



## Health IT Wins!

Delivered to your door...

**WIN!:** The Iowa Health Information Network (IHIN) Direct provides Federally Qualified Health Center (FQHC) dental clinics with a safe, reliable and convenient process to request Prior Authorizations from the Iowa Medicaid Enterprise (IME).

**Who:** The IME and FQHC Dental Providers

**When:** Program began in second quarter of 2013

**Where:** Across Iowa

**Why:** FQHC dentists were utilizing fax or post mail to request Prior Authorizations for dental services from the IME. This process was time consuming and often resulted in impossible to review x-rays which would necessitate a follow-up request for more information. The IME and dental clinics were looking for a more reliable, secure and effective way to submit and receive approval for the Prior Authorizations.

**What:** The IME and FQHC dental clinics utilize the IHIN Direct Secure Messaging to meet the Prior Authorization process goals

- The IME began utilizing the IHIN Direct with one FQHC dental office
- Developed workflow processes to facilitate exchange through the IHIN Direct
- Prior Authorization form and clinical data attached to email as a .pdf
- In less than one year, three FQHC dental clinics are regularly submitting Prior Authorizations utilizing the IHIN Direct

### Benefits:

- Clear and easy to review x-rays
- Decrease follow up document requests
- Dramatically reduce response rates
- Cost savings
- More convenient of a process
- Secure transport of Personal Health Information (PHI)