

# Prior Authorization Guide



## Procedures Requiring Prior Authorization

**THE FOLLOWING LIST IS NOT ALL-INCLUSIVE.** Please visit [AmbetterofArkansas.com](http://AmbetterofArkansas.com) and use the "Pre-Auth Needed?" tool to determine if a service requires prior authorization.

Failure to obtain the required approval or pre-certification may result in a denied claim(s).

### ANCILLARY SERVICES

- Air ambulance transport  
(*non-emergent fixed wing airplane*)
- DME
- Home health care services including home infusion, skilled nursing and therapy, and home health services
- Private duty nursing
- Hospice
- Furnished medical supplies and DME
- Orthotics/prosthetics
- Genetic testing
- Quantitative urine drug screen

### PROCEDURES/SERVICES

- Potentially cosmetic
- Bariatric surgery
- Experimental or investigational
- High tech imaging administered by NIA, i.e. CT, MRI, PET
- Obstetrical ultrasound — Two (2) allowed in 9 months; prior authorization required for additional u/s except if rendered by a perinatologist
- Pain management

### 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
- Out of network admissions
- Hospice care
- Rehabilitation facilities
- Behavioral health/substance use disorder
- Transplants, not including evaluations
- Observation stays exceeding 23 hours require Inpatient authorization/concurrent review
- Notification is required within 1 business day if admitted
- Urgent/emergent admissions: within 1 business day following the date of admission
- Newborn deliveries must include birth outcomes
- Behavioral health admissions
- Partial inpatient, PRTF, and/or intensive outpatient programs

## How to Secure Prior Authorization



**LOG INTO OUR  
SECURE WEB PORTAL**

<https://provider.ambetterofarkansas.com>



**CALL**  
1-877-617-0390

**FAX**  
**MEDICAL**  
1-866-884-9580

**BEHAVIORAL HEALTH**  
1-866-279-1358

Prior Authorization (PA) may be submitted by fax, phone, or website. 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.

**QUESTIONS?**

Call our  
Authorization  
department at  
1-877-617-0390