

## 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.

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### Submit Prior Authorization

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



#### SECURE WEB PORTAL

[Provider.ambetterofarkansas.com](http://Provider.ambetterofarkansas.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

1-877-617-0390



#### FAX

#### MEDICAL

1-866-884-9580

#### BEHAVIORAL HEALTH

1-866-279-1358

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

#### Please note:

- Emergency services DO NOT require prior authorization.
- 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

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## 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 Authorization

- 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



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SECURE WEB PORTAL**

**Provider.ambetterofarkansas.com**

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