How to Secure Prior Authorization

Pre-Ath Needed Tool
Use the Pre-Ath Needed Tool on SuperiorHealthPlan.com 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 PROVIDER PORTAL**
  Provider.SuperiorHealthPlan.com
  This is the preferred and fastest method.

- **PHONE**
  1-877-687-1196
  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.

- **FAX**
  Medical 1-855-537-3447
  Behavioral Health 1-844-307-4442

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

Please note:
1. Emergency services DO NOT require prior authorization.
2. All out-of-network services and providers DO require prior authorization.
3. Failure to complete the required authorization or notification may result in a denied claim.
### Services & 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
- Hospice
- Furnished medical supplies
- Orthotics/prosthetics
- Genetic testing
- Quantitative urine drug screen

**Procedures/Services**
- Reconstructive Surgery
- Experimental or investigational
- High Tech Imaging administered by NIA (CT, MRI, PET)
- Submit requests to RadMD.com
- Pain management
- Cardiac and respiratory therapy

**Inpatient Admissions**
- All inpatient admissions (within 1 business day of admission)
- Observation stays exceeding 48 hours
  > Notification is required within one (1) business day if admitted
- Transplants (not including evaluations)
- Urgent/emergent admissions
- Partial inpatient, PRTF, and/or intensive outpatient programs
- All elective/scheduled admission notifications requested at least five (5) days prior to the scheduled date of admit including but not limited to:
  - Medical admissions
  - Surgical admissions
  - Hospice care
  - Rehabilitation facilities

**Out-of-Network Services**

*All out-of-network services and providers require prior authorization, excluding emergency services.*