

The **Provider Portal** is the fastest way to get help with Authorization Requirements, Requests and Status. In the portal, there's a convenient and easy way to **Chat** with an agent. You can also check requirements and status of authorizations by calling Provider Customer Services.

PRIOR AUTHORIZATION (PA) LIST

PRIOR AUTHORIZATION (PA) REQUIREMENTS

Use the **Pre-Auth Needed tool** on our website to determine if prior authorization is required. This Prior Authorization list is provided as a quick reference. Most current information can be found within the Pre-Auth tool.

For fastest results, submit requests online at our **Provider Portal** (<https://provider.wellcare.com/>). If the procedure requested meets clinical criteria, the Web provides an approval that can be printed for easy reference. The health plan supports the concept of the Primary Care Physician (PCP) as the “medical home” for its members.

For members enrolled in a PPO plan, authorization is not required for non-participating providers and facilities, however, services on the medical necessity/authorization required list below must be covered services within the benefit plan and considered medically necessary for the plan to pay a portion of the out-of-network claim.

Specialists must coordinate all services with the member’s PCP. It is the responsibility of the provider rendering care to verify that the authorization request has been approved before services are rendered.

Urgent Authorization Requests and Admission Notifications: Call 1-855-538-0454 and follow the prompts.

- Notification is required for Inpatient Hospital admissions **by the next business day** (except normal maternity delivery admissions). Phone authorizations must be followed by a fax submission of clinical information.
- Standard authorization requests may be submitted **online** or via fax to the numbers listed on the associated forms located **here**.

BEHAVIORAL HEALTH SERVICES

SECURE PROVIDER PORTAL

For Urgent and Inpatient Hospitalization Authorizations and Provider Customer Services
Phone: 1-855-538-0454

Please **log in** to submit your Outpatient Authorization Requests and Inpatient Clinical Submissions.

To obtain authorization, notification of an Inpatient admission is required on the next business day following admission.

- Inpatient concurrent review is generally done by phone, but a fax option is available and the forms and fax numbers can be found **here**.
- Psychological testing requests are to be submitted via fax. All other levels of care requiring authorization, including outpatient services, may be submitted online.

Procedures and Services	Auth Required	Comments
Emergency Behavioral Health Services	No	
Non-contracted (non-participating) Provider Services	Yes	All services from non-participating providers require prior authorization. *Excluding members enrolled in a PPO plan
Behavioral Health Services	See Comments	Please refer to the Behavioral Health Authorization List under Other Resources for authorization requirements.
Acute Inpatient Admissions	Yes	

NOTE: Please refer to the member ID card to determine appropriate authorization requirements and process.

This guide is not intended to be an all-inclusive list of covered services under the Health Plan.

EMERGENCY SERVICES

Emergency Services for the following procedures and service do NOT require prior authorization:

- Emergency Behavioral Health Services
- Emergency Transportation Services (excluding Air & Water Ambulances)
- Urgent Care Services
- Emergency Care Services

Emergency Services authorization requirements would be applicable to places of services:

- 20 Urgent Care Facility
- 23 Emergency Room

MATERNITY PROGRAM

The program includes high-risk screening, care management, prenatal and infant education. Please fax notification/referral for Case Management to **1-602-224-4372**.

If you would like more information about the maternity program, please call us at **1-602-778-8301**.

INPATIENT SERVICES & DISCHARGE PLANNING

SECURE PROVIDER PORTAL

Please **log in** to submit your Authorization Requests & Inpatient Clinical Submissions.

To fax a request, please access our forms **here**.

Discharge planning requests for Home Health and DME should be submitted separately using one of the methods outlined above.

Inpatient Services authorization requirements would be applicable to places of services:

- 21 Inpatient Hospital
- 51 Inpatient Psychiatric Facility
- 55 Residential Substance Abuse Facility
- 31 Skilled Nursing Facility
- 52 Psychiatric Facility – Partial Hospitalization
- 56 Psychiatric Residential Treatment Center
- 32 Nursing Facility
- 54 Intermediate Care Facility/ Individuals with Intellectual Disabilities
- 61 Comprehensive Inpatient Rehabilitation Facility
- 33 Custodial Care Facility
- 34 Hospice

Procedures and Services	Auth Required	Comments
Acute Behavioral Health, Alcohol or Substance Abuse Admissions	Yes	Clinical updates required for continued length of stay (LOS). No authorization required for physician consults.
Elective Inpatient Procedures	Yes	Clinical updates required for continued length of stay (LOS).
Hospice	Yes	
Inpatient Hospital Admissions	Yes	Clinical updates required for continued length of stay (LOS).
Long-Term Acute Care Hospital (LTACH) Admissions	Yes	Clinical updates required for continued length of stay (LOS).
Observations	Yes	Elective procedures that convert to an Observation stay are subject to outpatient authorization requirements. Authorization Lookup Tool Services performed during an urgent or emergent Observation stay, such as Advanced Radiology or Cardiology, do not require authorization. Clinical updates required for continued length of stay (LOS).

INPATIENT SERVICES & DISCHARGE PLANNING CONTINUED

Procedures and Services	Auth Required	Comments
Orthopedic Surgery	Yes	Contact TurningPoint for prior authorization: Phone: 1-866-707-0727 Fax: 1-602-600-0638
Rehabilitation Facility Admissions	Yes	Clinical updates required for continued length of stay (LOS).
Skilled Nursing Facility Admissions	Yes	Clinical updates required for continued length of stay (LOS).
Spinal Surgery	Yes	Contact TurningPoint for prior authorization: Phone: 1-866-707-0727 Fax: 1-602-600-0638

OUTPATIENT SERVICES & DISCHARGE PLANNING

SECURE PROVIDER PORTAL

Please **log in** to submit your Outpatient Authorization Requests & Clinical Submissions.

To fax a request, please access our forms **here**.

Pharmacy Medical Requests Fax: **1-888-871-0564**

Discharge planning requests for Home Health and DME should be submitted separately using one of the methods outlined above.

Outpatient Services authorization requirements would be applicable to places of services:

- 01 Pharmacy
- 02 Telehealth Provided Other than in Patient's Home
- 03 School
- 04 Homeless Shelter
- 05 Indian Health Service Free-standing Facility
- 06 Indian Health Service Provider-based Facility
- 07 Tribal 638 Free-standing Facility
- 08 Tribal 638 Provider-based Facility
- 09 Prison/Correctional Facility
- 10 Tele-health Provided in Patient's Home
- 11 Office
- 12 Home
- 13 Assisted Living Facility
- 14 Group Home
- 15 Mobile Unit
- 16 Temporary Lodging
- 17 Walk-in Retail Health Clinic
- 18 Place of Employment – Worksite
- 19 Off Campus – Outpatient Hospital
- 22 On Campus – Outpatient Hospital
- 24 Ambulatory Surgical Center
- 25 Birthing Center
- 26 Military Treatment Facility
- 27 Outreach Site/Street
- 41 Ambulance – Land
- 42 Ambulance – Air or Water
- 49 Independent Clinic
- 50 Federally Qualified Health Center
- 53 Community Mental Health Center
- 57 Non-residential Substance Abuse Treatment Facility
- 58 Non-residential Opioid Treatment Facility
- 60 Mass Immunization Center
- 62 Comprehensive Outpatient Rehabilitation Facility
- 65 End-Stage Renal Disease Treatment Facility
- 66 Programs of All-Inclusive Care for the Elderly (PACE) Center
- 71 Public Health Clinic
- 72 Rural Health Clinic
- 81 Independent Laboratory
- 99 Other Place of Service

OUTPATIENT SERVICES & DISCHARGE PLANNING CONTINUED

Procedures and Services	Auth Required	Comments
Select Outpatient Procedures	Yes	Please refer to the Authorization Lookup Tool for prior authorization requirements.
Advanced Radiology Services: CT, CTA, MRA, MRI, Nuclear Cardiology, Nuclear Medicine, PET & SPECT Scans	Yes	Contact Evolent for authorization: Phone: 1-800-424-5388 Advanced Imaging Solution
Cardiology Services: Cardiac Imaging, Cardiac Catheterization, Diagnostic Cardiac Procedures and Echo Stress Tests	Yes	Contact Evolent for authorization: Phone: 1-800-424-5388 Cardiac Solution
Dialysis	No	
Durable Medical Equipment Purchases and Rentals	Yes	Please refer to the Authorization Lookup Tool for prior authorization requirements. *For Home Infusion/Enteral Services, please refer to the Pharmacy section above for the preferred provider if the authorization is required.
Hospice Care Services	No	
Investigational & Experimental Procedures and Treatment	Yes	Refer to Clinical Coverage Guidelines Secure Provider Portal
Medical Oncology Services	Yes	Contact Evolent for authorization: Phone: 1-888-999-7713 Medical Oncology Program Services
Non-contracted (non-participating) Provider Services	Yes	All services from non-participating providers require prior authorization. *Excluding members enrolled in a PPO plan
Orthopedic Surgery	Yes	Contact TurningPoint for prior authorization: Phone: 1-866-707-0727 Fax: 1-602-600-0638
Orthotics and Prosthetics	Yes	Please refer to the Authorization Lookup Tool for prior authorization requirements.
Radiation Therapy Management	Yes	Contact Evolent for authorization: Phone: 1-888-999-7713 Radiation Therapy Management Program Resources
Skilled Therapy (PT/OT/ST) Services	Yes	Includes Occupational, Physical and Speech therapy. No authorization is required for initial evaluations. PA is required for continued services. Secure Provider Portal
Spinal Surgery	Yes	Contact TurningPoint for prior authorization: Phone: 1-866-707-0727 Fax: 1-602-600-0638
Wound Care	See Comments	For CPT's 11004, 11005, 11008, 11011, 11012, 11042, 11043, 11044, 11045, 11046 and 11047 No authorization is required for the first 12 visits. After 12 combined visits or paid claims, authorization would be required.