

## How to Secure Prior Authorization



FROM |  arkansas  
health & wellness.

### Pre-Auth Needed Tool

Use the Pre-Auth Needed Tool on the website 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

[Allwell.arhealthwellness.com](https://Allwell.arhealthwellness.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

1-855-565-9518



#### FAX

#### MEDICAL

1-833-562-7172

#### BEHAVIORAL HEALTH

1-866-279-1358

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

#### Please note:

- All out-of-network services require prior authorization except emergency care, out-of-area urgent care and out-of-area dialysis.
- 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



**Please visit [Allwell.arhealthwellness.com](https://Allwell.arhealthwellness.com)**

and use the Pre-Auth Needed Tool to check if a specific service or procedure requires prior authorization.

## Out-of-Network Services

*All out-of-network (non-par) services and providers require prior authorization, excluding emergency care, out-of-area urgent care, or out-of-area dialysis.*

### Inpatient Admissions

All elective/scheduled admission notifications requested at least 5 days prior to the scheduled date of admissions including but not limited to:

- Inpatient admission (elective or scheduled)
- Acute Rehabilitation
- Behavioral Health/Substance Abuse
- Long Term Acute Care (LTAC)
- Skilled Nursing Facility (SNF)

### Outpatient Procedures/Services/Equipment

- Ambulance: Non emergent
- Behavioral health and substance abuse services
- Clinical trials: Notification
- Cosmetic procedures
- Drug testing for quantitative tests for drugs of abuse
- Durable medical equipment (DME)
- Experimental/investigational services and new technologies
- Gender reassignment services
- Genetic counseling/testing
- Home health services
- Infertility
- Maternity: Notification
- Observation stays greater than 48 hours
- Orthotics/prosthetics
- Outpatient Physical, Occupational and Speech Therapy services
- Pain management
- Radiation therapy
- Select Medicare Part B drugs
- Select radiology services
- Select surgeries
- Sleep studies
- Transplants
- Wound care



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SECURE WEB PORTAL**

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