VAN LANG
8278 Bellaire Blvd, Ste B | Houston, TX 77036
www.vanlangipa.com

TECQ PARTNERS
8278 Bellaire Blvd, Ste B | Houston, TX 77036
www.tecqpartners.com

TO: All Van Lang contracted PCPs, Specialist, Ancillaries and Hospitals

From: Van Lang IPA

Subject: **- PRE AUTHORIZATION REQUEST**

- AUTO APPROVED PROCEDURES

Date: Mar 2023

CC: TECQ Partners staff

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HOW TO SUBMIT A PREAUTHORIZATION REQUEST

Pre authorization (PA) request

To accelerate your routine preauthorization request, submit your PA request to our portal.

- If you are a new user, register at **payer.tecqpartners.com**

Preauthorizations are processed within CMS turnaround time. Urgent PA requests are processed in 72 hours. Routine PA requests will be processed within 14 days.

NCQA definition of urgent request:

- **Urgent request is a request for medical care or service where application of the time frame for making a routine or non-life threatening care determination:**
  - Could seriously jeopardize the life or health of the member or the member's ability to regain maximum function, based on the prudent layperson's judgment, or
  - Could seriously jeopardize the life health or safety of the member or others, due to the member's psychological state, or
  - In the opinion of a practitioner with knowledge of the member's medical or behavioral condition, would subject the member to adverse health consequences without the care or treatment that is the subject of the request

To prioritize care appropriately, we ask that providers categorize PA requests correctly as routine or urgent.

- Providers that continuously submit urgent PA requests that are considered routine PA requests will be monitored and will be reclassified as routine if appropriate..
- If providers continue to submit urgent PA requests that are deemed routine after notification by Van Lang, then administrative processes will begin to include 100% monitoring of all requests, focus reviews, with remediation actions including the removal of providers from the Network.

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Pre authorization requests

Department	Activity	Action Steps for your practice
Pre-authorization (PA)	Obtain preauthorization request electronically via the portal	If you are new, please enroll at **payer.tecqpartners.com**
PA request	Submit Electronically	payer.tecqpartners.com
PA request	Submit via Fax *[submitting electronically via the portal is faster in receiving a response to your PA request in lieu of a fax]*	+1-833-585-5298 *[enter "1" before fax or fax will fail]*
Auto Approved Procedures	Review if your procedure is on our list of auto approved codes	Providers do not need to submit a PA for a procedure if the CPT code is on our auto approved list
		Check tecqpartners.com/resources periodically for additional resources

Contact Information

Department	Email	Phone
Medical Management	clinical@tecqpartners.com	(832) 720-7789 ext 699
Claims	claims@tecqpartners.com	(832) 720-7789 ext 899
Provider Services	provider-support@tecqpartners.com	(832) 720-7789 ext 799