

**URGENT**

## What is an URGENT authorization???

Urgent Authorization is any request for medical care or services that requires a review and decision to be made within 72 hours for the following situations:

- **Any treatment or service that is necessary to prevent jeopardizing the life or health of the patient.**
- **A non-life-threatening situation which could lead to negative consequences of health or ability to regain maximum function.**
- **Treatment necessary to alleviate severe pain that cannot be adequately managed without the requested treatment.**



➔ If your request does not meet the above **URGENT** situations, please submit authorization **ROUTINE**. If needing to escalate the review please call SCCIPA at (800) 977-7478 or send an email in Access Express.

➔ **Office visits** should always be entered as a **ROUTINE** request unless it meets the above **URGENT** situations, needing a same day appointment does not justify urgency.

➔ SCCIPA's Auto Approval Rate is 54% of all Authorizations submitted, making many requests approved upon entering into Access Express.

➔ **ROUTINE** authorizations are now with an average 2-3-day turnaround time.