

RFAI (REQUEST FOR ADDITIONAL INFORMATION) ELECTRONIC SUBMISSION

Submitted through Availity Essentials

Commercial, Medicare, and FEP

RFAI (REQUEST FOR ADDITIONAL INFORMATION) AVAILITY SUBMITTED AUTHORIZATIONS



Requests for additional clinical information can occur for Inpatient and Outpatient authorization submissions.

Requests are made when the original submitted documentation is incomplete or does not contain the specific information required to determine medical necessity of the services being requested.

Additional information responses can be submitted via Availity Essentials for Commercial, Medicare, and FEP cases.

Documentation added at the request of the plan follows the same size, naming convention, and document type logic used in Availity Essentials.

RFAI RESPONSE PROCESS

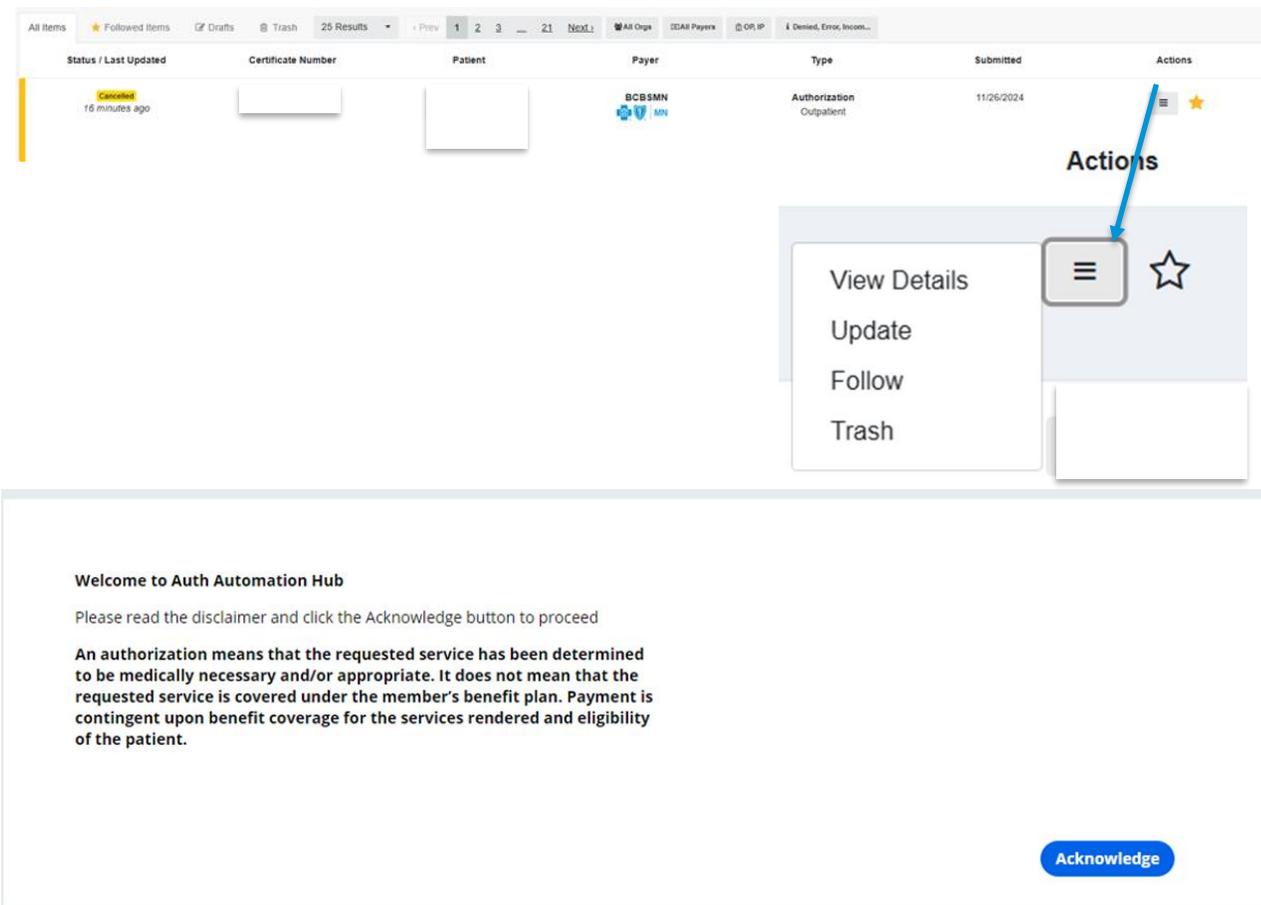
Access the authorization number on the Authorization/Referral Dashboard.

Click on the 3-line Actions menu and select Update.

The authorization needs to be in a “Pending Action” status.

Click “Acknowledge” on the new tab to enter Predictal AAH system

Note: Updates will continue to be made in Predictal AAH. Clicking “Update” will single sign on the user into Predictal within a new tab.



The screenshot shows a dashboard with a table of authorization records. The table has columns for Status / Last Updated, Certificate Number, Patient, Payer, Type, Submitted, and Actions. A row is highlighted with a status of 'Cancelled' and a timestamp of '16 minutes ago'. The 'Actions' menu for this row is open, showing options: View Details, Update, Follow, and Trash. A blue arrow points to the 'Update' option.

Below the table is a separate window titled 'Welcome to Auth Automation Hub'. It contains a disclaimer and an 'Acknowledge' button.

Welcome to Auth Automation Hub
 Please read the disclaimer and click the Acknowledge button to proceed

An authorization means that the requested service has been determined to be medically necessary and/or appropriate. It does not mean that the requested service is covered under the member's benefit plan. Payment is contingent upon benefit coverage for the services rendered and eligibility of the patient.

Acknowledge

RFAI RESPONSE PROCESS

Click “Respond to Request for Additional Information” to start the process.

Click the plus sign in the “Recent attachments” box to add documents.

The notes section will indicate what type of information is being requested.

*screenshot has an example of a request.

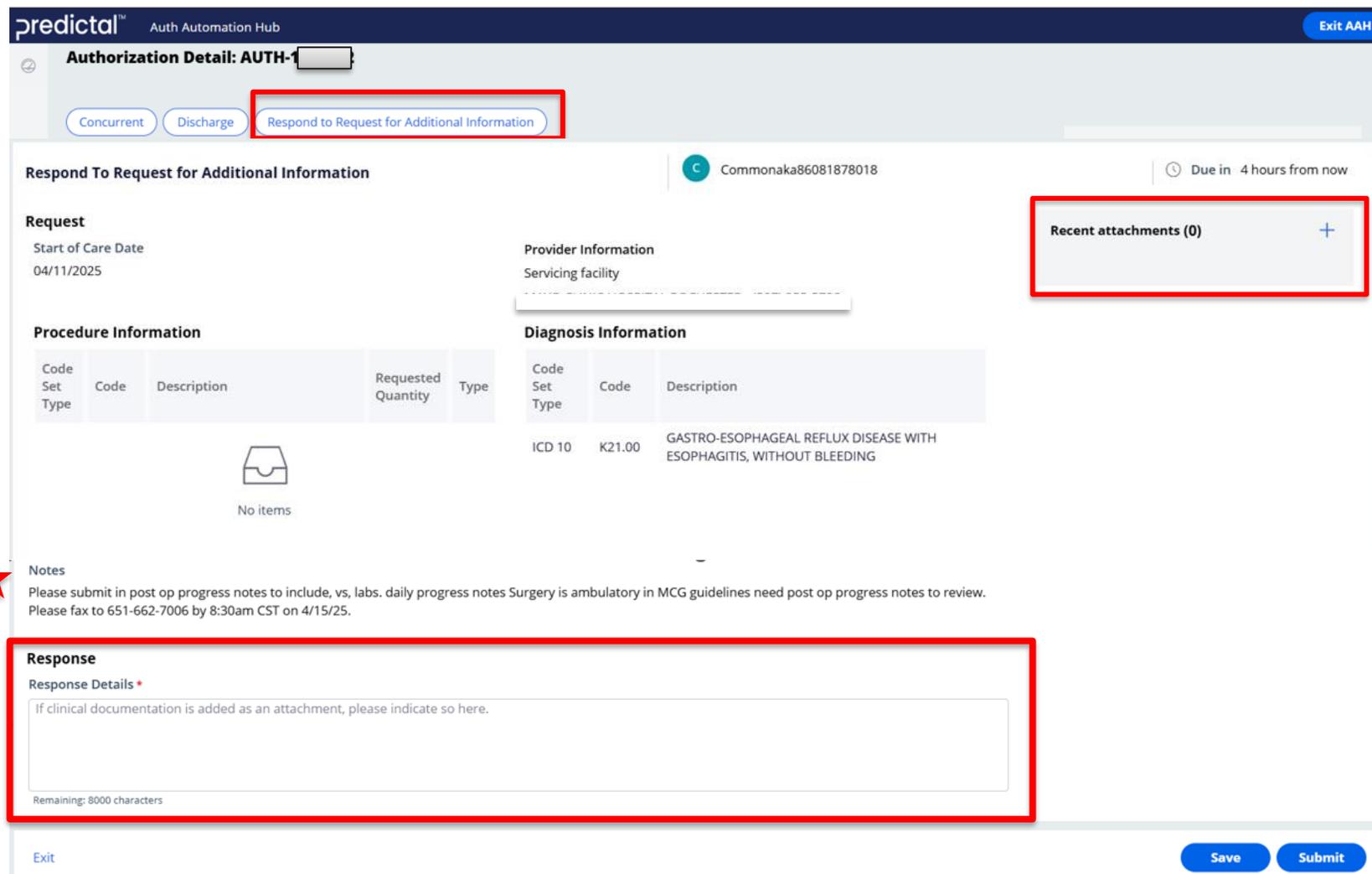
**do not add information and fax. Faxing will delay the review process.

Add none clinical note(s) in the “Response” box.

Example: “ER notes attached”

Click Submit.

Click “Exit AAH” in the top right corner to close out the session.



predictal™ Auth Automation Hub Exit AAH

Authorization Detail: AUTH-1

Concurrent Discharge **Respond to Request for Additional Information**

Respond To Request for Additional Information Commonaka86081878018 Due in 4 hours from now

Request
Start of Care Date: 04/11/2025

Provider Information
Servicing facility

Procedure Information

Code Set Type	Code	Description	Requested Quantity	Type
No items				

Diagnosis Information

Code Set Type	Code	Description
ICD 10	K21.00	GASTRO-ESOPHAGEAL REFLUX DISEASE WITH ESOPHAGITIS, WITHOUT BLEEDING

Recent attachments (0) +

Notes
Please submit in post op progress notes to include, vs, labs. daily progress notes Surgery is ambulatory in MCG guidelines need post op progress notes to review. Please fax to 651-662-7006 by 8:30am CST on 4/15/25.

Response
Response Details +
If clinical documentation is added as an attachment, please indicate so here.
Remaining: 8000 characters

Exit Save Submit