Frequently Asked Questions

nH Access authorization wizard

Q1 What are the benefits of the authorization wizard intake process for providers?

The **nH Access** authorization wizard allows providers to enter additional details of the member's current needs and abilities, and receive decisions for cases in a quick, efficient manner. This ultimately allows for more timely transitions to the next level of care.

Q2 What are the benefits of the **nH Access** authorization wizard for patients?

The **nH Access** authorization wizard provides timely decisions, allowing the patient to transition to the next level of care in a more efficient manner. The goal is for the patient to continue receiving the most appropriate level of care as quickly as possible.

Q3 How fast will an approval be received?

The approval time will be dependent on the specifics of the authorization request. In cases where the information is complete and the patient meets medical necessity for the case, the provider will receive approval determinations in as little as a few minutes. The approval will be visible from **nH Access**.

Q4 What's the difference between Rapid Review and the **nH Access** authorization wizard?

The **nH Access** authorization wizard will collect more specific patient information. The five checkboxes will no longer be available for selection and will be replaced by the new fields. The new questions will ask for more thorough details concerning the patient's status. You can find a list of all potential questions you may be asked when completing the **nH Access** authorization wizard in the **nH Access authorization wizard Resource Guide** on the Provider Resource Page.

Q5 When will the **nH Access** authorization wizard be rolled out?

The **nH Access** authorization wizard will be rolled out on June 1, 2022, except for a few regional clients (that will be released later in the year). These regional clients have a slightly altered workflow that requires additional product enhancements prior to go-live.

Q6 Who do I contact if I have questions?

If you have any questions, please reach out to your Provider Relations Manager, or contact the **nH Access** team by phone at 888.276.5777 or email at Support.nhaccess@navihealth.com.

Q7 What clinical materials are needed to complete the authorization?

The requestor will need the following documentation available prior to initiating the authorization request:

- For therapy services, you will need the Initial Evaluation, Daily Progress Notes and Weekly Progress Updates.
- For nursing services, you will need PEG tube orders, current medications for IV administration, and/or Trach care instructions (if applicable to the patient).

Also, please refer to the **nH Access authorization wizard Resource Guide** on the Provider Resource Page for further information on required documentation and information needed to submit a request.