

**To:** Select Health of South Carolina Providers  
**Date:** November 29, 2021  
**Subject:** Prior Authorization Submission Tip Sheet

**Summary:** Use the tips below to help ensure timely and accurate processing of your prior authorization requests.

In an effort to improve prior authorization request submission, Select Health has implemented a fax automation process through Optimal Character Recognition technology.

Select Health encourages all providers to submit prior authorization requests via Jiva, our on-line prior authorization system for optimal processing. You can access Jiva through our NaviNet provider portal via the *Pre-Authorization Management* link on the Plan Central page:

**Workflows for this Plan**

Eligibility and Benefits Inquiry  
Claim Status Inquiry  
Claim Submission  
Report Inquiry  
Provider Directory  
Pre-Authorization Management  
Forms & Dashboards

For those times when you need to submit a prior authorization request via fax, please follow the tips below. Adopting these practices will help ensure your requests are processed quickly and accurately.

- **Be sure you are using the most recent version of the Select Health prior authorization form.** The prior authorization form has been updated for use with the new OCR technology. The updated form can be found online at [www.selecthealthofsc.com/pdf/provider/forms/prior-auth-general.pdf](http://www.selecthealthofsc.com/pdf/provider/forms/prior-auth-general.pdf).
- **Please type and do not hand write the information.** Handwriting requests can lead to unnecessary delays in processing.
- If you must fill out the form by hand, please print neatly with adequate spacing between letters. **Do not use cursive.**
- **Keep information within the assigned borders of the form.** Don't overlap values into multiple fields, or extend values beyond the end-border of a field as this could result in delayed processing.
- **Submit only one member prior authorization request per fax.** If more than one member is submitted in a single fax request, the request will be returned unprocessed.

**Questions:**

Thank you for your participation in our network and your continued commitment to the care of our members. If you have questions about this communication, please contact your Provider Account Executive or the Provider Contact Center at **1-800-575-0418**.