How to speed up the prior authorization process for Medicare Advantage SNF stays when submitting requests through the WellSky provider portal

If you submit prior authorization requests for skilled nursing facility stays for Medicare Plus Blue and BCN Advantage members to WellSky® through WellSky CarePort, continue to do so. It provides the fastest response.

If your facility doesn't use the CarePort platform, you'll get the fastest response by submitting requests through the WellSky provider portal, whether you access it through Availity Essentials™ or through WellSky's portal login page. This is because a real-time approval process is built into the WellSky portal for members who clearly meet Centers for Medicare & Medicaid Services requirements for SNF admissions. This process provides faster turnaround times than faxing, supports timely patient transitions and helps you to maintain high standards of care.

Here's an overview of how it works:

1. The WellSky portal will prompt you to answer targeted clinical and functional questions about the member.

2. You answer the questions accurately and transparently.

3. You attach clinical documentation that supports your answers. Be sure to include:

   o The most current clinical documentation from all disciplines

   o Up-to-date clinical findings and functional assessments

   o Documentation that clearly supports the need for skilled services

   o Any additional notes or documents that support your responses

When the information submitted sufficiently supports medical necessity, real-time approvals may be issued.

The *Quick Reference Guide: WellSky PAC Advance Real-Time Approval Guide for Clinical Providers* will walk you through this process. To view the guide, do one of the following:

- Log in to the WellSky provider portal and click *Resources Announcements* in the left navigation.

- **By Feb. 11,** the quick reference guide will also be available on [WellSky's Provider Resource Center for Blue Cross Blue Shield of Michigan and Blue Care Network](#).* To access it, select your provider type (*Acute care hospital* or *Skilled nursing facility*) and then click the *Access Resources* button in the *Provider Resources* section. On the Provider Resources page, look in the *Authorization documentation* section.

Note: The real-time approval process is available only for SNF stay requests that are submitted through the WellSky provider portal. It's not available for SNF stay requests that are submitted by fax, phone or through WellSky CarePort.

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