

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.ambetterofarkansas.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

1-877-617-0390



FAX

MEDICAL

1-866-884-9580

BEHAVIORAL HEALTH

1-866-279-1358

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

Please note:

- Emergency and urgent care services DO NOT require prior authorization.
- 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

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
- 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
- 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, PRTE, and/or intensive outpatient programs



**LOG INTO OUR
SECURE WEB PORTAL**

Provider.ambetterofarkansas.com
