 2018
Optima	No	Yes	Yes
United Healthcare	No	Yes	Yes
Virginia Premier	No	Yes	Yes [Projected Go Live 4/1/18 per Beacon]

How will Providers Be Notified of Approvals/Denials*	Fax?	Letter?	Phone?
Aetna	Yes	No	Yes
Anthem	Yes	No	Yes
MCC	No- will consider in lieu of letter	Yes	Yes
Optima	Yes	No	Yes
United Healthcare	No- will consider in lieu of letter	Yes	Yes
Virginia Premier	No	Yes	Yes (For Inpatient Services and All Denials)

Timeframes for Submission and Turnaround (Concurrent)	CMHRS Services (excluding CI/CS)	CI/CS	MCO UM Decision Turnaround
Aetna	7 business days	48 hrs.	All MCOs will rely on Contract Standards- 3 business days or up to 5 business days if additional clinical information is required
Anthem	14 business days	48 hrs.	
MCC	7 business days	48 hrs.	
Optima	7 business days	48 hrs.	
United Healthcare	14 business days	48 hrs.	
Virginia Premier	14 business days	48 hrs.	

***NOTE:** for denials, a letter would be sent by the MCO to both the provider and member, to meet NCQA requirements.