**Priority Partners Managed Care Organization (PPMCO)**

**Outpatient Referral & Pre-Authorization Guidelines**

**Effective July 2016** | **This list is NOT ALL INCLUSIVE**

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### Important Information

- To verify benefits coverage: call 1-800-664-9728
- All CPT codes classified as Category II and all HCPCS codes classified as “Unlisted” by the American Medical Association require pre-authorization
- JHHC medical policies may be helpful in supporting some pre-authorization requirements for certain procedures, and can be located at: www.jhhc.com > For Providers > Policies
- All services rendered by non-participating providers require pre-authorization
- Laboratory, radiology and pharmacy policies and guidelines can be found at www.jhhc.com
- For additional information about Priority Partners, refer to the website at: www.ppmco.org

### No Referral or Pre-Authorization Required

- 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 pre-authorization is required unless listed in the Referral Required and/or Pre-authorization sections
- To ensure coordination of care, the referring physician must provide the member with a referral or script detailing the specialist services needed (no paperwork needs to be submitted to the health plan)

### Referral Required

- Fax the universal referral form for services listed below for office (Place of Service 11) or outpatient hospital (Place of Service 22) settings to Outpatient/Inpatient Services at: 410-424-4603
- 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
- The requesting provider will be notified of all pre-authorization decisions
- Fax pertinent clinical documentation to Medical Review at: 410-762-5205
- Fax documentation for all durable medical equipment (DME)/durable medical services (DMS) to Medical Review at: 410-762-5250
- Fax the universal referral form for services listed below for office (Place of Service 11) or outpatient hospital (Place of Service 22) settings to Outpatient/Inpatient Services at: 410-424-4603
- Fax the universal referral form for services listed below for office (Place of Service 11) or outpatient hospital (Place of Service 22) settings to Outpatient/Inpatient Services at: 410-424-4603
- Check authorization status, access your Healthlink/JHHC account by visiting www.jhhc.com

### Pre-Authorization Required

- The health plan will perform medical review of requested services before they are rendered
- 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
- The requesting provider will be notified of all pre-authorization decisions
- 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
- To check authorization status, access your Healthlink/JHHC account by visiting www.jhhc.com

### Behavioral Health and Substance Abuse

- For Mental Health and Substance Abuse Services call Beacon Health Options at: 1-800-888-1965
- For ADHD treatment by specialist contact Beacon Health Options at: 1-800-888-1965

### Commonly Requested Non-Covered Services

- The following services are not part of the Priority Partners benefit

### Non-Covered Investigational Services

- The following services are not part of the Priority Partners benefit

### Resources

- ACO-CHECK
  - Call: 1-888-355-4242 to request a voucher to take to pharmacy
  - Audiology (including hearing aids), Occupational, Physical, & Speech Therapy < 21 years of age
  - Call DHMH at: 1-877-463-3464

- Utilization Management
  - Call 1-800-361-2431 or 410-424-4480

- JHHC Website (for providers)
  - www.jhhc.com

- Pharmacy Pre-Authorization Requests
  - Call Pharmacy Dept: at 1-888-810-1043, option 4
  - Priority Partners Website (for member)
  - www.ppmco.org

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*For related medical policies, please go to: www.jhhc.com  >  For Providers  >  Policies

**Requires Pharmacy Review**