How to Secure Prior Authorization

Pre-AUTH Needed Tool

Use the Pre-AUTH Needed Tool on 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.

- **Fax**
  - Medical: 1-877-212-6669
  - Behavioral Health: 1-833-286-1086

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

Please note:
1. Emergency services DO NOT require prior authorization.
2. Authorizations can be checked on the provider web portal for status.
3. Failure to complete the required authorization or notification may result in a denied claim.
Services and Procedures Requiring Prior Authorization

THE FOLLOWING LIST IS NOT ALL-INCLUSIVE

Ancillary Services
- Most high-cost Durable Medical Equipment (DME)
- Home healthcare services
- 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

Inpatient Admissions
- All inpatient admissions (within 1 business day of admission)
- Transplants (not including evaluations)
- Urgent/emergent admissions

All elective/scheduled admission notifications requested at least 5 days prior to the scheduled date of admit

Log Into Our Secure Web Portal
Provider.CoordinatedCareHealth.com