CLINICAL LABS OF HAWAII

Client Communication

May 2023

HMSA to Require Prior Authorizations for Genetic Tests Effective June 1, 2023

Effective June 1, 2023, HMSA will be implementing their Avalon Genetic Testing Management (GTM) Program to streamline the management of genetic testing services. Prior authorizations will be required for genetic and molecular testing in the hospital outpatient and independent lab settings.

In order to ensure compliance with HMSA's new guidelines regarding genetic testing, ordering providers must request prior authorization from HMSA/Avalon by submitting all required documentation through the HHIN portal. The process is similar to those that you may currently perform for imaging services (e.g., CT, MRI, ultrasound). When prior authorization approval is received from HMSA/Avalon, please contact CLH's Client Services Department and provide the approval number to our staff to make an appointment for your patient at select CLH locations. Please note that if your patient appears at our PSCs for genetic testing without the approval number being provided, CLH will refer the patient back to your office. We will not perform testing until authorization is provided unless the patient agrees to be 100% responsible for all charges associated with the tests ordered and signs an Agreement of Financial Responsibility prior to the time of service.

Effective June 1, 2023, please follow these steps:

1. Determine if the test is a genetic/molecular test. If unsure, please contact the patient's insurance carrier or contact CLH Send-out Department (808.677.7998).

   New and revised medical policies and guidelines that impact this process are available for review in HMSA's Provider Resource Center at https://prc.hmsa.com/s/article/Genetic-Testing-Medical-Policies-Avalon. Providers may submit precertification requests and/or questions 24/7 via Avalon's PAS portal or by contacting them via phone at (844) 227-5769 or fax at (813) 751-3760.

2. Submit the prior authorization request to the insurance carrier (i.e. HMSA's Avalon system)

3. When received, contact the CLH Send-out Department via email at SendoutGroup@hawaiilabs.com or phone 808.677.7998 to:
   a. Provide the authorization number and/or any documentation necessary
   b. Schedule an appointment for the patient (location, date, time)

Below are the Top 10 tests affected by the change in process, however, it is not a complete list. To obtain a complete list, please visit HMSA's provider resource center.

Top 10 CPT Codes requiring Pre-Certification (updated 4/26/23)	
CPT CODE	**TEST NAME**
81229	Prenatal Chromosome Microarray, L1CAM Deletion/Duplication, Anora Miscarriage Test, SNP Microarray
81206	BCR/ABL Translocation Analysis, BCR/ABL1 P210 Qualitative
88262	Chromosome Analysis
81207	BCR/ABL Minor Breakpoint
81270, 81271	JAK2 V617F quant, JAK2 V617F Mutation
88275, 88271	Molecular Cyto In Situ, Molecular Cyto DNA Probe, FISH analysis
81257	Alpha Thalassemia Study/Mutation**
81220	Cystic Fibrosis Mutation
81329	SMN1 Analysis

**Please note that we will be discontinuing the Hemoglobin Electrophoresis with Reflex to Thalassemia Study test codes (HELPX, HELPXQ) to align with the new prior authorization requirement effective June 1, 2023.

CLH will be conforming to HMSA's guidelines for all genetic and molecular lab orders regardless if testing is ordered via CLH or as a "pass through" request (kit draw or testing that is coordinated directly with the mainland testing laboratory).

If you have any questions, please contact our Client Services Sendout Department at 808-677-7998 (toll free at 1-866-281-6816) or email SendOutGroup@hawaiilabs.com. You may also contact your CLH sales/marketing representative.

Thank you for choosing Clinical Labs of Hawaii