

Prior Authorization Real-Time Review: Intensive Outpatient Program (IOP)

Process for Real-Time Review

Providers can refer to this quick guide for submitting a prior authorization (PA) request on the [ForwardHealth Portal](#) at forwardhealth.wi.gov. PA requests that meet the rules for real-time review may receive an immediate decision after submission. Clinical staff will manually review PA requests that don't qualify for real-time review.

Access the Prior Authorization page from your secure ForwardHealth Provider Portal account, and click the Submit a new PA link.

1. Initial Information: Select the process type and fill out all the required fields.
2. Member Information: Fill out all the required fields.
3. Service Information: Fill out all the required fields.
4. Guideline Questions: Respond to the series of questions.

If criteria are met for real-time review:

- Read the statement that appears.
- Check the box confirming you understand the statement.
- PA Summary: Preview the PA/RF.

You must submit the PA to ForwardHealth to complete your request.

A decision is made:



Approved—A PA number is provided.



Denied—A PA number is provided.

If criteria are not met for real-time review:

- A message appears that says the PA request will proceed with a manual review.
- PA Summary: Preview the PA/RF.

You must submit the PA and all clinical documentation required by policy to ForwardHealth to complete your request.



The PA number is displayed, and your request is submitted for manual review.

