Secondary Authorization Request Process
Quick Reference Guide – PC3

Key Points:
- A provider who determines that additional or continued care outside the scope of the original authorization is required should complete the Secondary Authorization Request (SAR) form.
- TriWest will then follow the appointment/scheduling process.
- The servicing provider will receive a detailed authorization for care from TriWest.

Please note that the codes listed on an authorization or online code list are guidelines for what we have found clinically appropriate by specialty. If an authorization for “evaluation and treatment” is created for your office/facility, please provide all the care that is deemed clinically appropriate for the diagnosis within your scope of licensure. If you need to provide care that is clinically appropriate, but is not listed on the authorization letter, please proceed with care and submit a SAR form to TriWest. **Do ensure that services are provided within the authorized date range.**

If you believe additional care (inpatient surgery/procedure, services outside scope of original approval or the date range) is medically necessary, please submit a SAR form to TriWest. TriWest will review the SAR and either approve care or request approval from the Department of Veterans Affairs (VA) based on the requirements of the program.

Referrals to other offices/specialties, even for a second opinion, require VA review and approval. **Please do not schedule these appointments** as VA may be able to provide the services internally. If VA approves the care to be done in the TriWest network, TriWest will schedule the appointment with the provider and Veteran.

Secondary Authorization Request Process:
- The request for care should include:
  - SAR 15 Form
  - Notes
  - Discharge plans
  - Post-operative needs
  - Justification for the request for additional services
- TriWest reviews the form for completeness and submits to VA when necessary
- The initial turnaround time for VA review is 14 business days
- Submit the completed SAR form to TriWest by fax: 1-866-259-0311
- Check the status of the request on the TriWest Secure Provider Portal at: www.triwest.com/provider