



IMCare

ITASCA MEDICAL CARE (IMCare)
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PROVIDER UPDATE

June 2019
#2019-15

To: Providers/Prior Authorization Departments
From: Alexis Martire
Date: June 19, 2019
RE: Authorization Process Update

IMCare processes drug authorization requests within 24 hours of receiving all required information to process the request. If additional information is required, requests are processed within 72 hours.

IMCare processes all standard preservice authorization requests within 10 days, expedited requests are processed within 72 hours.

IMCare nurses make every effort to contact providers or facility staff to obtain required information to process the request. If unable to obtain required information, IMCare nurses will contact your facility to request that the authorization is withdrawn until the needed information can be collected and resubmitted to IMCare. At times, IMCare is unsuccessful in reaching a live person to discuss this with and must leave a voicemail. Upon reaching a secure voicemail, IMCare nurses will leave information outlining the required information to complete the request, and a timeframe in which response is required, if the information or a response is not received within the outlined timeframe, the request will be denied for lack of information. Withdrawing the request and resubmitting documentation as timely as possible allows enrollees to receive medications or services more expeditiously than if they were denied for lack of information.

In an effort to reduce the number of phone calls between IMCare and your facility, please include relevant clinical documentation. At a minimum, submit the visit note in which the service or medication was ordered with all authorization requests.

If you have any questions or concerns, please don't hesitate to contact me directly.

Respectfully,

Alexis Martire, BSN
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