

How to Secure Prior Authorization



Pre-Auth Needed Tool

Use the Pre-Auth Needed Tool on AmbetterofNorthCarolina.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.AmbetterofNorthCarolina.com

This is the preferred and fastest method.



FAX

*Medical and
Behavioral Health*

1-844-536-2412



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.

AmbetterofNorthCarolina.com

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.ARhealthwellness.com
