

## 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.NHhealthyfamilies.com](http://provider.NHhealthyfamilies.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

1-844-265-1278



#### FAX

#### MEDICAL

1-866-270-8027

#### BEHAVIORAL HEALTH

1-866-694-6949

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

#### Please note:

1. Emergency and urgent care services DO NOT require prior authorization.
2. All out-of-network (non-par) services and providers DO require prior authorization.
3. Failure to complete the required authorization or certification may result in a denied claim.

# Procedures Requiring Prior Authorization

THE FOLLOWING LIST IS NOT ALL-INCLUSIVE

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## Out of Network Services

All out-of-network (non-par) services and providers require prior authorization, excluding emergency room and urgent care services.

### Ancillary Services

- Air ambulance transport (non-emergent fixed wing airplane)
- Durable Medical Equipment (DME)
- Home health care services
- Private duty nursing
- Hospice
- Furnished medical supplies
- Orthotics/prosthetics
- Genetic testing
- Quantitative urine drug screen

### Procedures/Services

- Cosmetic
- Experimental or investigational
- High Tech Imaging administered by NIA (CT, MRI, PET):
  - > Submit requests to RadMD.com
- Obstetrical ultrasound – 2 allowed in 9 months; prior authorization required for additional u/s except if rendered by a perinatologist
- Pain management
- Cardiac and respiratory therapy

### 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
- Hospice care
- Rehabilitation facilities
- Substance use disorder
- Transplants, not including evaluations
- Observation stays exceeding 23 hours
  - > Notification is required within 1 business day if admitted
- Urgent/emergent admissions
- Newborn deliveries must include birth outcomes
- Behavioral health admissions within 24 hours of admission
- Partial inpatient, PRTF, and/or intensive outpatient programs



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SECURE WEB PORTAL**

[https://provider.  
NHhealthyfamilies.com](https://provider.NHhealthyfamilies.com)

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