


How to Secure Prior Authorization

PRIOR AUTHORIZATION GUIDE


Submit Prior Authorization Requests


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


-  **Availity Essentials: Register now for the new secure provider portal.**
www.Availity.com/documents/learning/LP_AP_GetStarted
A phased rollout will be completed by early 2025.


Preferred and fastest method

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-  **Secure Web Portal:**
www.AmbetterHealth.com/en/tn.

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-  **Phone: 1-833-709-4735**
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.

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-  **Fax:**
Medical and Behavioral Health (Outpatient):
1-844-811-8467
Medical and Behavioral Health (Inpatient):
1-844-811-8467

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

-  **Questions?**
Call: 1-833-709-4735

-  **Log into secure web portal**
www.AmbetterHealth.com/en/tn

Services and Procedures Requiring Prior Authorization

The following list is not all-inclusive:

Ancillary Services	Genetic testing	All elective/scheduled admission notifications requested at least 5 days prior to the scheduled date of admit including but not limited to: <ul style="list-style-type: none"> • Medical admissions • Surgical admissions • Hospice care • Rehabilitation facilities
Procedures/Services	Quantitative urine drug screen	
Interventional Pain Management (IPM) administered by NIA*	Outpatient Physical, Speech and Occupational therapy administered by NIA*	
Partial inpatient, PRTF and/or intensive outpatient programs	Submit to myturningpoint-healthcare.com	
Durable Medical Equipment (DME)	Reconstructive surgery	
Home healthcare services	Experimental or investigational	Cardiac and respiratory therapy
Transplants (not including evaluations)	High Tech Imaging administered by NIA (CT, MRI, PET)	Notification is required within 1 business day if admitted
Furnished medical supplies	Submit requests to RadMD.com	Hospice
Orthotics/prosthetics	Reconstructive surgery	Observation stays exceeding 48 hours
Pain management	Inpatient Admissions	Submit requests to RadMD.com
Musculoskeletal surgical procedures administered by TurningPoint Healthcare	Air ambulance transport (non-emergent fixed wing airplane)	
<i>*Effective for dates of service on or after January 1, 2025.</i>	Please note: <ul style="list-style-type: none"> • Emergency services do not require prior authorization. • All out-of-network services and providers do require prior authorization. • Failure to complete the required authorization or notification may result in a denied claim. 	