

# Priority Partners Managed Care Organization (PPMCO) Outpatient Referral & Preauthorization Guidelines



Effective January 2019 | This list is **NOT ALL INCLUSIVE**

<h2>Overview</h2>	<ul style="list-style-type: none"> <li>To verify benefit coverage call: 800-654-9728</li> <li><b>All CPT codes classified as Category III and all HCPCS codes classified as “Unlisted” by the American Medical Association require preauthorization</b></li> <li>JHHC medical policies may be helpful in supporting some preauthorization requirements for certain procedures, and can be located at: <a href="http://www.jhhc.com">www.jhhc.com</a> &gt; For Providers &gt; Policies</li> <li><b>All services rendered by non-participating providers require preauthorization</b></li> <li>Laboratory, radiology and pharmacy policies and guidelines can be found at: <a href="http://www.jhhc.com">www.jhhc.com</a></li> <li>For additional information about Priority Partners, refer to the website at: <a href="http://www.jhhc.com">www.jhhc.com</a></li> </ul>			
<h2>No Notification or Preauthorization Required</h2>	<p>This section lists the services that do not require a referral or preauthorization</p> <ul style="list-style-type: none"> <li>For services provided by participating providers in-office (Place of Service 11), outpatient hospital (Place of Service 22), or ambulatory surgery centers (Place of Service 24) by specialties listed below, no referral or preauthorization is required unless listed in the Referral Required and/or Preauthorization sections</li> </ul> <p>To ensure coordination of care, the referring physician must provide the member with a referral or script detailing the specialist services needed <b>(No paperwork needs to be submitted to the health plan)</b></p>			
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<h2>Notification Required</h2>	<p>This section lists the services that require a referral from the Primary Care Physician (PCP)</p> <ul style="list-style-type: none"> <li>Fax the universal referral form for services listed below for in-office (Place of Service 11) or outpatient hospital (Place of Service 22) settings to Outpatient Intake Services at: 410-424-4603</li> <li>For urgent requests (delay will seriously jeopardize the life or health of a member, or severe pain), mark URGENT and fax to: 410-424-4603</li> <li>Obstetrical Care (global pregnancy)</li> </ul>			
<h2>Preauthorization Required</h2>	<p>This section lists the services that require preauthorization</p> <ol style="list-style-type: none"> <li>Fax pertinent clinical documentation to Medical Review at: 410-762-5205             <ol style="list-style-type: none"> <li>The health plan will perform medical review of requested services before they are rendered</li> <li>The requesting provider will be notified of all preauthorization decisions</li> </ol> </li> <li>Fax documentation for all durable medical equipment (DME)/durable medical services (DMS) to Medical Review at: 410-762-5250</li> <li>For urgent requests (delay will seriously jeopardize the life or health of a member, or severe pain), mark URGENT and fax to: 410-762-5205</li> <li>To check authorization status, access your HealthLINK@Hopkins account by visiting <a href="http://www.jhhc.com">www.jhhc.com</a></li> </ol>			
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<h2>Resources</h2>	<p>This section lists the resources that may be helpful in meeting the needs of the Priority Partners member</p> <table border="0"> <tr> <td> <p><b>ACCU-CHECK</b> Call: 888-355-4242 to request a voucher to take to pharmacy</p> <p><b>Behavioral Health and Substance Abuse</b> Call Beacon Health Options at: 800-888-1965</p> <p><b>ADHD Treatment by Specialist</b> Call Beacon Health Options at: 800-888-1965</p> <p><b>Vision Services</b> Contact Superior Vision at: 800-428-8789</p> </td> <td> <p><b>Audiology (including hearing aids), Occupational, Physical, &amp; Speech Therapy &lt; 21 years of age</b> Call MDH at: 877-463-3464</p> <p><b>Utilization Management</b> Call: 410-424-4480 or 800-261-2421 FAX: 410-424-4603</p> <p><b>Customer Service</b> Call: 800-654-9728</p> </td> <td> <p><b>Dental Services</b> For adults 21 and over, call DentaQuest at: 888-696-9596 For pregnant women and children, call Scion at: 855-934-9812</p> <p><b>JHHC Website (for providers)</b> <a href="http://www.jhhc.com">www.jhhc.com</a></p> <p><b>Pharmacy Preauthorization Requests</b> Call Pharmacy Dept. at: 888-819-1043, option 4</p> <p><b>Priority Partners Website (for members)</b> <a href="http://www.ppmco.org">www.ppmco.org</a></p> </td> </tr> </table>	<p><b>ACCU-CHECK</b> Call: 888-355-4242 to request a voucher to take to pharmacy</p> <p><b>Behavioral Health and Substance Abuse</b> Call Beacon Health Options at: 800-888-1965</p> <p><b>ADHD Treatment by Specialist</b> Call Beacon Health Options at: 800-888-1965</p> <p><b>Vision Services</b> Contact Superior Vision at: 800-428-8789</p>	<p><b>Audiology (including hearing aids), Occupational, Physical, &amp; Speech Therapy &lt; 21 years of age</b> Call MDH at: 877-463-3464</p> <p><b>Utilization Management</b> Call: 410-424-4480 or 800-261-2421 FAX: 410-424-4603</p> <p><b>Customer Service</b> Call: 800-654-9728</p>	<p><b>Dental Services</b> For adults 21 and over, call DentaQuest at: 888-696-9596 For pregnant women and children, call Scion at: 855-934-9812</p> <p><b>JHHC Website (for providers)</b> <a href="http://www.jhhc.com">www.jhhc.com</a></p> <p><b>Pharmacy Preauthorization Requests</b> Call Pharmacy Dept. at: 888-819-1043, option 4</p> <p><b>Priority Partners Website (for members)</b> <a href="http://www.ppmco.org">www.ppmco.org</a></p>
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