

Emergency Authorization Request Process

In certain circumstances, claimants may require Home or Residential Health Care (HRHC) on an emergency basis, for a limited time period, while a claimant's condition stabilizes. Claimants may also have an urgent need for certain Durable Medical Equipment (DME), such as an oxygen concentrator. Emergency requests for authorization of services or equipment will most likely arise following treatment from medical professionals for a sudden or significant change in the claimant's condition. Most often these emergent situations are due to an impending discharge from a hospital that is contingent on immediate care or equipment needs in the home.

When the Division of Energy Employees Occupational Illness Compensation (DEEOIC) is informed of the urgent need for HRHC services or DME in these limited circumstances, the Branch of Medical Benefit's Medical Benefits Examiners (MBE) can typically review documentation and respond to these requests within 48 hours. All emergent requests must include a letter of medical necessity outlining the emergent need and linking the requested HRHC services or DME needs to one or more conditions approved by the DEEOIC. The DEEOIC cannot approve any request for HRHC or DME without this documentation.

For emergent HRHC services, the provider must contact the Triage Nurse with Acentra, the DEEOIC bill payment contractor. The Triage Nurse can be reached at 866-272-2682 between the hours of 8 am and 8 pm Eastern Time. The provider will need to supply the Triage Nurse with a letter of medical necessity, discharge summary, and/or other supporting medical documentation. The Triage Nurse will then communicate with the respective MBE. Upon receiving the notice of the urgent need for review of the authorization request, the MBE will review the documentation for appropriateness of authorization of reimbursement of HRHC services or develop for additional or missing documentation.

For emergent DME needs, the provider can contact the DEEOIC Resource Center at 866-888-3322 and explain the urgent need for approval of DME. The Resource Center can be reached between the hours of 8:30 am and 8:00 pm Eastern Time Monday through Friday. The Resource Center will gather the necessary information and provide it to the assigned MBE or Supervisory MBE for immediate review.

In all circumstances, the DEEOIC MBEs strive to provide a timely response to all emergency HRHC and DME requests.