



PMS

PRESBYTERIAN MEDICAL SERVICES

Our purpose is you.

**IHS CONTRACT
HEALTH SERVICE
PROVIDER MANUAL**

IHS CONTRACT HEALTH SERVICE PROVIDER MANUAL

1. INTRODUCTION

Effective July 1, 2000, the United States Public Health Services/Navajo Area Indian Health Service (IHS) and Presbyterian Medical Services (PMS) of Santa Fe entered into a contract pursuant to which PMS administers health care claims for a specific population of Native Americans residing in a designated service area around Cuba, New Mexico. This program is managed in part by the PMS Checkerboard Area Health System (CAHS) located in Cuba, New Mexico.

This manual details procedures that are required of health care providers (“Participating Providers”) who seek to be reimbursed by PMS and/or IHS for provision of health care services to certain IHS beneficiaries.

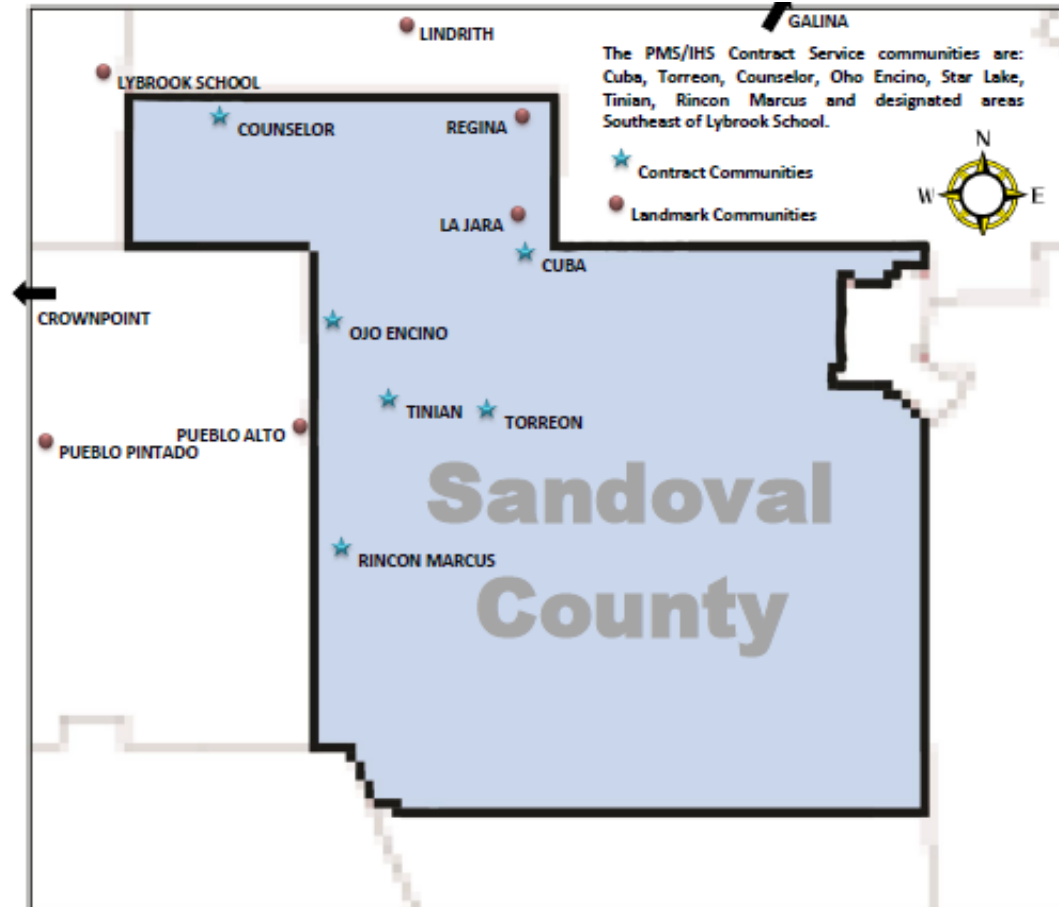
2. COVERED POPULATION

The Native American population covered by this contract is part of the population served by the Crownpoint IHS Service Unit and is identified as IHS beneficiaries residing within defined chapter boundaries and portions of communities which may include: (1) Counselor, Ojo Encino and Torreon Chapters; (2) Star Lake, Cuba, Rincon Marcus and Tinian Communities; and (3) designated area southeast of Lybrook School. Such IHS beneficiaries are referred to herein as the “Covered Members.”

3. SUMMARY

OF

BENEFITS



Reimbursement to participating partners covers the provision of medically necessary health care services to Covered Members, including inpatient services with support services, emergency medical services, outpatient specialty services & diagnostic services, in accordance to IHS Priority 1.

4. **IHS PAYOR OF LAST RESORT**

The IHS is the “payor of last resort” for Covered Members, notwithstanding any State or Local law or regulation to the contrary.

- A. IHS is a residual resource and not an entitlement program. As a result, neither PMS nor IHS will pay for services provided to a Covered Member if the Covered Member is (1) eligible for alternate payment resource (e.g., Medicare, Medicaid, private health insurance, worker’s compensation, etc.); or (2) would be eligible for an alternate payment resource under State or local law or regulation if he/she were not an IHS beneficiary.
- B. When a Covered Member is potentially eligible for an alternative payment resource, Participating Providers are responsible for assisting the Covered Member in completing application forms necessary to obtain such payment resources. In addition, it is the Participating Provider’s responsibility to bill all applicable alternate payment resources.

5. **CARE COORDINATION**

A. Purpose

The purpose of the IHS Contract Health Care Coordination Program is to provide a framework to monitor and manage the use of patient care resources. The Care Coordination Program actively promotes the most efficient delivery of patient care services while maintaining a level of quality in keeping with professionally recognized standards. On behalf of IHS, PMS/CAHS conducts Care Coordination for patients who have IHS as their Primary Payor.

The primary objective of the Care Coordination Program is to facilitate the most appropriate use of resources for each patient based on clinical needs. Care Coordination provides an on-going evaluation of service appropriateness throughout the treatment process. This process begins prior to treatment and continues through the course of treatment.

1. All non-emergent services require prior authorization from PMS. This process is necessary to assure payment for services rendered.
2. Prior to Treatment, care coordination involves referral of treatment modalities to available resources and level of care which may be appropriate to meet patient’s immediate needs and to provide continuing care.
3. During and After Treatment, care coordination entails reviewing each patient’s clinical treatment information; promoting timely and efficient patient care services and ongoing continued care; discharge planning and aftercare follow-up with the patient, his/her family or guardians; and the involved inpatient/outpatient treatment for Native Americans residing within the defined Chapter boundaries and portions of the communities.
4. Discharge Planning - Discharge Planning assistance can be coordinated through the IHS care coordination team, who will work with all appropriate CAHS staff to assist in care coordination and planning.

B. Prior Authorization

1. Requesting Prior Authorization (PA) - All non-emergent services require prior authorization.

- a. Requests for PA are to be directed to PMS/CAHS Claims Coordinator. Emergency medical services do not initially require PA but notification requirements apply. Notification to PMS/CAHS must be made within 72 hours for all non-emergent services. After notification, if the Covered Member receiving emergency services requires emergent inpatient care, the provider facility will notify PMS/CAHS Claims Coordinator. The Claims Coordinator can be reached at (575) 289-3291. Only services that have been prior authorized, using PMS/CAHS Diagnostic, Specialty and Coordinated Care form, will be considered for payment.

The PMS/CAHS Claims Coordinator is available Monday-Friday from 8am to 5pm. If the PMS/CAHS Claims Coordinator is not available, or if you send the request after hours, please fax Prior Authorization requests to 575-289-2320.

PMS/CAHS DIAGNOSTIC, SPECIALTY AND COODINATED CARE FORM

The PMS/CAHS Diagnostic, Specialty and Coordinated Care form is used to request Prior Authorization for all non-emergent services requested for Covered Members. The following fields are required in order for this claim to be considered for approval:

- BOX 1 APPOINTMENT DATE AND TIME
- BOX 2 FACILITY TO WHICH PATIENT IS BEING REFERRED
- BOX 3 FACILITY PHONE #
- BOX 4 FACILITY ADDRESS – INCLUDING ZIP CODE
- BOX 5 PATIENT NAME
- BOX 6 PATIENT GENDER
- BOX 7 DATE OF BIRTH
- BOX 8 MEDICAL RECORD NUMBER – REFERRING FACILITY #
- BOX 9 MAILING ADDRESS
- BOX 10 PATIENT PHONE # - IF APPLICABLE
- BOX 11 TRIBAL AFFILIATION AND CIB # (IF AVAILABLE)
- BOX 12 COMMUNITY/CHAPTER WHERE PATIENT RESIDES
- BOX 13 EMERGENCY CONTACT & PHONE #
- BOX 14 TYPE OF SPECIALTY
- BOX 15 REASON FOR REFERRAL
- BOX 16 PRIORITY OF REQUEST (PRC PRIORITY IS IN HOUSE FOR CAHS)
- BOX 17 DIAGNOSIS
- BOX 18 REFERRING PROVIDER – NAME AND CREDENTIALS
- BOX 19 SPECIALTY PROVIDER NAME – NAME AND CREDETIALS
- BOX 20 CAHS STAFF MEMBER WHO AUTHORIZED REFERRAL
- BOX 21 AUTHORIZATION # GIVEN BY CAHS STAFF MEMBER

- BOX 22 ALL AVAILABLE INSURANCE INFORMATION – CAHS USE
- BOX 23 FOLLOW UP AUTHORIZATION #S GIVEN BY CAHS STAFF MEMBERS
- BOX 24 # OF FOLLOW UP VISITS APPROVED

b. A service may be authorized as a result of the prior authorization process. If it is approved, an authorization letter will be mailed to the Participating Provider at that time. However, if an authorization cannot be issued as a result of failure to meet criteria, the Participating Provider will be asked for additional information, if appropriate. If denial occurs, a letter will be issued stating the reason for denial.

(See Attachments A)

C. 72-Hour Notification Requirement

1. In non-emergency cases, a sick or disabled Covered Member, or any individual or agency acting on behalf of the Covered Member, or the Participating Provider shall, PRIOR TO THE PROVISION OF ANY MEDICAL CARE AND SERVICES, notify PMS/CAHS IHS Claims Management office of the need for services and the individual’s eligibility by faxing the notification for to the IHS Claims Coordination fax number – (575)289-2320.

The PMS/CAHS Contractor 72 hour Emergency Notification and Prior Authorization Request Form is all emergency room visits and for services requested as a result of emergency room visits, and for all hospitalizations for Covered Members. The following fields are required in order for this claim to be considered for approval:

- BOX 1 PATIENT NAME
- BOX 2 PATIENT SOCIAL SECURITY NUMBER
- BOX 3 PATIENT ADDRESS
- BOX 4 PATIENT DATE OF BIRTH
- BOX 5 PATIENT COMMUNITY OF RESIDENCE
- BOX 6 PATIENT DATE OF EMERGENCY ROOM VISIT OR ADMISSION
- BOX 7 PATIENT DISCHARGE DATE
- BOX 8 PATIENT INSURANCE PAYOR TYPE – IHS ONLY
- BOX 9 PATIENT INSURANCE PAYOR TYPE – MEDICARE, SPECIFICALLY
- BOX 10 PATIENT INSURANCE PAYOR TYPE – 3RD PARTY INSURER
- BOX 11 PATIENT INSURANCE PAYOR TYPE – MEDICAID, SPECIFICALLY
- BOX 12 DATE OF AUTHORIZATION REQUEST
- BOX 13 DATE PAYOR TYPE VERIFIED
- BOX 14 FACILITY CONTACT PERSON, FOR QUESTIONS
- BOX 15 FACILITY CONTACT PHONE #
- BOX 16 FACILITY CONTACT E-MAIL ADDRESS
- BOX 17 EMERGENCY ROOM HOSPITAL NAME

BOX 18	EMERGENCY ROOM HOSPITAL ADDRESS
BOX 19	EMERGENCY ROOM HOSPITAL TELEPHONE
BOX 20	EMERGENCY ROOM HOSPITAL CONTACT FAX #
BOX 21	PATIENT DIAGNOSIS
BOX 22	DIAGNOSIS ICD-9 CODE FOR VISIT
BOX 23	MODE OF EMERGENCY TRANSPORT – AMBULANCE
BOX 24	MODE OF EMERGENCY TRANSPORT – HELICOPTER
BOX 25	MODE OF EMERGENCY TRANSPORT – FIXED WING
BOX 26	MODE OF EMERGENCY TRANSPORT - UNKNOWN
BOX 27	PMS DATE OF RECIEPT OF NOTIFICATION
BOX 28	PMS VERIFICATION OF PATIENT COVERAGE – YES HAS INSURANCE COVERAGE
BOX 29	PMS VERIFICATION OF PATIENT COVERAGE – NO INSURANCE COVERAGE
BOX 30	PMS APPROVAL AUTHORIZATION NUMBER
BOX 31	HOSPITALIZATION REQUEST FROM WHICH HOSPITAL
BOX 32	HOSPITAL ADDRESS
BOX 33	HOSPITAL PHONE NUMBER
BOX 34	HOSPITAL FAX NUMBER
BOX 35	PATIENT DIAGNOSIS OF ADMISSION
BOX 36	DIAGNOSIS ICD-9 CODE
BOX 37	ADMISSION APPROVED
BOX 38	ADMISSION DENIED
BOX 39	REASON FOR DENIAL
BOX 40	DENIED BY
BOX 41	APPROVAL AUTHORIZATION NUMBER

(See Attachment B)

D. Referral Process

Prior Authorization must be obtained by the Participating Provider for referral of Covered Members to other health care providers. (The Covered Member is to be returned to the Participating Provider as soon as medically appropriate for monitoring of progress.) **This requirement includes referral to radiology programs.**

1. The referring Participating Provider is to complete, date and sign (signature stamp is acceptable) the Presbyterian Medical Services/CAHS Referral Form to Checkerboard Area Health System Claims Coordinator. If obtaining prior authorization by telephone, the Participating Provider is to write the Claims Coordinator's name or authorization number and date in the space provided on the form.

PMS/CAHS
Attention: IHS Claims Coordinator
Fax: (575) 289-2320 This is a confidential fax line.
Phone: (575) 289-3291 ext. 236

E. Utilization Review

Utilization Review (UR) is performed through Presbyterian Medical Service's utilization Review Team

1. Utilization Review Team

The Utilization Review Team follows Covered Members through regular telephone review with Participating Provider staff. Length of stay may be extended or decreased according to Covered Members' progress. Transfer of Covered Members to IHS hospitals may be coordinated by PMS/CAHS UR Team if long term hospitalization is required and patient condition will allow the transfer.

2. Length of Stay Reconsideration

PMS has established mechanisms for hospitals to request further days of stay. This request may be verbal or written. Additional documentation or information may be requested by the PMS/CAHS Utilization Review Team or Administrator in order to increase length of stay.

3. Retrospective Claims Review

Retrospective review is conducted by the PMS/CAHS Utilization Review Team and/or Administrator. All claims submitted by providers are reviewed to make sure the services being billed are covered and are medically necessary. Claims meeting the criteria are processed for payment. Denial letters are sent to provider for claims not meeting contract criteria.

BILLING FOR SERVICES

A. ACCEPTABLE CLAIM FORMS

PMS/CAHS requires all providers to use one of two forms when submitting claims for payment:

1. A current HCFA 1500 billing form is used when submitting claims for all professional services, including ancillary services and professional services rendered in a hospital setting. The current HCFA 1500 is the one dated (02/12).
2. A **UB04 CMS1450** billing form is used when submitting hospital facility charges for inpatient and outpatient services.

PMS will not process claims received on any other type of claim form.

B. COMPLETING A HCFA 1500

When filing a claim on HCFA 1500, there are certain fields on the form that are required to be completed. Listed in this section are the required field numbers, along with explanations. The number of the field corresponds with the field number on the HCFA 1500 claim form.

HCFA 1500 FORM (02/12 VERSION)

The HCFA 1500 form is used to bill professional services provided to Covered Members. The following fields are required in order for this claim to be considered a clean claim:

BOX 1	PROGRAM
BOX 1a	INSURED'S ID NUMBER

BOX 2	PATIENT NAME
BOX 3	BIRTHDATE
BOX 4	INSURED'S NAME
BOX 5	PATIENT ADDRESS
BOX 6	PATIENT RELATIONSHIPS TO INSURED
BOX 7	INSURED'S ADDRESS
BOX 9	OTHER INSURED'S NAME
BOX 9a	OTHER INSURED'S GROUP/POLICY NUMBER
BOX 9b	OTHER INSURED'S DOB AND GENDER
BOX 9c	OTHER INSURED'S EMPLOYER OR SCHOOL
BOX 10	WAS THE CONDITION RELATED TO
BOX 11	INSURED'S GROUP/POLICY NUMBER
BOX 11a	INSURED'S DOB AND GENDER
BOX 11b	INSURED'S EMPLOYER OR SCHOOL
BOX 11c	INSURED'S PLAN OR PROGRAM NAME
BOX 11d	IS THERE ANOTHER HEALTH BENEFIT PLAN
BOX 12	PATIENT'S SIGNATURE
BOX 13	INSURED'S OR AUTHORIZED PERSON'S SIGNATURE
BOX 14	DATE OF CURRENT
BOX 17	NAME OF REFERRING PHYSICIANS OR OTHER SOURCE
BOX 20	OUTSIDE LAB
BOX 21 A-L	DIAGNOSIS OR NATURE OF ILLNESS
BOX 23	PRIOR AUTHORIZATIONS NUMBER OR NAME
BOX 24a	DATE OF SERVICE(S)
BOX 24b	PLACE OF SERVICE
BOX 24c	EMG
BOX 24d	PROCEDURE, SERVICES OR SUPPLIES (CPT/HCPCs and modifiers)
BOX 24e	DIAGNOSIS POINTER
BOX 24f	CHARGES
BOX 24g	DAYS OR UNITS
BOX 24i	ID QUAL
BOX 24j	RENDERING PROVIDERS NPI #
BOX 25	FEDERAL TAX ID NUMBER

BOX 26	PATIENT ACCOUNT NUMBER
BOX 27	ACCEPTS ASSIGNMENT
BOX 28	TOTAL CHARGE
BOX 29	AMOUNTS PAID
BOX 30	BALANCE DUE (IF DIFFERENT THAN ITEM 28)
BOX 31	SIGNATURE OF PROVIDER
BOX 32	NAME AND ADDRESS OF FACILITY WHERE SERVICES WERE RENDERED (CANNOT BE A P.O. BOX)
BOX 32A	FACILITY NPI
BOX 33	BILLING ADDRESS
BOX 33A	BILLING NPI

C. COMPLETING THE UB04 CMS1450

The **UB04 CMS 1450** will be used to bill facility services provided. The following fields are required in order for this claim to be considered a clean claim:

BOX 1	PROVIDER NAME, ADDRESS AND TELEPHONE NUMBER
BOX 3A	PATIENT CONTROL NUMBER
BOX 3B	MEDICAL RECORDS #
BOX 4	TYPE OF BILL
BOX 5	FEDERAL TAX ID NUMBER
BOX 6	STATEMENT COVERS PERIOD
BOX 8A	PATIENT NAME
BOX 9A-E	PATIENT ADDRESS
BOX 10	PATIENT BIRTHDATE
BOX 11	PATIENT GENDER
BOX 12	ADMISSION/START OF CARE DATE
BOX 13	ADMISSIONS HOUR
BOX 14	TYPE OF ADMISSION
BOX 15	SOURCE OF ADMISSION
BOX 16	DISCHARGE HOUR
BOX 17	PATIENT STATUS
BOX 18-28	CONDITION CODES
BOX 38	RESPONSIBLE PARTY NAME AND ADDRESS
BOX 42	REVENUE CODE

BOX 43	REVENUE DESCRIPTIONS
BOX 44	HCPCS/RATES
BOX 45	SERVICE DATE
BOX 46	UNITS OF SERVICE
BOX 47	TOTAL CHARGES (BY REVENUE CODE CATEGORY)
BOX 50	PAYOR NAME
BOX 51	HEALTH PLAN ID
BOX 52	RELEASE OF INFORMATION CERTIFICATION INDICATOR
BOX 53	ASSIGNMENT OF BENEFITS CERTIFICATION INDICATOR
BOX 54	PRIOR PAYMENTS-PAYORS AND PATIENT
BOX 55	ESTIMATED AMOUNTS DUE
BOX 58	INSURED'S NAME
BOX 59	PATIENTS RELATIONSHIP TO INSURED
BOX 61	INSURED'S UNIQUE ID
BOX 63	TREATMENT AUTHORIZATION CODE
BOX 65	EMPLOYER NAME
BOX 66A-Q	DIAGNOSIS CODES
BOX 67	PRIMARY DIAGNOSIS CODE
BOX 69	ADMITTING DIAGNOSIS
BOX 74	PRINCIPAL PROCEDURE CODE AND DATE, if inpatient stay
BOX 74BAE	OTHER PROCEDURE CODES AND DATES, if applicable
BOX 76	ATTENDING PHYSICIAN'S NPI, QUAL, NAME
BOX 77	OPERATING PHYSICIAN ID
BOX 80	REMARKS, if Applicable (USED FOR PATIENT MAILING ADDRESS)

D. CLAIM SUBMISSIONS REQUIREMENTS

PMS requires that Participating Providers initially submit claims for payment within ninety (90) days from date of service. A "clean claim" is defined as one that can be processed (adjudicated) without obtaining additional information from the provider of service or from a third party.

Failure to adhere to this requirement will result in the denial of your claims. In order to assure proof of timely filing please: Fax claims to 575-289-2320 with a coversheet listing claims; or mail claims certified return receipt to address below – include a cover sheet listing claims or scan claims and e-mail them to rena.castillo@pmsnm.org with a copy to teresa.woodfill@pmsnm.org

These methods will be the only accepted proof of timely filing.

You are required to submit claims for all services rendered.

Please mail new claims to:

**PMS Central Billing Office
Attention: IHS Claims
P.O. Box 2267
Santa Fe, NM 87504-2267
(877) 222-4521**

E. RESUBMITTING A CLAIM

If you feel your claim has not been properly processed, PMS/CAHS has set up a procedure to help you resolve those issues and resubmit your claim.

Although you may have met the initial ninety (90) day claim submission requirement, you have ninety (90) additional days from the date of adjudication to resubmit your claim for adjustment.

If you want to resubmit a claim, you must do the following:

1. Make a copy of your claim
2. Make a copy of the remittance advice.
3. Make a notation on the claim the remittance advice explaining why you are resubmitting the claim and clearly indicate any corrections you have made. Please sign and date your notation and provide Presbyterian Medical Services with a telephone number should we need to contact you.

Mail the claim and all attachments to:

**PMS Central Billing Office
Attention: IHS Claims
P.O. Box 2267
Santa Fe, NM 87504-2267
(877) 222-4521**

The original 90 day submission requirements must be met in order to re-submit a corrected claim.

F. APPEAL OF A DENIED OF CLAIM

If you want to appeal the denial of a claim, you can do so within 30 days of the date of the denial letter. To have a denied claim reconsidered for payment, please do the following:

1. Make a copy of the claim and the letter of denial.
2. Make a copy of proof of timely filing, proof of patient residence, or any other supporting data that will assist in the reconsideration.
3. Send a memo or note justifying why you are appealing the denial. Please sign and date your request and include a telephone number should we need to contact you.

4. Mail the claim and all attachments to:

**PMS/CAHS
Attention: Administrator
P.O. Box 638
Cuba, NM 87013**

5. You will receive notification of the appeals decision within ten (10) working days.

If your appeal is denied by the Administrator, you may request further reconsideration by sending the above information the CAHS Region Director at:

PMS/CAHS
Attention: Region Director
P.O. Box 638
Cuba, NM 87013

G. THIRD PARTY RESOURCES- SECONDARY PAYOR

By law, IHS is always the payor of last resort for Native Americans. Therefore, you must bill all third party resources and obtain an explanation of benefits from any other third party resource prior to billing PMS and/or IHS.

Once you receive the EOB from the alternate payor, you can then complete the appropriate claim form, and attach the EOB to that claim form and submit it to:

PMS Central Billing Office
Attention: IHS Claims
P.O. Box 2267
Santa Fe, NM 87504-2267
(877) 222-4521

You have 90 days from the date of primary payment to submit your claim and the EOB. Claims for services submitted without EOB will be denied.

6. GRIEVANCE AND COMPLAINT PROCESS

A complaint or grievance may be filed by a Participating Provider if there is dissatisfaction with any aspect of the PMS/CAHS claims administration. This includes, but is not limited to: service, utilization management and claims processing. Disagreements that exist between you and PMS/CAHS such as denial letters and authorizations of services are handled through the process described in Section 5.F.

To file a complaint or grievance, the Participating Provider may follow these steps:

- A. Contact the PMS/CAHS Claims Processing Coordinator at (575)289-3291 or you may submit a written complaint to:

PMS/CAHS Administrator
P.O. Box 638
Cuba, NM 87013

- B. If your complaint is not resolved to your satisfaction, you may request a formal view. This review will be conducted by the CAHS Administrator, Region Director and/or PMS, Director of Operational Support. Please send this request, listing your complaint, in writing and mail this and any other additional information to PMS/CAHS Administrator, at the above address. You will receive notification within ten (10) working days acknowledging the receipt of your request and a decision regarding your request within thirty (30) days.

7. COMMITTEES

A. Utilization Review Team

The IHS Claims Coordinator and Administrator meet on a weekly basis, more frequently if needed, to discuss in-patient/discharge needs of PMS/CAHS patients. CAHS Region Director and/or PMS/Director of Operational Support may be included in person, by telephone or by e-mail. The PMS Vice President of Clinical Affairs participates in the Utilization Review Team when there are questions regarding clinical decisions or Priority 1 determination.

8. CREDENTIALING

PMS/CAHS deems credentialing status to a practitioner that can provide evidence that they have been credentialed by a JCAHO or NCQA accredited organization, when requested. If unable to provide this evidence, you will be subject to additional documentation.



PMS/CHECKERBOARD AREA HEALTH CENTER (CAHS)
Diagnostic, Specialty and Coordinated Care Form

CAHS PATIENT REFERRAL		APPOINTMENT DATE: _____		TIME: _____
FACILITY REFERRED TO:		FACILITY PHONE NUMBER:		
FACILITY ADDRESS:				
PATIENT NAME:		SEX:	DOB:	CHART #:
MAILING ADDRESS:		PHONE #:		TRIBAL AFFILIATION:
COMMUNITY/CHAPTER:		EMERGENCY CONTACT & PHONE #:		
SPECIALTY REFERRED TO:		SCHEDULING PRIORITY: <input type="checkbox"/> 24 Hrs <input type="checkbox"/> 1-3 Weeks <input type="checkbox"/> > 1 Month		
		PRC PRIORTIY: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3		

REASON FOR REFERRAL:

Diagnosis:

Referring Provider:

Specialty Provider Name:

Authorized by: _____		Authorization #: _____	
PMS/CAHS USE ONLY		PMS/CAHS Claims Submission	
<input type="checkbox"/> PRIVATE INSURANCE:	ID#:	Attention: Rena Castillo, IHS Claims Coordinator rena.castillo@pmsnm.org PO Box 638 Cuba, NM 87013 (575) 289-3291 (575) 289-2320 (fax)	
<input type="checkbox"/> MEDICARE <input type="checkbox"/> A <input type="checkbox"/> B	ID#:		
<input type="checkbox"/> MEDICAID FFS	ID#:		
MGD CARE MEDICAID <input type="checkbox"/> PHP <input type="checkbox"/> MOLINA <input type="checkbox"/> BCBS <input type="checkbox"/> UHC	ID#:		
<input type="checkbox"/> OTHER:	ID#:		
<input type="checkbox"/> PMS/CAHS PRIMARY PAYOR		Additional Follow-Up Authorizations	
<input type="checkbox"/> PMS/CAHS SECONDARY PAYOR			
		Authorization #	# of Visits Approved



PMS/CAHS CONTRACTOR
72hour EMERGENCY NOTIFICATION AND PRIOR AUTHORIZATION REQUEST FORM

Patient: _____ Soc. Sec. #: _____
Address: _____ Date of Birth: _____
Community of Residence: _____ Admit Date _____ Discharge date _____
Payor Type: IHS only _____ Medicare _____ 3rd Party _____ Medicaid _____
Date of Authorization Request: _____ Payor Type Verification Date: _____
Facility Contact Person: Name _____ Phone # _____ E-mail _____

SECTION 1. EMERGENCY HOSPITALIZATION (Requires 72hour notification by fax to 575-289-2320)

What Hospital: _____
Hospital Address: _____
Hospital Phone #: _____ Fax #: _____
Diagnosis: _____ Diagnosis (ICD-9) Code: _____
Mode of Emergency transport : Ambulance _____ Helicopter _____ Fixed Wing _____ Unknown _____
Confirm Receipt of Notification date _____ Verified Patient covered by PMS/IHS Contract _____ Y _____ N
Approval Authorization # _____

SECTION 2. HOSPITALIZATION PRIOR AUTHORIZATION (Required for all non-emergent hospitalizations)

Hospitalization – What Hospital: _____
Hospital Address: _____
Hospital Phone #: _____ Fax #: _____
Diagnosis: _____ Diagnosis (ICD-9) Code: _____
Approved _____ Denied _____ Reason for denial _____ Denied by _____
Approval Authorization # _____

Authorization approval is always pending receipt of Medicaid Approval or Denial

Follow up Information: Please provide PMS/CAHS with clinical summary for patient’s PCP.

Presbyterian Medical Service –Cuba Health Center PO Box 638, Cuba, NM 87013 PH: 575/289-3291