



Radiology Authorization Determination BCBS

Process Definition Document

Purpose: The Process Definition Document (PDD) formalizes the final design of an automation solution. It functions as an approval artifact for automation and operations teams, enabling the transition from design to development once approved.

TABLE OF CONTENTS

I. Automation Overview	2
1.1 Objectives	2
1.2 Operational metrics	3
1.3 Design Team	3
II. Automation Details	3
2.1 Automation Overview	3
2.2 Applications	3
2.3 Process Map	11
2.4 Toolkit documentation	15
2.5 Out of scope	16
III. Approval	17
3.1 Approval	17
3.2 Future Initiatives	17
3.3 Revisions	17

I. AUTOMATION OVERVIEW

1.1 Objectives

The automation will achieve

- 1. The overall objective with this Radiology Authorization BCBS process is to remove the burden of repetitive tasks off the FCC team. Having them instead focuses on escalation cases.

1.2 Operational metrics

The automation will impact the following operational metrics

2. Cancellation Rates, based on inability to secure Authorization in time for procedure

1.3 Design Team

The following individuals contributed to the automation design, must be informed of changes, and agree to support the maintenance of this automation

Name	Role / Title	Contact
Manal AlMaghafi	Operational Owner	
Ericka Smith	Operational SME(s)	
Sean Furlong	Solution Architect	
Snehitha Mamidi	Developer	

II. AUTOMATION DETAILS

2.1 Automation Overview

Item	Description
Area / Department	FCC Authorization PreReg
Automation Name	Radiology Auth Determination BCBS
Automation Description	See Below

Prose

3. INDICATES I NEED TO MAKE CLICK BY CLICK
4. INDICATES WE NEED TO DISCUSS AS A GROUP

Get FIN's for Daily Work (Network File Approach)

1. The bot will navigate to the file explorer on its machine
2. Navigate to the following location:
 - a. \\mhcetnas01\MHC_CBS\CBS Automation\Cerner Inbound
3. Retrieve the file that matches the corresponding naming convention
 - a. FCC_OPDX_INC_PREREG_MMDDYYYY
4. If no file is present by the time the dispatcher kicks off, then we need to email cbs_analytics@mclaren.org then wait 30 minutes and retry up to a maximum of 3 times. If still no file after the retry attempts, then throw an exception.
 - a. Log Into Outlook Web
 - b. Send email to cbs_analytics@mclaren.org
 - i. Subject:
 1. Radiology Auth Determination BCBS Worklist Failure DD/MM/YYYY
 - ii. Body:
 1. After attempting to retrieve the worklist file, automation determined that there was no file to process. Please have someone manually export the file to \\mhcetnas01\MHC_CBS\CBS Automation\Cerner Inbound and format the file with the following naming convention, FCC_OPDX_INC_PREREG_MMDDYYYY. Once this is completed, please restart the UiPath Orchestrator job.

- c. Log Details
 - i. Result = Failure
 - ii. Outcome = Worklist Not Found
 - d. End Dispatcher
- 5. Get total count of records in file and if total records are less than 100 throw exception
 - a. Log Into Outlook Web
 - b. Send email to cbs_analytics@mclaren.org
 - i. Subject:
 - 1. Radiology Auth Determination BCBS Worklist Below Row Count Threshold
 - ii. Body:
 - 1. After retrieving the worklist file {WORKLIST FILE NAME}. Automation determined that the row count is below the agreed threshold. Automation has stopped, please have someone review the file for completeness and restart the UiPath Orchestrator job.
 - c. Log Details
 - i. Result = Failure
 - ii. Outcome = Worklist File Below Row Count Threshold
 - d. End Dispatcher
- 6. Delete out any incomplete transactions from previous run
 - a. There is a chance that on any given run, the automation doesn't clear the entire queue in UiPath. When that happens, we want to start with a fresh set of transactions each day. By removing the transactions that are left over, before we add to the Queue for the day, we can ensure we don't duplicate efforts.
- 7. Else if the bot does find the appropriate file
 - a. The data specification for the file is housed in the toolkit.
 - i. Radiology Auth Determination BCBS Toolkit.xlsx
 - b. Loop over each row and add them to the UiPath Queue if they pass the following scope checks
 - i. **NOTE:** There will be FIN's that show up multiple times in this file. We want to
 - 1. All of the data we enter the UiPath queue should be the same, with 2 exceptions the Order CPT column and the Order Description
 - 2. If we can create a list or a dictionary of some sort to keep the CPT codes and the descriptions available that we be best
 - ii. Check Appt Status Value
 - 1. If Appt Status NOT equal to "Confirmed"
 - a. FIN Out of scope
 - b. Log Details
 - i. In Scope = No
 - ii. Out of Scope Reason = Appointment Status Not Equal to Confirmed
 - iii. Result = Success
 - iv. Outcome = {FIN} + {Appt Status} Appt Status is out of scope
 - iii. Check Verification Status Value
 - 1. If Verification Status is NOT equal to "Verified"
 - a. FIN out of scope
 - b. Log Details
 - i. In Scope = No
 - ii. Out of Scope Reason = Verification Status Not Equal to Verified
 - iii. Result = Success
 - iv. Outcome = {FIN} + {Verification Status} is out of scope
 - iv. Check Health Plan
 - 1. If the Health Plan Name is one of the below its In Scope:
 - a. Radiology Auth Determination BCBS Toolkit.xlsx
 - b. Tab "In Scope Plan Names"
 - 2. Else if health plan is any other name, its out of scope:
 - a. Log Details
 - i. In Scope = No
 - ii. Out of Scope Reason = Health Plan Not In Scope
 - iii. Result = Success
 - iv. Outcome = {FIN} + {Health Plan} + Out of Scope
 - v. Check Location
 - 1. If the location is on this list, it's in scope
 - a. Radiology Auth Determination BCBS Toolkit.xlsx
 - b. Tab "In Scope Location List"

2. Else if location is not on this list, then it's out of scope
 - a. Log Details
 - i. In Scope = No
 - ii. Out of Scope Reason = Location Out of Scope
 - iii. Result = Success
 - iv. Outcome = {FIN} + {Location} + Out of Scope
 - vi. If In scope for health plan and location, add to Ui path queue
 1. Radiology_Auth_Determination_BCBS
8. Performer Steps
 - a. Pull the next available record from the UiPath Queue
 - b. Open Access Management Office
 - i. if not open already
 - c. Search for FIN
 - d. Check for Historical Failure/Success Count
 - i. Query the Data Service Logs to get count of Result = Failure for given FIN
 - ii. Query the Data Service Logs to get count of Result = Success for given FIN
 1. If Result failure count >= 3 or (Result failure count > 0 and Est Arrival Dt/Tm <= Automation Run Date + 10)
 - a. Complete FIN for Human Intervention
 - i. If Required Fields Pop Up Prevents Saving:
 - ii. Required Fields Resolution Flow
 - iii. If we still get the pop up, click cancel and:
 1. Email cbs_automation@mclaren.org
 - a. Subject: Radiology Auth Determination BCBS - FIN has required field pop up
 - b. Body: The Radiology Auth Determination BCBS automation is unable to process fin {FIN} due to required fields pop up preventing the changes to save. The automation cancelled out of the PreReg conversation, so no changes were saved. Please have someone go populate the required fields.
 2. Log Details
 3. End FIN
 - b. Log Details
 - i. In Scope = No
 - ii. Out of Scope Reason = FIN has failed too many times
 - iii. Outcome = Escalate to FCC
 - iv. Result = Success
 - c. End FIN
 2. If Result success count > 0
 - a. Log Details
 - i. In Scope = No
 - ii. Out of Scope Reason = FIN successfully processed before
 - iii. Outcome = FIN successfully processed before
 - iv. Result = Success
 - b. End FIN
 - e. If the scheduled appointment date is within 5 days of the day the automation run
 - i. Complete FIN for Human Intervention
 1. If Required Fields Pop Up Prevents Saving:
 - a. Required Fields Resolution Flow
 - b. If we still get the pop up, click cancel and:
 - i. Email cbs_automation@mclaren.org
 1. Subject: Radiology Auth Determination BCBS - FIN has required field pop up

2. Body: The Radiology Auth Determination BCBS automation is unable to process fin {FIN} due to required fields pop up preventing the changes to save. The automation cancelled out of the PreReg conversation, so no changes were saved. Please have someone go populate the required fields.
 - ii. Log Details
 - iii. End FIN
- ii. Log Details
 1. In Scope = No
 2. Out of Scope Reason = Service Date within 5 days of automation run
 3. Result = Success
 4. Outcome = Escalate to FCC
- iii. End FIN
- f. If the CPT code from the worklist under column "Order CPT" is blank?
 - i. **NOTE:** if there were multiple rows in the worklist for a given FIN if any record has a CPT code we can proceed, if all were blank then it would qualify.
 - ii. Complete FIN for Human Intervention
 1. If Required Fields Pop Up Prevents Saving:
 2. Required Fields Resolution Flow
 3. If we still get the pop up, click cancel and:
 - a. Email cbs_automation@mclaren.org
 - i. Subject: Radiology Auth Determination BCBS - FIN has required field pop up
 - ii. Body: The Radiology Auth Determination BCBS automation is unable to process fin {FIN} due to required fields pop up preventing the changes to save. The automation cancelled out of the PreReg conversation, so no changes were saved. Please have someone go populate the required fields.
 - b. Log Details
 - c. End FIN
- iii. Log Details
 1. In Scope = No
 2. Out of Scope Reason = Order CPT is blank
 3. Result = Success
 4. Outcome = Escalate to FCC
- iv. End FIN
- g. **NOTE:** read patient information, read insurance summary, read appointment information, and read physician data can all be done in one fell swoop. I'm just breaking it up for readability
- h. Read Patient Information
 - i. Confirm the FIN number from the queue matches the Financial Number field after searching for the FIN
 - ii. If FIN numbers don't match:
 1. Log Details
 - a. Result = Failure
 - b. Outcome = FINs don't match from Queue to Cerner
 2. End FIN
- i. Read Insurance Summary
- j. If health plan from worklist is not in COB = 1:
 - i. Log Details
 1. Result = Success
 2. Outcome = Health Plan Not Primary
- k. Read Appointment Information
 - i. If ALL cpt codes listed have an appointment state of Cancelled
 1. Log Details
 - a. In Scope = Yes

- b. Result = Success
 - c. Outcome = All CPT codes Canceled
 - 2. End FIN
- ii. If No CPT codes present from Appoint Information, use the worklist CPTs and dedupe values for authorization steps
- l. Read Physician Information
- m. If the plan name for the given FIN is one of the following, then we need to confirm if the CPT codes on the appointment information tab in Cerner require an authorization. If the health plan is not one of these, but also an in-scope health plan then we can assume all CPT codes need authorization and skip the Confirm CPT Code step
 - i. BC – BCBSM TRUST
 - ii. BC – BCN
 - iii. BC – BCBSM FEP
 - iv. BC – BCBSM Traditional
 - v. MA – MEDICARE PLUS BLUE PPO
 - vi. MA – MEDICARE BCN
 - vii. MA – MEDICARE PLUS BLUE
- n. Confirm CPT code requires an Authorization
 - i. Only required for Plan names Listed above
 - ii. We will be leveraging an online tool provided by BCBS accessed by the below URL
 - 1. <https://ereferrals.bcbsm.com/docs/common/common-procedure-codes-that-require-prior-auth.pdf>
 - 2. This is a PDF that the provider updates on a regular basis, the URL should remain constant
- o. If all CPT codes present on the FIN come back NOT requiring an authorization
 - i. Complete FIN for No Auth Required.docx
 - 1. If Required Fields Pop Up Prevents Saving:
 - 2. Required Fields Resolution Flow
 - 3. If we still get the pop up, click cancel and:
 - a. Email cbs_automation@mclaren.org
 - i. Subject: Radiology Auth Determination BCBS - FIN has required field pop up
 - ii. Body: The Radiology Auth Determination BCBS automation is unable to process fin {FIN} due to required fields pop up preventing the changes to save. The automation cancelled out of the PreReg conversation, so no changes were saved. Please have someone go populate the required fields.
 - b. Log Details
 - c. End FIN
 - ii. Log Details
 - 1. In Scope = Yes
 - 2. Result = Success
 - 3. Outcome = No Auth Required
 - iii. End FIN
- p. If at least one CPT code requires, an authorization continue to the next step
- q. Log In to Caredon Payer Portal
 - i. If an error occurs while logging into payer portal, retry 3 times if it is still error:
 - 1. Email cbs_analytics@mclaren.org
 - a. Subject:
 - i. Radiology Auth Determination BCBS Automation Can't Login to Caredon
 - b. Body:
 - i. Automation has encountered an error while attempting to log into Caredon payer portal. Please have someone review credentials and restart the UiPath Orchestrator job once log in is available again.
 - 2. Log Details
 - a. Result = Failure
 - b. Outcome = Couldn't Log into Caredon
- r. Search for Patient in Caredon

- i. If Patient Wasn't Found (See Read Carelon Response)
 1. Complete FIN for Human Intervention
 - a. If Required Fields Pop Up Prevents Saving:
 - b. Required Fields Resolution Flow
 - c. If we still get the pop up, click cancel and:
 - i. Email cbs_automation@mclaren.org
 1. Subject: Radiology Auth Determination BCBS - FIN has required field pop up
 2. Body: The Radiology Auth Determination BCBS automation is unable to process fin {FIN} due to required fields pop up preventing the changes to save. The automation cancelled out of the PreReg conversation, so no changes were saved. Please have someone go populate the required fields.
 - ii. Log Details
 - iii. End FIN
 2. Log Details
 - a. In Scope = Yes
 - b. Result = Success
 - c. Outcome = Escalate to FCC, Patient Not Found on Portal
 - d. Portal Patient Found = No
- s. Match Patient Data on Carelon
 - i. Get number of order responses
 - ii. Loop over the order responses
 1. Match member id
 - a. If not match, next order response
 2. Match CPT code
 - a. If not match, next order response
 3. Match NPI (meaning member id and cpt code match, but npi differs)
 - a. If not match, Complete FIN for Human Intervention
 - b. Log Exception
 - i. Result = Success
 - ii. In Scope = Yes
 - iii. Outcome = Escalate to FCC, Carelon location mismatch
 - c. End FIN
- t. Read Carelon Response
- u. If all CPT codes that require an authorization come back with an auth status = approved and the authorization end date >= procedure scheduled date:
 - i. Complete FIN for Auth Approved
 1. If Required Fields Pop Up Prevents Saving:
 2. Required Fields Resolution Flow
 3. If we still get the pop up, click cancel and:
 - a. Email cbs_automation@mclaren.org
 - i. Subject: Radiology Auth Determination BCBS - FIN has required field pop up
 - ii. Body: The Radiology Auth Determination BCBS automation is unable to process fin {FIN} due to required fields pop up preventing the changes to save. The automation cancelled out of the PreReg conversation, so no changes were saved. Please have someone go populate the required fields.
 - b. Log Details
 - c. End FIN
 - ii. Log Details
 1. In Scope = Yes
 2. Result = Success
 3. Outcome = Authorization Approved
 4. CPT Auth Required = Yes
 5. Portal Patient Found = Yes

6. Portal Auth on File = Yes
7. Log the Output of Read Carelon Response
 - a. Portal Auth Status
 - b. Portal Authorization Number
 - c. Portal Authorization Begin Date
 - d. Portal Authorization End Date
 - e. Portal CPT Code
 - f. Portal CPT Grouped Codes
 - g. Portal TIN
 - h. Portal Member ID
8.
 - iii. End FIN
 - v. If Patient Found but No Auth on File
 - i. Map Physician Fax Number(s)
 1. Notes:
 - a. The link above is an example physician mapping file. During automation the physician mapping file will be at the following location
\\mhcdetnas01\MHC_CBS\CBS Automation
 - b. File name = cbo_reporting_physician_fax_numbers
 - c. There may be multiple fax numbers for any one NPI value, we want a list of all unique numbers.
 2. If the NPI value isn't present on the Fax Mapping File:
 - a. Complete FIN for Human Intervention
 - i. If Required Fields Pop Up Prevents Saving:
 - ii. Required Fields Resolution Flow
 - iii. If we still get the pop up, click cancel and:
 1. Email cbs_automation@mclaren.org
 - a. Subject: Radiology Auth Determination BCBS - FIN has required field pop up
 - b. Body: The Radiology Auth Determination BCBS automation is unable to process fin {FIN} due to required fields pop up preventing the changes to save. The automation cancelled out of the PreReg conversation, so no changes were saved. Please have someone go populate the required fields.
 2. Log Details
 3. End FIN
 - b. Log Details
 - c. End FIN
 - ii. Log Into RightFax
 - iii. Complete Fax Form
 - iv. Send Fax Form
 1. Note: We need to send a fax for each fax number related to the Dr on file
 2. Note: Once we have sent the fax from via RightFax we need to move the file to a new drive for McLaren staff to review
 - a. \\mac-msfsnas01\data\CBO\RevCycleOps\CBS_Automation
Ops\RevCycle\Patient Access\Radiology Auth Determination BCBS\Fax Information
 - v. If status = "Ok" then the fax went through
 1. If status not equal "OK"
 - a. Complete FIN for Human Intervention
 - i. If Required Fields Pop Up Prevents Saving:
 - ii. Required Fields Resolution Flow
 - iii. If we still get the pop up, click cancel and:
 1. Email cbs_automation@mclaren.org
 - a. Subject: Radiology Auth Determination BCBS - FIN has required field pop up

- b. Body: The Radiology Auth Determination BCBS automation is unable to process fin {FIN} due to required fields pop up preventing the changes to save. The automation cancelled out of the PreReg conversation, so no changes were saved. Please have someone go populate the required fields.
 - 2. Log Details
 - 3. End FIN
 - b.
 - c. Log Details
 - i. In Scope = Yes
 - ii. Result = Success
 - iii. Outcome = Escalate to FCC, Fax Failed to Send
 - d. End FIN
 - e. NOTE: WE STOP SENDING FAXES AFTER THE FIRST NOT OK
 - vi. If Sending Fax Form resulted in a status = Ok
 - vii. Send the next Fax to the next Fax number and check the status
 - viii. If all faxes are sent and all have a status of Ok
 - 1. Complete FIN for no auth on file
 - a. If Required Fields Pop Up Prevents Saving:
 - b. Required Fields Resolution Flow
 - c. If we still get the pop up, click cancel and:
 - i. Email cbs_automation@mclaren.org
 - 1. Subject: Radiology Auth Determination BCBS - FIN has required field pop up
 - 2. Body: The Radiology Auth Determination BCBS automation is unable to process fin {FIN} due to required fields pop up preventing the changes to save. The automation cancelled out of the PreReg conversation, so no changes were saved. Please have someone go populate the required fields.
 - ii. Log Details
 - iii. End FIN
 - 2. Log Details
 - a. In Scope = Yes
 - b. Result = Success
 - c. Outcome = No Auth on File
 - d. CPT Auth Required = Yes
 - 3. End FIN
- w. If more than 1 CPT code from Appointment Information requires Auth and at least one CPT approved and one not:
 - i. Complete FIN for Multiple Statuses
 - 1. If Required Fields Pop Up Prevents Saving:
 - 2. Required Fields Resolution Flow
 - 3. If we still get the pop up, click cancel and:
 - a. Email cbs_automation@mclaren.org
 - i. Subject: Radiology Auth Determination BCBS - FIN has required field pop up
 - ii. Body: The Radiology Auth Determination BCBS automation is unable to process fin {FIN} due to required fields pop up preventing the changes to save. The automation cancelled out of the PreReg conversation, so no changes were saved. Please have someone go populate the required fields.
 - b. Log Details
 - c. End FIN

- ii. Log Details
 - 1. In Scope = Yes
 - 2. Result = Success
 - 3. Outcome = Multiple Auth Statuses
 - 4. CPT Auth Required = Yes
- iii. End FIN

2.2 Applications

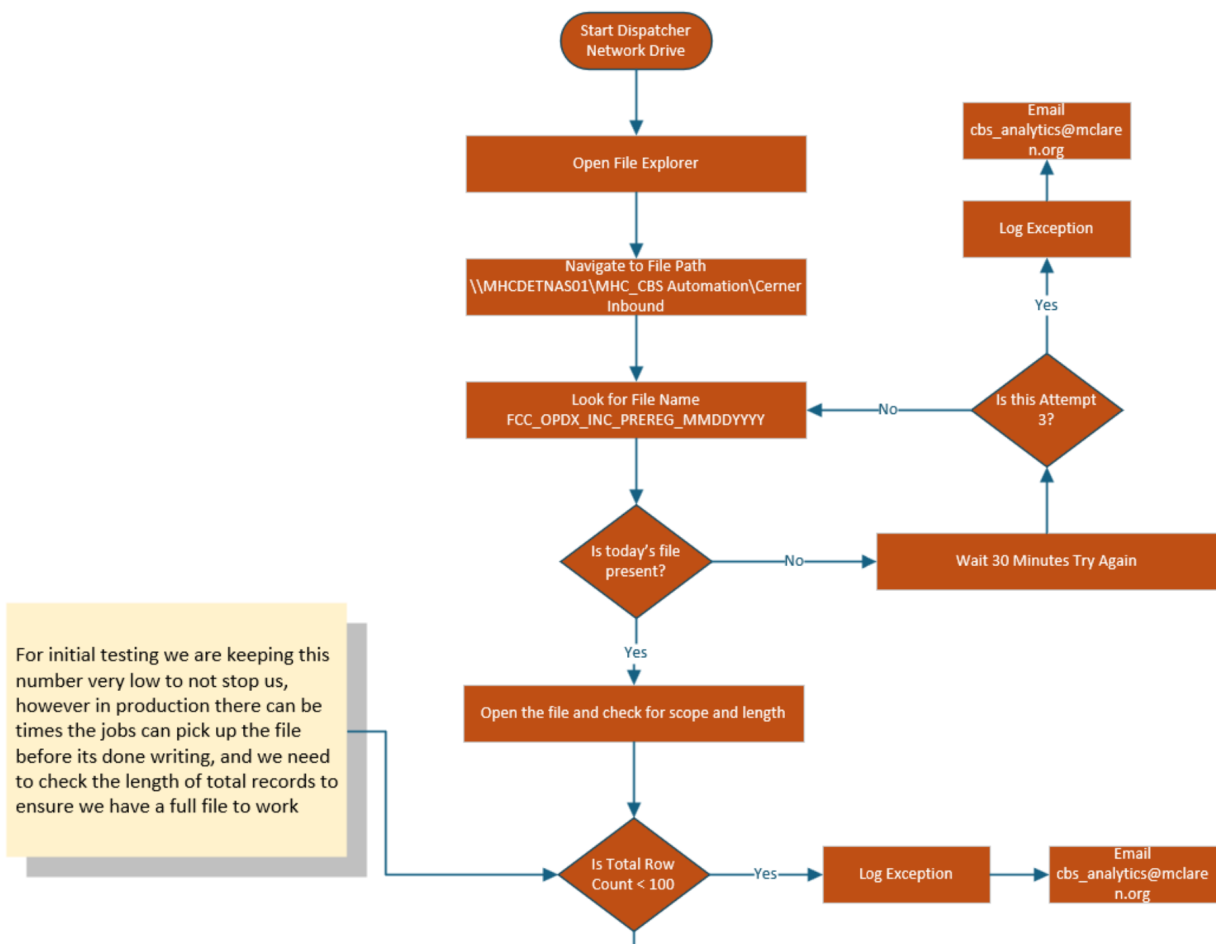
The table below lists the applications being utilized by the automation

Application	Comments /	Access Needs
Prod Access Management Office	Cerner Front End of Revenue Cycle Application	One.mclaren.org > P2082 AppBar > Access Management Office Button
Cert Access Management Office	Cerner Front End of Revenue Cycle Application, Used for testing	One.mclaren.org > C2082 Cerner Apps > Appbar > Access Management Office Button
Carelon Payer Portal	Payer portal we will use to search for Authorizations	https://providerportal.com
Right Fax	If an authorization isn't on file and is required, we will be faxing the dr's office to start the auth process	https://efax.mclaren.org/rightfax/user/
Outlook	Leveraged to send emails for specific exceptions needing staff intervention	Microsoft365.com > apps > outlook

2.3 Process Map

The diagram below contains the steps the automation will take (the 'to-be' process map)

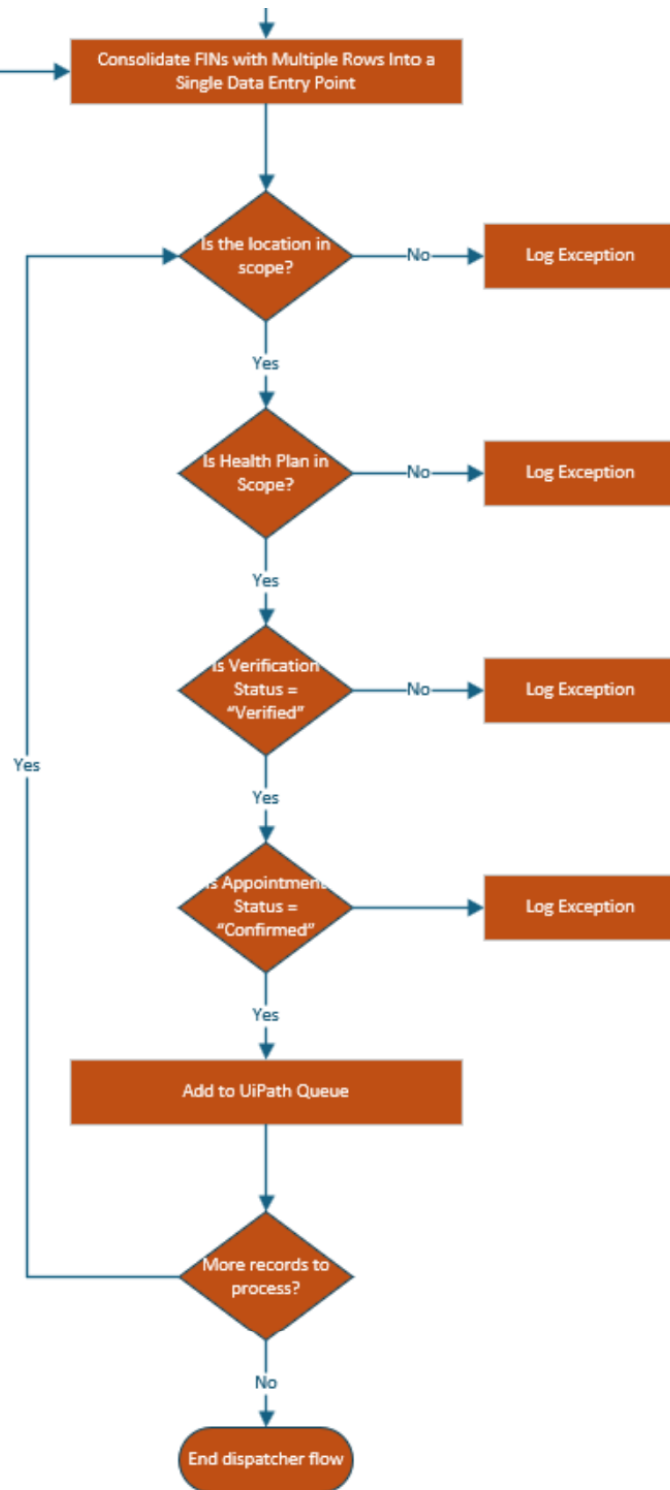
Dispatcher Part 1

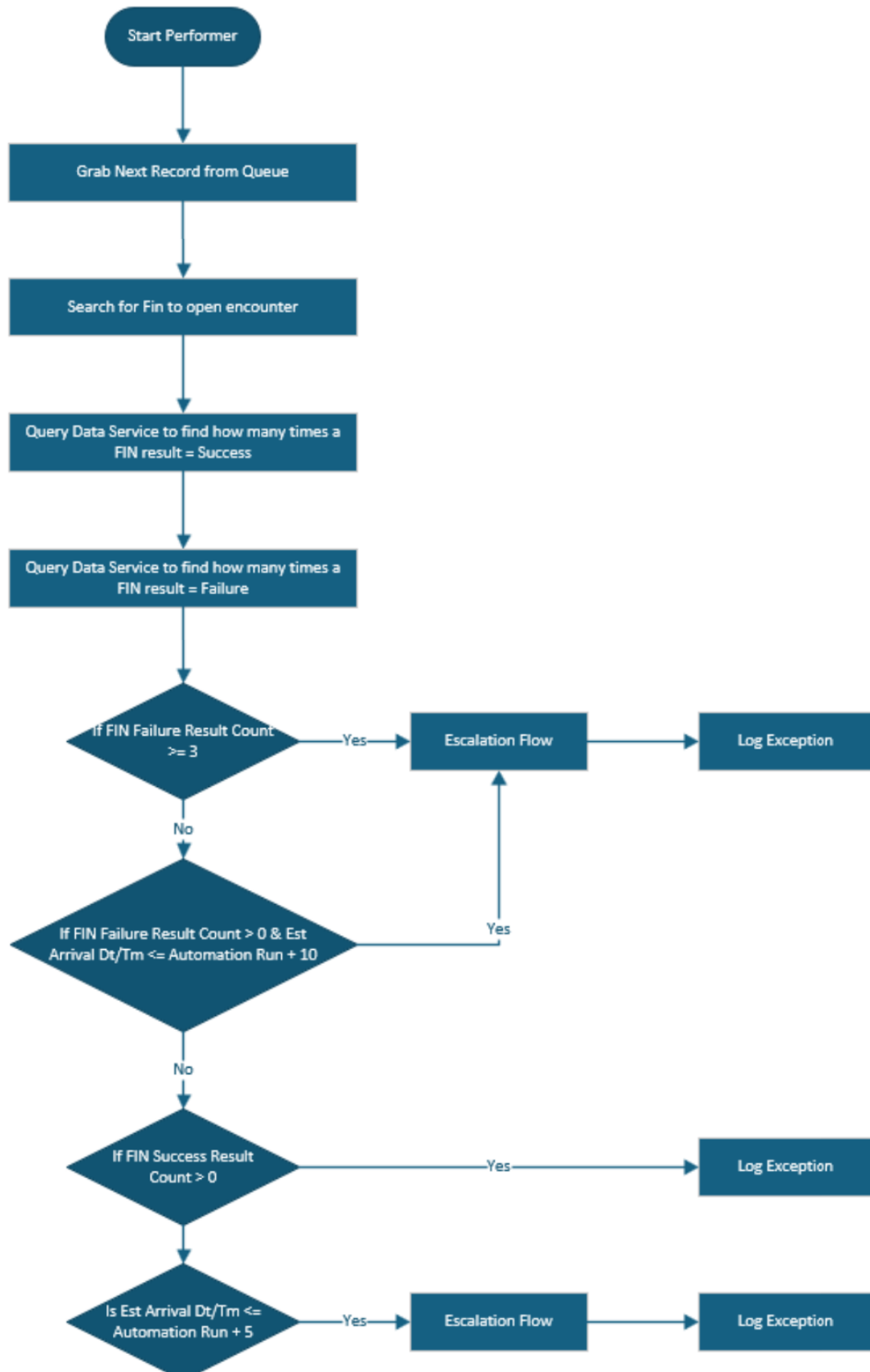


Dispatcher Part 2

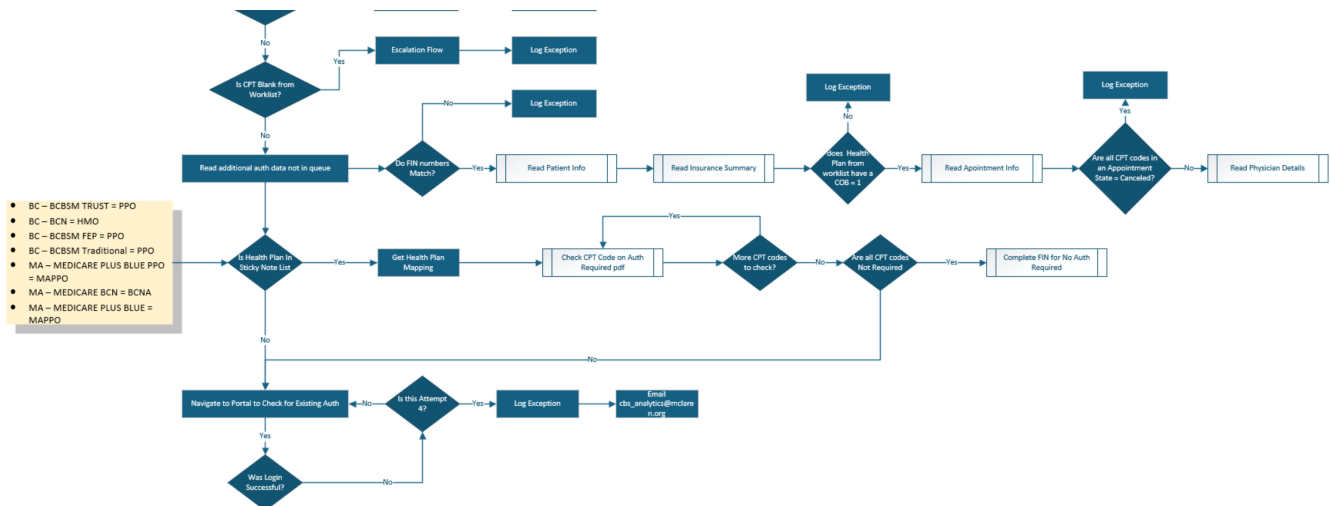
The worklist will have multiple rows for a given FIN and the data should be the same across those rows with the exception of Order CPT and Order Description

We want to capture those as a list of CPTs and a List of Descriptions

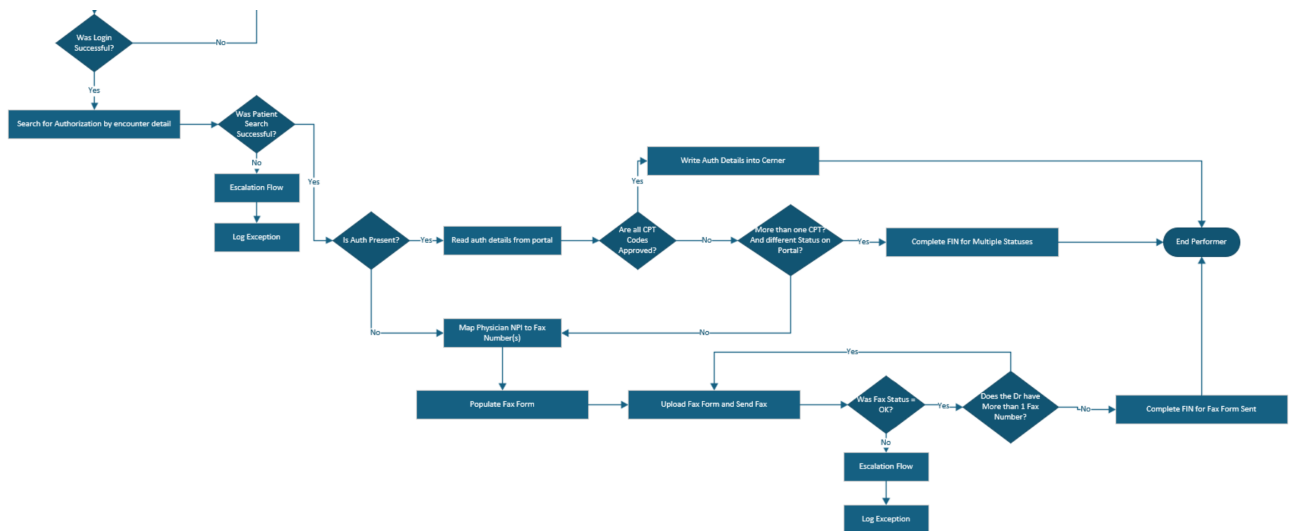




Performer Part 2



Performer Part 3



2.4 Toolkit documentation

The table below provides a list of toolkits and links to the completed ROI, planning toolkits, and any additional design documentation

Toolkit	Link to documentation	Comments
Plan Toolkit	Radiology Auth Determination BCBS Toolkit.xlsx	
Workflow	McLaren Radiology Auth Elig Process.vsdX	
ROI Toolkit	Radiology Auth Determination BCBS ROI Toolkit.xlsx	

2.5 Out of scope

The table below provides a list of automation scenarios or account populations that are out of scope or unobtainable

Scenario / Population	Rationale	Comments	Actions
Health Plan Out of Scope	We are getting a worklist export to a network drive, and while McLaren should be removing any out-of-scope health plans, we want to make sure we have a check for this	Health plans are in the Column "Health Plan" from the worklist export, and the in-scope plan names are on the tab "In Scope Plan Names"	None, we just log the data and move on
Location out of Scope	We are getting a worklist export to a network drive, and while McLaren should be removing any out-of-scope locations, we want to make sure we have a check for this	Location is the name of the column in the worklist, and the In Scope Location List tab contains in-scope locations	None, we just log the data and move on
Verification Status	We only want to authorize procedures for payers a FIN is eligible for	If verification status is not "Verified"	None, we just log the data and move on
Appt Status	We only want to work Confirmed appointments	If Appt Status is not "Confirmed"	None, we just log the data and move on
Service Date within 5 Days of Automation Run	Procedures scheduled for a date that is too close to the automation run date, we want to have humans intervene so that cancellation risk is mitigated.	If the service date from the worklist is $\leq$ run date + 5 then the FIN is out of scope for automation and needs human intervention	Complete FIN for Human Intervention
CPT Code Not Present	At least one CPT code is required for this authorization process to run. There are time's FIN's in the worklist don't have a cpt code and this needs human intervention	If the CPT code from the worklist under column "Order CPT" is blank	Complete FIN for Human Intervention
Health Plan Not Primary	We only want to work on BCBS payers when they are the primary payer. If we find a FIN where the BCBS plan isn't in the COB = 1 position its out of scope	If Health Plan from Worklist isn't COB = 1 out of scope	None, we just log the data and move on

III.APPROVAL

3.1 Approval

Upon review and approval of this Process Definition Document (PDD), I, [ENTER Process Owner], on [ENTER today's date], hereby approve this plan for development.

I acknowledge that while this automation will experience downtime, the ultimate responsibility for the process remains with my department. I commit to collaborating with the automation team to maintain the automation and meet our uptime goal. This commitment extends to ongoing responsibilities, including but not limited to: testing, implementing enhancements, handling break-fix scenarios, managing application upgrades, and supporting process changes or improvements as required.

3.2 Future Initiatives

Below is a list of future operational, technical, or known application changes that may impact the automation

- ENTER
- ENTER

3.3 Downtime Plans

Below are the actions the operational team will take in the event of automation downtime

Scenario	Action (taken by operations)	Contact
Level 1 <i>Downtime = 1-2 days</i>		
Level 2 <i>Downtime = 2-7 days</i>		
Level 3 <i>Downtime = 7-14 days</i>		
Level 4 <i>Downtime = Indefinitely</i>		

3.4 Revisions

Complete the table below for any document revisions

Rev. #	Date	Section/page	Revision summary	Author