

# Prior Authorization Guide



## Procedures Requiring Prior Authorization

**THE FOLLOWING LIST IS NOT ALL-INCLUSIVE.** Please visit [Ambetter.IlliniCare.com](http://Ambetter.IlliniCare.com) and use the “Pre-Auth Needed?” tool to determine if a service requires prior authorization.

Failure to obtain the required approval or pre-certification may result in a denied claim(s).

**All out-of-network (non-par) services require authorization, excluding ER, urgent care, and family planning.**

### ANCILLARY SERVICES

- Air ambulance transport (*non-emergent fixed wing airplane*)
- Home health care services, including home infusion, skilled nursing and therapy
- Private duty nursing
- Adult medical day care
- Hospice
- Furnished medical supplies and DME
- Orthotics/Prosthetics
- Genetic testing
- Quantitative urine drug screen

### OUT-OF-NETWORK PROVIDERS

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

### PROCEDURES/SERVICES

- Potentially cosmetic
- Bariatric surgery
- Experimental or investigational
- High tech imaging requests: RadMD.com
- High tech imaging administered by NIA, i.e., CT, MRI, PET
- Obstetrical ultrasound — Two (2) allowed in 9 months; prior authorization required for additional u/s except if rendered by a perinatologist
- Pain management

### INPATIENT AUTHORIZATION

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
- All services performed in out-of-network facilities
- Hospice Care
- Rehabilitation Facilities
- Transplants, not including evaluations
- Observation:
  - Observation stays exceeding 23 hours require Inpatient Authorization/Concurrent Review
  - Notification is required within 1 business day if admitted
- Urgent/Emergent Admissions:
  - Within 1 business day following the date of admission
- Newborn deliveries must include birth outcomes
- Behavioral Health/Substance Use Disorder Admissions:
  - All behavioral health admissions require authorization within 24 hours of admission via a phone call to the Utilization Management department
- Partial Inpatient, PRTF, and/or Intensive Outpatient Programs

## How to Secure Prior Authorization



**LOG INTO OUR  
SECURE WEB PORTAL**

<https://provider.illinicare.com>



**CALL**  
1-855-745-5507

**FAX**

**MEDICAL**  
1-844-311-3746

**BEHAVIORAL HEALTH**  
1-844-273-2331

Prior Authorization (PA) may be submitted by fax, phone, or website. 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.

**QUESTIONS?**

*Call our  
Authorization  
department at  
1-855-745-5507*