

# Prior Authorization Requirements



Effective: March 2016

## Utilization Review/Prior Authorization

Phone: 1-800-704-1483 Fax: 1-866-532-8834  
Monday thru Friday 8:00 a.m. to 5:30 p.m.

## Involve PeopleCare

Phone: 1-800-303-2317 Fax 1-800-303-1731  
Monday thru Friday 9:00 a.m. to 9:00 p.m.

## Case Management

Phone: 1-800-504-8573 Fax: 1-866-532-8835  
Monday thru Friday 8:00 a.m. to 5:30 p.m.

## Health Information

**Involve PeopleCare** 1-800-704-1483 follow the prompts to speak with a nurse

- 24 hour free health information phone line. The nurse triage service provides access to a broad range of health-related services including health education, urgent pharmacy re-fills, transportation for treatment, and crisis interventions.

### Involve Pharmacy Solutions

- US Script (for oral and topical drugs) 800-460-8988  
866-399-0929 Fax
- Peach State Health Plan Pharmacy 800-514-0083 opt. 2  
(for specialty injectable drugs) 866-374-1579 Fax

### A Pharmacy Authorization Is Required For The Following:

- Drugs not listed on the Preferred Drug List
- Some PDL drugs which have quantity limits, age limits, or noted PA requirement
- Duplication of drug therapy
- Dosing that exceeds the FDA daily or monthly quantity maximum
- Most self-injectable and infusion drugs
- Brand name request when a generic exists
- Drug that has a step edit and the first line therapy is inappropriate

### Contracted Networks

For authorizations and customer service related to services provided by contracted networks, please contact the following:

**Behavioral Health** Involve PeopleCare 800-947-0633  
(including Inpatient/Outpatient Mental Health Alcohol/Substance abuse)

**Dental** Involve Dental 800-516-0124 Website: [www.dentaquestgov.com](http://www.dentaquestgov.com)

**Vision** Involve Vision 866-458-2139 (Routine vision checks, glasses and contacts)

### eviti®

- Chemotherapy and Radiation Therapy
- Phone: 1-888-678-0990
- To obtain authorization visit: <https://connect.eviti.com>

For authorizations related to home health, home infusion, durable medical equipment and supplies, call Peach State Health Plan at: 1-800-704-1483

## NIA (National Imaging Association)

- Radiology
- To obtain authorization contact NIA:
  - Website: [www.radmd.com](http://www.radmd.com)
  - Phone: 1-888-642-4723 or 1-800-704-1483

## Notification

**Submit notifications of expected members within 30 days of the first prenatal visit at: [www.mmis.georgia.gov](http://www.mmis.georgia.gov).**

### Hospital Notification of Healthy Newborns Only

Please submit newborn delivery notifications on the Department of Community Health Centralized Prior Authorization Portal ([www.mmis.georgia.gov](http://www.mmis.georgia.gov)) by the discharge date from the hospital. Hospitals are not required to fax or call into the plan information regarding the delivery when the patient is initially admitted for delivery. The following information is required once the delivery is complete in order to review the claim for reimbursement approval:

- Member Name and Medicaid Number (mother)
- Newborn Name (Note: In the event, a name has not been selected for the Newborn at the time of discharge, please submit with the Newborn's gender: Baby Boy or Baby Girl and Last Name, ex. Baby Boy Smith) and Medicaid Number
- Facility Name, Physician Name
- Admit date, delivery date, type of delivery
- Gender, weight and Apgar score of the Newborn, and Gestational age of the newborn

**Newborns that are not discharged home with the mother (admitted to NICU, Special Care Nursery, etc.) require admission notification by the next business day.**

### Hospital Notification of Observations

Effective May 15, 2015, outpatient observation stays will not require notification. Outpatient observations stays over 24 hours will require retrospective medical record review for payment consideration.

### Labor Check

Labor Checks do not require notification or prior authorization but OB observations are applicable to notification of observation rule.

# Utilization Management

## URGENT Requests and Admission Notifications - Call 1-800-704-1483 and follow the prompts.

- Submit notification of inpatient hospital admissions and clinical information by next business day of the admission at: [www.mmis.georgia.gov](http://www.mmis.georgia.gov).
- You may also call to request outpatient authorizations for urgent and time sensitive services when warranted by the patient's condition. Please include CPT and ICD-10 codes and place of service codes with your authorization request.

**Routine/Elective Requests - Submit the request for authorization a minimum of 5 business days prior to initiating the service or procedure. FAX: 1-866-532-8834**

### Prior Authorization Required

Prior Authorization Requirements are located on the Peach State Health Plan's online "Pre-Auth Needed?" Tool. <http://www.pshpgeorgia.com/for-providers/pre-auth-needed/>

**Phone: 1-800-704-1483 (urgent requests only)**

**Fax: 1-866-532-8834**

Fax your request to the numbers listed above utilizing the prior authorization fax form.

<http://www.pshpgeorgia.com/for-providers/utilization-management/>

Note that the Place of Service (POS) is required for all services. Please include CPT and ICD-9 or ICD-10 codes with your authorization request.

**Website: [www.pshp.com](http://www.pshp.com)**

**Department of Community Health Centralized Prior Authorization Portal: [mmis.georgia.gov](http://mmis.georgia.gov)**

- Inpatient Hospital Admissions and Outpatient Hospital or Ambulatory Surgical Center Procedures
- Durable Medical Equipment
- Children's Intervention Services

All services by non-participating providers or facilities require authorization (all POS).

#### Ancillary Services

- Hearing aids and devices

#### Inpatient Services

- All planned admissions (acute, rehab, SNF, LTAC)
- Transition of Care
- Non-emergent Transfers
- Elective C-Sections for deliveries less than 39 weeks of gestational age

#### Outpatient Services

- Refer to online Pre-Auth Needed? Tool.
- Domiciliary, rest home and custodial care
- Laboratory Tests - Reproductive, Genetic and Molecular
- New technology and experimental procedures or treatment
- Occupational, Physical and Speech (except initial evaluation)
- Pain Management Program. (excluding office visits- POS 11)
- Non-Emergent transportation including Air;Water; and Ground
- Cosmetic/Plastic Surgery Procedures
- Provider administered medications as listed on the Biopharmaceutical Pharmacy Program list located on the website

### No Authorization Required

#### Emergency Transportation

- Emergent transportation services including Air, Water, and Ground
- All air transport is subject to retrospective medical necessity review. The medical records from the releasing facility are required with claims submission.

#### Urgent Care

- Urgent or emergent care services rendered in emergency rooms and urgent care centers.

#### Primary Care

- Primary care provider office visits and minor procedures. Including EPSDT (Early & Periodic) Screening Diagnostics Treatment Health Check
- \*Certain diagnostic tests and procedures that are considered by the health plan to be routinely part of an office visit.

#### Maternity/OB

- Annual wellness exam, including pap-smear
- Labor checks
- OB Ultrasounds / Biophysical Profile (BPP)

#### Specialists

- Dermatology
- Ophthalmology

#### Laboratory

- Routine Laboratory tests consistent with CLIA guidelines (participating and non-participating)

#### Place of Service Codes (POS)

11-Office	32-Nursing Facility
19-Off Campus-Outpatient Hospital	50-FQHC
20-Urgent Care Facility	61-Inpatient Rehab
21-Inpatient Hospital	62-Outpatient Rehab
22-On Campus-Outpatient Hospital	65-ESRD
23-Emergency Room	71-Public Health Clinic
24-Ambulatory Surgery Center	72-Rural Health Clinic
31-Skilled Nursing Facility	81-Laboratory