How to Secure Prior Authorization

Pre-Auth Needed Tool
Use the Pre-Auth Needed Tool on Ambetter.NHhealthyfamilies.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.NHhealthyfamilies.com
This is the preferred and fastest method.

PHONE
1-844-265-1278
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.

FAX
Medical
1-844-430-4485
Behavioral Health
1-877-941-0481

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 notification may result in a denied claim.

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

Ambetter.NHhealthyfamilies.com
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## Services and 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 healthcare 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 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 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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**LOG INTO OUR SECURE WEB PORTAL**
Provider.ARhealthwellness.com