

# Prior Authorization Alerts

07/24/2024 7:35 pm EDT

For practices that work with prior authorizations, the DrChrono system has a feature in place that alerts you when five or fewer visits are left. It also includes a counter that alerts you to the number of future visits scheduled.

This alert will allow you to submit for additional visits so your patient's continuity of care can be maintained.

The Authorizations functionality is accessed within a Patient Chart by selecting the **Authorizations** tab, as shown below.

The screenshot shows the DrChrono patient chart interface. The 'Authorizations' tab is selected in the navigation bar. A red arrow points to this tab. The interface displays patient information, including phone number (Missing), email (thomas.your+apatient@drchrono.com), and address (No address on file). It also shows the primary provider (Thomas Your) and a 'Schedule New Appointment' button. Below the navigation bar, there are two billing warnings: 'Chiropractor Authorization #DEMO1234 expires in 8 days' and 'Chiropractor Authorization #DEMO1234 has 1 of 3 allowed visits scheduled'. The 'Insurance Authorizations' table shows one active authorization (DEMO1234) with 3.0 visits remaining. The 'Expired Authorizations' table is empty. A '+ Add New Authorization' button is visible in the top right of the Insurance Authorizations section.

Click **Add New Authorization**.

The screenshot shows the DrChrono patient chart interface, similar to the previous one. A red arrow points to the '+ Add New Authorization' button in the top right of the Insurance Authorizations section. The rest of the interface is identical to the previous screenshot.

The New Authorization dialog, shown below, is displayed.

## New Authorization

✕

Authorization number

Start date

End date   
(End date and/or number of visits must be provided)

Number of visits   
(End date and/or number of visits must be provided)

Specialty  (optional)

Notes

Pending  (optional: Pending authorization will not be applied to claim)

Procedure codes  (optional)

Create

Enter the following information:

- The authorization number
- The start date
- The end date field
- And/or the number of visits
- Specialty (optional)
- Notes (optional)
- Check box to ensure that a Pending Authorization is not applied to the claim
- Optionally enter any relevant procedures in the **Procedure codes** field.

When finished, click **Create**.

You need to enter at least the **End Date OR the Number of visits**. You can enter information for both, but at least one is required.

There is also an “Expiration” counter/alert as well as an indicator for the remaining allowable scheduled visits, as shown below.

The screenshot shows the 'Schedule Appointment' form with tabs for Appointment, Billing, Eligibility, Vitals, Flags, Log Comm., and Revisions. Under the 'Appointment' tab, there are radio buttons for 'Type' with options: Walk-in, Transition of Care, and Referral. Below this, a red banner displays the warning: 'PATIENT BILLING WARNING: Authorization #20190312 expires in 2 days.' A second red banner below it states: 'PATIENT BILLING WARNING: Authorization #20190312 has 1 of 2 allowed visits scheduled.' A red arrow points to the first warning banner.

Click on the Authorization number to view the visits connected to the authorization.

The screenshot shows a patient's profile with tabs for Important, Demographics, Insurances, Authorizations, Smoking Status, Flags, Balance, and onpatient Payments. A green banner indicates 'Sufficient patient demographics to bill insurance.' and a red banner indicates 'Fall Risk'. A green button '+ Add New Authorization' is visible. Below is the 'Insurance Authorizations' section with a table:

Authorization #	Status	Procedure Codes	Start Date	End Date	Specialty	Visits Approved	Visits Remaining	Notes
123456789	Active	98941	03/28/2022	03/23/2023	Chiropractor	24.0	22.0	
Date of Service	Provider	Reason	Office	Status				
03/29/2022 11:00AM	Dr. James Smith		Office 1					
03/29/2022 09:40AM	Dr. James Smith		Office 1					

You can also go to **Reports > Patient Insurance Authorization**.

PRACTICE REPORTS

Account / User Report

Productivity Report

Reminder Report

Outgoing Prescriptions

Patient Insurance Authorization

Here you can search by the patient, authorization number, provider, office, procedure code, status, and date range.

User Report	Patient Insurance Authorization										
Productivity Report	Laurie Sample	Authorization Number	Doctor Name	Office Name	Comma-separated Proc						
Reminder Report	Status: -- All --	03/22/2022	03/29/2022	<input type="checkbox"/> Filter by appointment date	Update Filter						
Outgoing Prescription	Export to File									1 - 1 OF 1	
Patient Insurance Authorization	Auth Number	Patient	Procedure Codes	Start	End	Specialty	Total Visits	Visits	Visits Remaining	Notes	Status
Appointment Report	123456789	Laurie Sample	98941	03/28/2022	03/23/2023	Chiropractor	24	03/29/2022 03/29/2022	22		Active
Telehealth Report											