



THE UNIVERSITY OF TEXAS  
**MD Anderson**  
~~Cancer~~ Center

Making Cancer History®

## Improving Prior Authorization Process for Pain Medications

Timely Initiation of Claim Request Form

Conference Theme: Contributions of the DNP Prepared Nurse: Policy Influencing  
Outcomes

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## Background & Significance

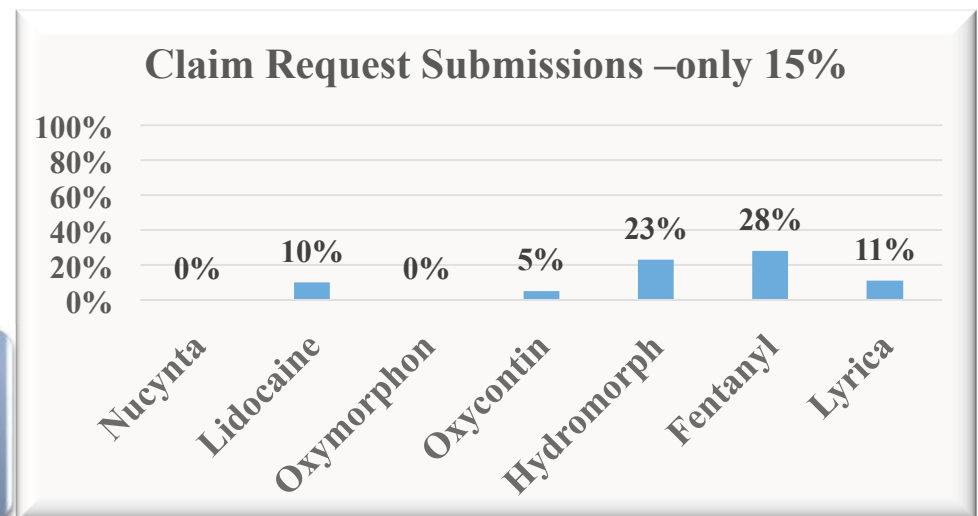
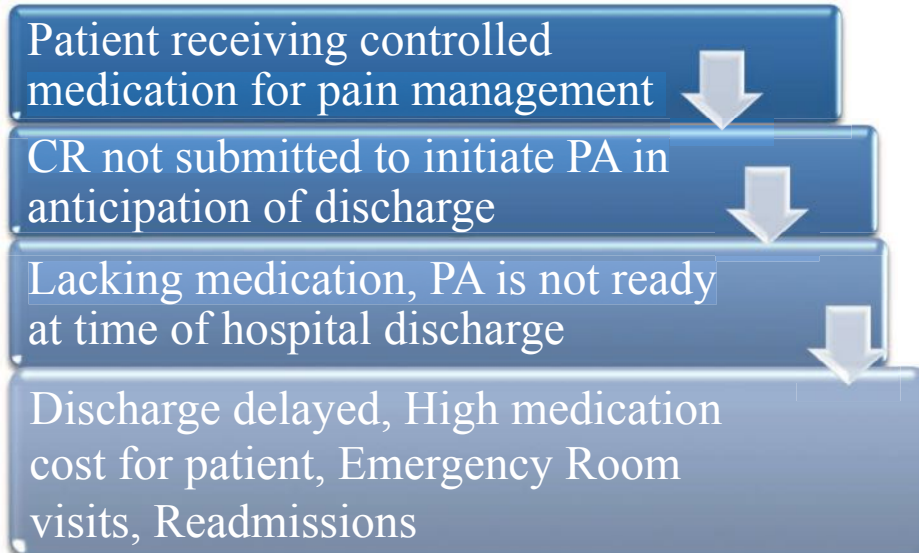
Metastatic and advanced-stage cancer patients frequently require controlled medications for pain management

Insurers require prior authorization (PA) for high-cost specialty medications commonly prescribed for General Internal Medicine oncology patients

Delays in obtaining PA may delay patient discharge, increase patient medication costs, increase hospital readmissions, and increase emergency room visits

Providers must submit a claim request (CR) to initiate the PA process

Prior authorizations can take 48-72 hours after the CR is submitted



## Aim of Project

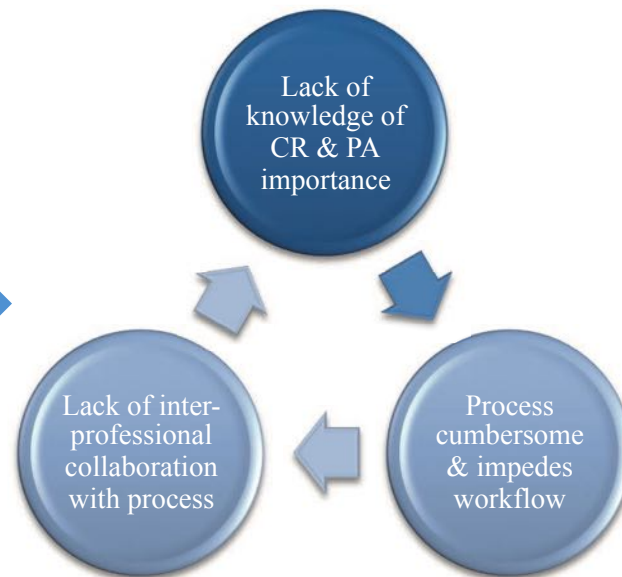
To ensure controlled medications requiring Prior Authorization are available at patient discharge from the hospital in order to prevent discharge delays, higher patient costs and patient complications. Increase provider-initiated claim requests by 20% for prescribed pain medications requiring prior authorization by December 30, 2018.

### Implementation Site

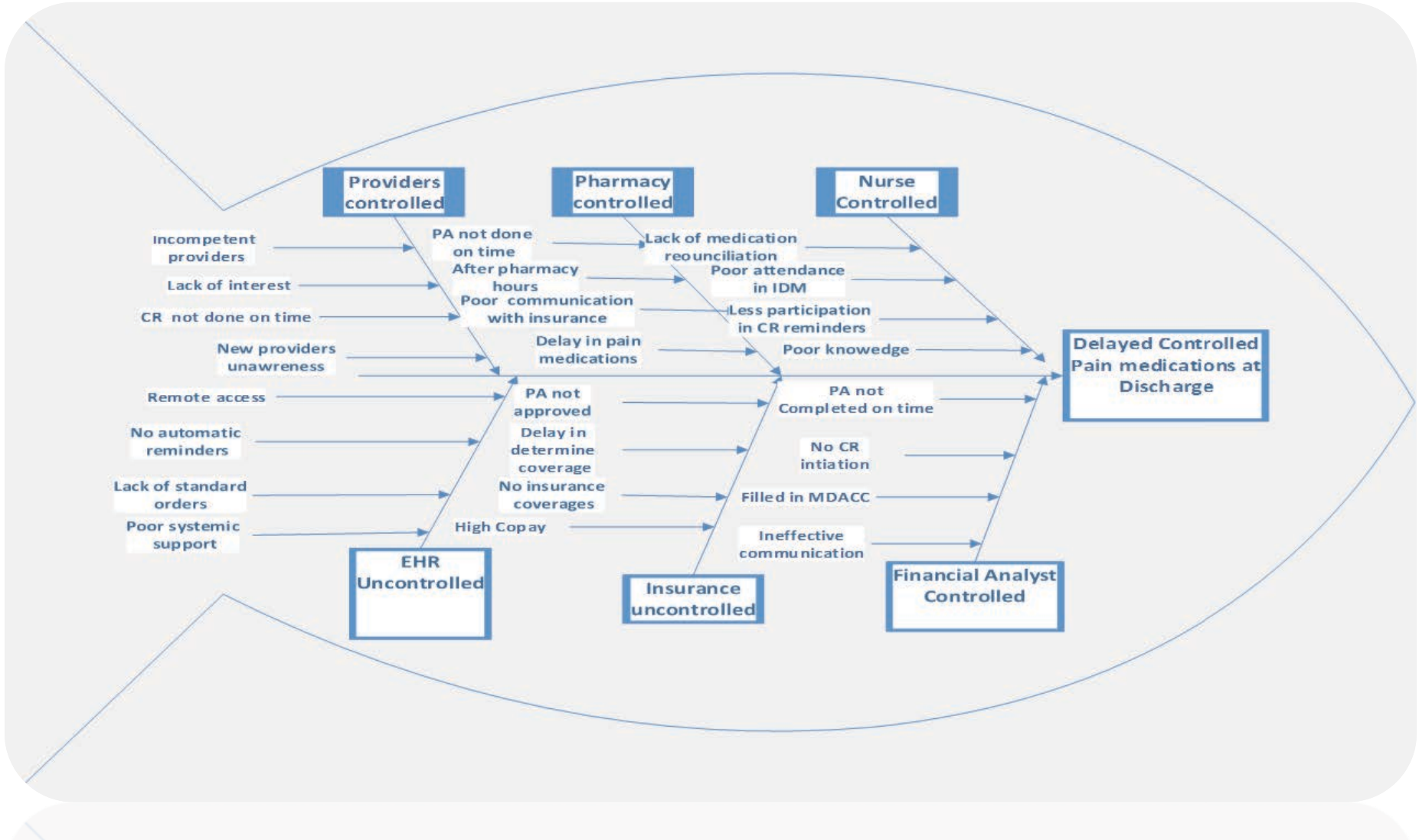
General Internal Medicine (GIM) Oncology Department-48-bed unit

Staffed by: 60 Registered Nurses, 13 Physicians, 3 Oncology Fellows, 4 Internal Medicine Residents and 12 Advanced Practice Providers

- Contributing Factors

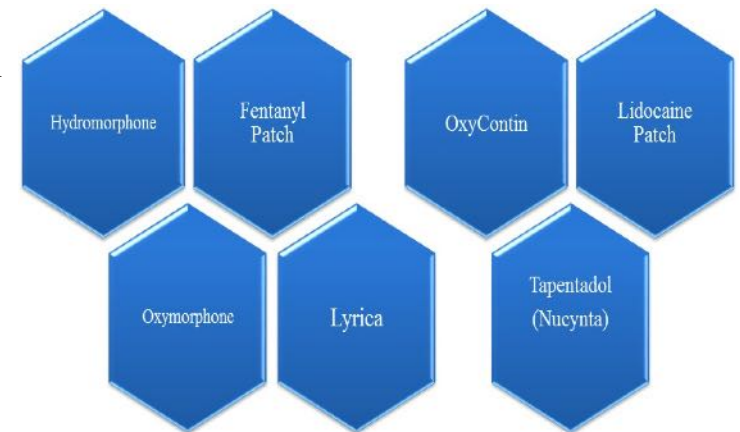


# Root Cause Analysis

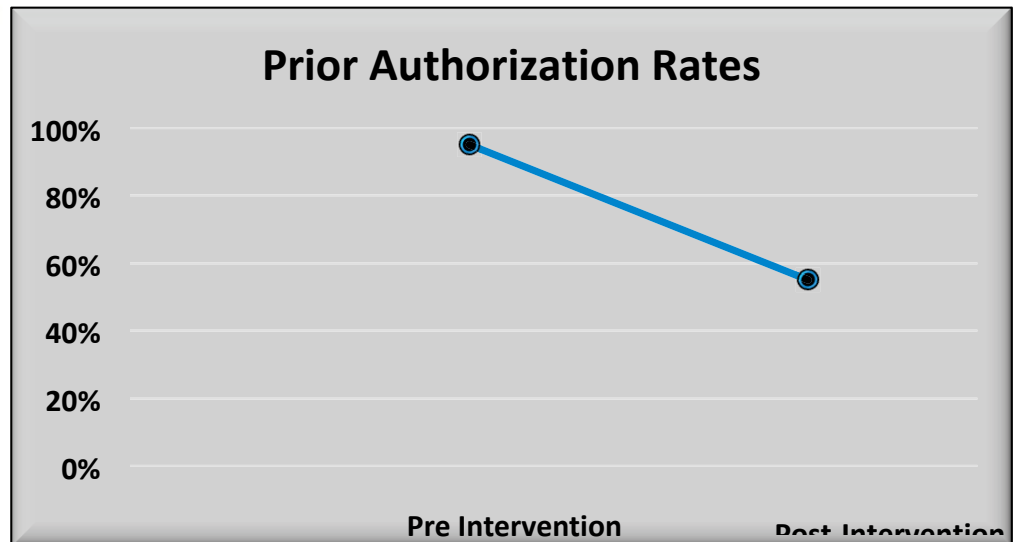
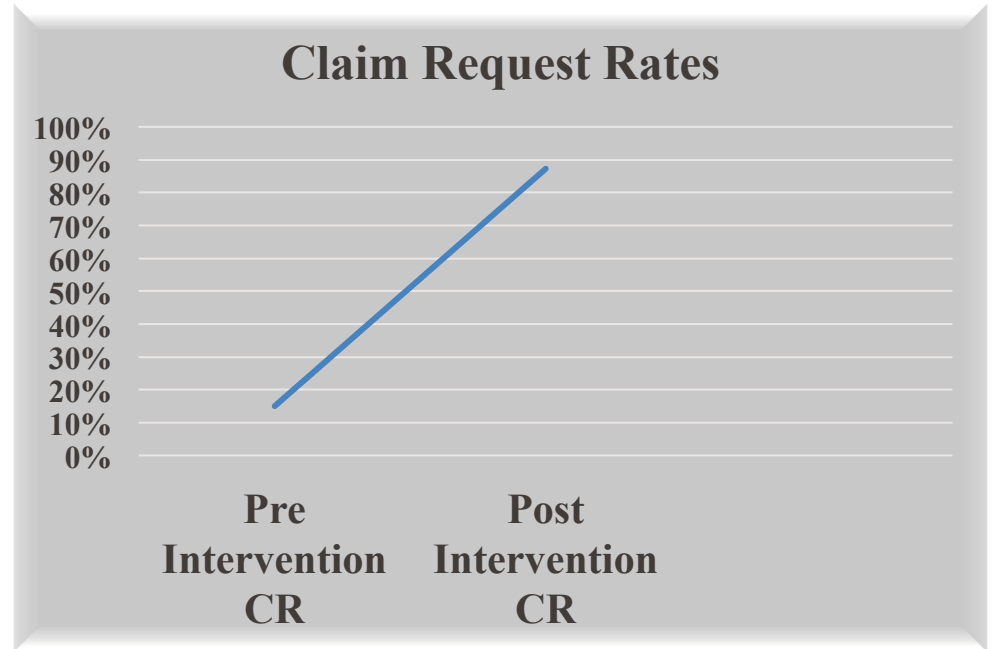
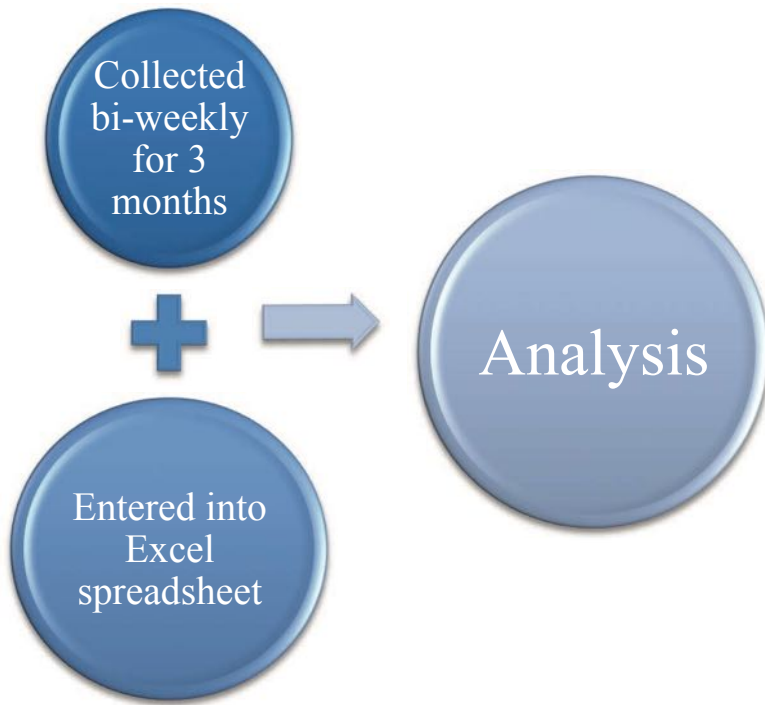


## Interventions

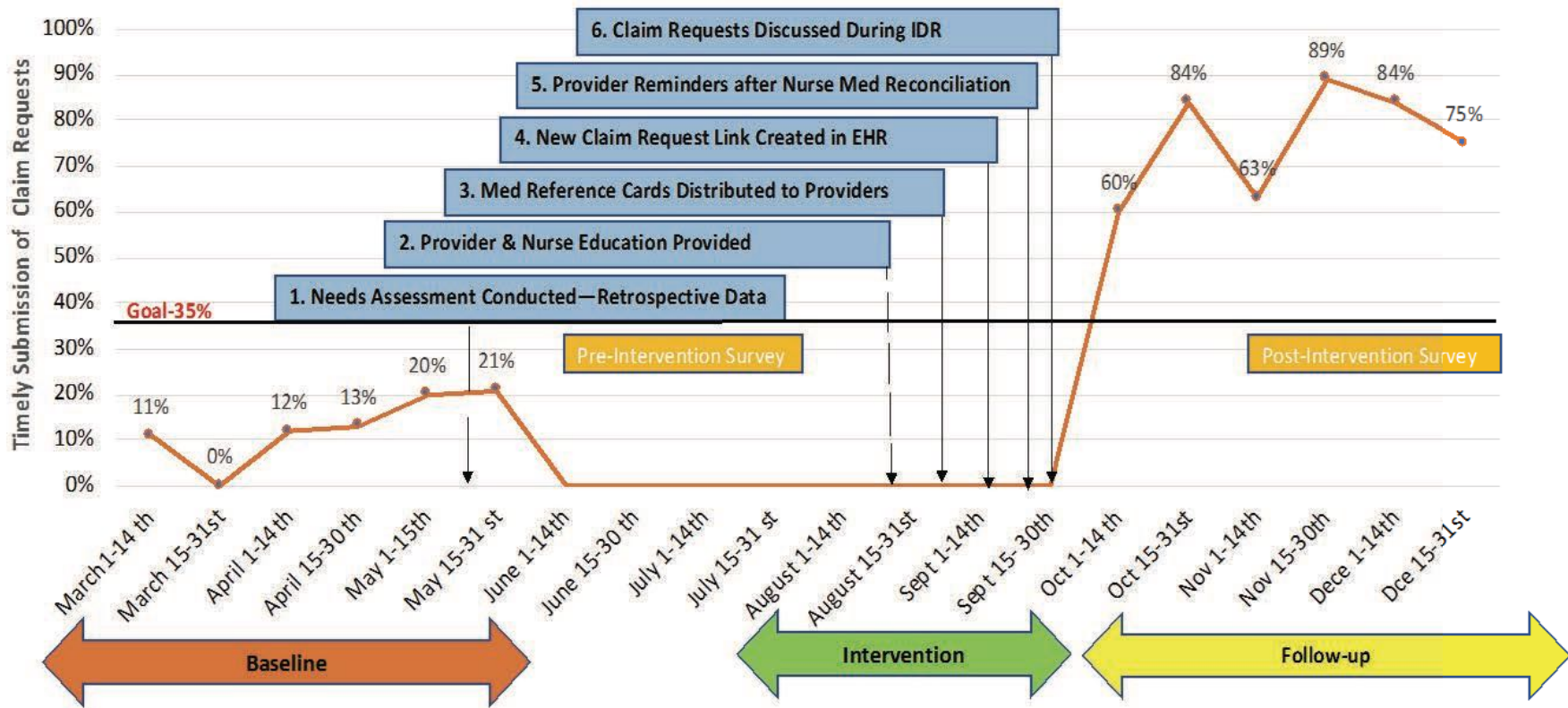
- Placed laminated cards of common medications requiring a claim request
- Modifications in EHR
- Revised medication reconciliation process
- Nurses noting medications requiring a CR to send reminders to providers as needed
- Created a quick link to facilitate submitting a claim request form- providers can submit test claims through PECON system
- Communication-Discussed project purpose and aim with key stakeholders
- Conversed about medications requiring CR/PA in interdisciplinary rounds
- Educated nurses and providers about the revised process



## Data Collection

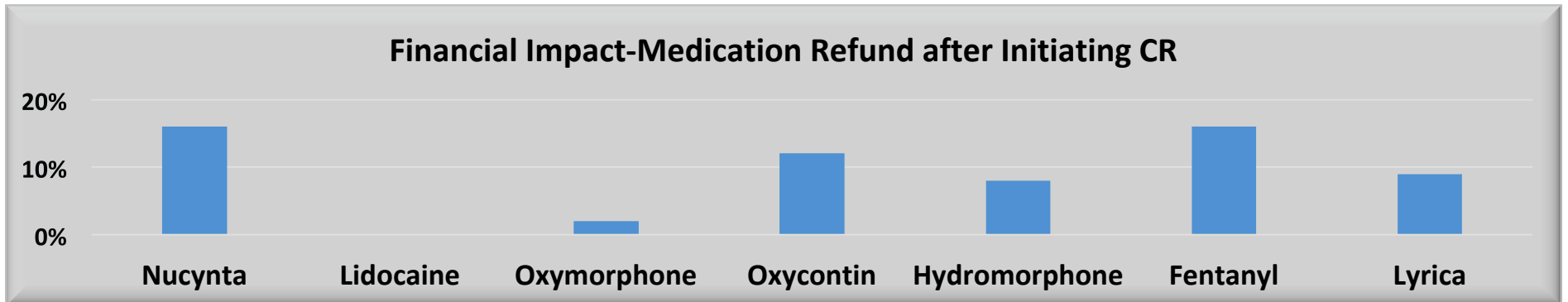


# Timely Submission of CR



## Project Impact

- Improved timely submission of claim requests required for prior authorizations
- Improved work flow with standardization
- Improved interdepartmental collaboration and communication
- Positive financial implications for patients



## New Process-Implications in Practice

- Ensures a higher quality of care for patients requiring high-cost controlled medications for pain management
- Implemented on other units for additional medications that requires CR and PA
- Sustainability is ensured through shared interdisciplinary team responsibilities, modifications to the EHR, and institutional dissemination of interventions



## References

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