

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.

Submit Prior Authorization

If a service requires authorization, submit via one of the following ways:



SECURE WEB PORTAL

Provider.AZCompleteHealth.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 via phone, fax or web.



PHONE & FAX



1-866-796-0542

Fax: 1-855-764-8513



1-888-926-5057

Fax: 1-866-597-7603



1-800-977-7522

Fax: 1-877-808-9362

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.

Prior Authorization Guide

Out-of-Network Services

All out-of-network (non-par) services and providers require prior authorization.

Services and Procedures Requiring Prior Authorization:

Note: 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 one (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 five (5) days prior to the scheduled dates of admit, including but not limited to:
 - Medical admissions
 - Surgical admissions
 - Hospice care
 - Rehabilitation facilities



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