

What services require preauthorization/prior approval?



1. Inpatient hospital admissions (includes admissions for medical, surgical, mental health and/or substance use disorders);
2. Selected outpatient procedures including but not limited to:
 - a. Covered Rhinoplasty surgeries for non-cosmetic reasons;
 - b. Obstructive Sleep Apnea Treatment, except for Continuous Positive Airway Pressure (CPAP);
 - c. Medically-Necessary Orthodontics;
3. Home Health, Hospice and Home IV therapy services;
4. Select Durable Medical Equipment (DME) including the below. For more details, see DME requiring Preauthorization/Prior Approval in Section 5(a) of your Certificate of Insurance (COI):
 - a. Prosthetic Limbs requiring replacement within 5 years;
 - b. Insulin infusion devices;
 - c. Insulin pumps;
 - d. Continuous Glucose Monitoring Systems (CGM);
 - e. Electric wheelchairs;
 - f. External hearing aids for the treatment of a hearing loss that is not due to the gradual deterioration that occurs with aging and/or other lifestyle factors. For details, see Section 5(a) of your COI, *Hearing services (testing, treatment, and supplies)*
5. Skilled nursing and sub-acute care;
6. Dental Anesthesia and associated Hospitalizations for all Members age 9 and older;
7. Chronic Pain Management;
8. Transplant Services;
9. Infertility Services, including assisted reproductive technology for GIFT, ZIFT, ICSI and IVF;
10. Genetic Testing;
11. Osseointegrated implants, including Cochlear implants and bone-anchored (hearing aid) implants;
12. Select Specialty Medications including:
 - a. Restricted Use Medications; and
 - b. Growth Hormone Therapy/Treatment;
13. Bariatric Surgery; and
14. Referrals to Non-Participating Providers, which are recommended by Participating Providers. Preauthorization/Prior Approval is required for the purposes of receiving Basic Plan level coverage. If Preauthorization/Prior Approval is not obtained for referrals to Non-Participating Providers, the services will be covered at the Basic Plan level. Preauthorization/Prior Approval does not apply to services that are provided by Non-Participating Providers as a result of a lack of appropriate access to Participating Providers as described in this section.

If you have any questions, call our Utilization Management team at (888) 315-0885.