

How to Secure Prior Authorization



Pre-Auth Needed Tool

Use the Pre-Auth Needed Tool on the website 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.

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 phone, fax, or web.



PHONE

1-877-687-1197



FAX

MEDICAL

1-855-218-0592

BEHAVIORAL HEALTH

1-855-283-9862

See reverse side for a list of services that require prior authorization.

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 certification may result in a denied claim.

Services & 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 health care 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 one (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 five (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**
[https://provider.
CoordinatedCareHealth.com](https://provider.CoordinatedCareHealth.com)

Out-of-Network Services

All out-of-network services and providers require prior authorization, excluding emergency services.