How to Secure Prior Authorization

Pre-Ath Needed Tool

Use the Pre-Ath Needed Tool on Ambetter.CoordinatedCareHealth.com to quickly determine if a service or procedure requires prior authorization.

Submit Prior Authorization

If a service requires authorization, submit via one of the following ways:

- **SECURE WEB PORTAL**
  Provider.CoordinatedCareHealth.com
  *This is the preferred and fastest method.*

- **PHONE**
  1-877-687-1197
  After normal business hours and on holidays, calls are directed to the plan’s 24-hour nurse advice line. Notification of authorization will be returned by phone, fax or web.

- **FAX**
  - Medical
    1-855-218-0592
  - Behavioral Health
    1-833-286-1086

Please note:
1. Emergency services DO NOT require prior authorization.
2. All out-of-network services and providers DO require prior authorization.
3. Failure to complete the required authorization or notification may result in a denied claim.

See reverse side for a list of services that require prior authorization.
Services and Procedures Requiring Prior Authorization

THE FOLLOWING LIST IS NOT ALL-INCLUSIVE

Ancillary Services

- Air ambulance transport (non-emergent fixed wing airplane)
- Durable Medical Equipment (DME)
- Home healthcare services
- Hospice
- Furnished medical supplies
- Orthotics/prosthetics
- Genetic testing
- Quantitative urine drug screen

Procedures/Services

- Reconstructive surgery
- Experimental or investigational
- High Tech Imaging administered by NIA (CT, MRI, PET):
  - Submit requests to RadMD.com
- Pain management
- Cardiac and respiratory therapy

Inpatient Admissions

- All inpatient admissions (within 1 business day of admission)
- Observation stays exceeding 48 hours
  - Notification is required within 1 business day if admitted
- Transplants (not including evaluations)
- Urgent/emergent admissions
- Partial inpatient, PRTF and/or intensive outpatient programs

All elective/scheduled admission notifications requested at least 5 days prior to the scheduled date of admit including but not limited to:

- Medical admissions
- Surgical admissions
- Hospice care
- Rehabilitation facilities

LOG INTO OUR SECURE WEB PORTAL
Provider.ARhealthwellness.com