



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



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TO: All Van Lang contracted PCPs, Specialist, Ancillaries and Hospitals
From: Van Lang IPA, LLC
Subject: **PRE AUTHORIZATION REQUEST**
Date: Feb 2022
CC: TECQ Partners, Inc staff

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**

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

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 judgement, 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

Urgent PA requests will be processed in 72 hours. Routine PA requests are completed promptly and within 14 days.

- 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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Department	Activity	Action Steps for your practice
Pre-authorization (PA)	Obtain preauthorization	Enroll NOW at payer.tecqpartners.com
PA request	Submit Electronically	payer.tecqpartners.com
PA request	Submit via 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	Provider do not need to submit a procedure for PA for CPT codes our auto approved list
		Check tecqpartners.com/resources periodically for additional resources

Contact Information

Department	Email	Phone
Utilization Management	clinical@tecqpartners.com	888-319-0777 ext 699
Claims	claims@tecqpartners.com	888-319-0777 ext 899
Provider Services	provider-support@tecqpartners.com	888-319-0777 ext 799