

## How to Secure Prior Authorization



### Pre-Auth Needed Tool

Use the Pre-Auth Needed Tool on [AmbetterofNorthCarolina.com](http://AmbetterofNorthCarolina.com) 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.AmbetterofNorthCarolina.com](http://Provider.AmbetterofNorthCarolina.com)

*This is the preferred and fastest method.*



#### FAX

Medical

**1-844-536-2412**

Behavioral Health

**1-844-868-6555**



#### PHONE

**1-833-863-1310**

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.

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

#### 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.

# 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



**LOG INTO OUR SECURE WEB PORTAL**  
[Provider.AmbetterofNorthCarolina.com](http://Provider.AmbetterofNorthCarolina.com)

## Out-of-Network Services

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