**Outpatient Referral and Pre-Authorization Guidelines**

### Important Information
- This list is not all inclusive
- To verify benefit coverage call 1-800-654-9728
- All CPT Codes classified as surgical (ICD-9-CM 10-91) or unlisted (i.e., 49999-69979) by the American Medical Association require Pre-Authorization
- All services rendered by non-participating providers require Pre-Authorization
- Laboratory, Radiology and Pharmacy policies and guidelines can be found at www.jhbc.com
- For additional information about Priority Partners, refer to the website at www.jhbc.com

### No Referral or Pre-Authorization Required
- For services provided in Office (Place of Service 11), Outpatient Hospital (Place of Service 22) settings to Outpatient Behavioral Services at 410-424-4620 or call Care Management at 1-800-261-2421 or 410-424-4480
- For urgent requests, please call Priority Partners at 1-800-261-2421 or 410-424-4480 (delay will seriously jeopardize the life or health of a member, or severe pain)
- For urgent requests, please call Priority Partners at 1-800-261-2421 or 410-424-4480

### Pre-Authorization Required
- Fax the universal referral form for services listed below for Office (Place of Service 11) or Outpatient Hospital (Place of Service 22)
- For urgent requests, please call Priority Partners at 1-800-261-2421 or 410-424-4480
- To check authorization status, access McNet (www.jhbc.com)/ or call Customer Service at 1-800-654-9728

### Behavioral Health
- For Mental Health Services call Value Options at 1-800-888-1965
- For ADHD treatment by specialist contact Value Options at 1-800-888-1965
- For Substance Abuse assistance, members should call 410-424-4835 or 1-888-281-3186
- For urgent requests, please call Priority Partners at 1-800-261-2421 or 410-424-4480 (delay will seriously jeopardize the life or health of a member, or severe pain)
- For urgent requests, please call Priority Partners at 1-800-261-2421 or 410-424-4480
- For Self-Referral Protocols go to: http://www.hopkinsmedicine.org/bin/i/l/selfreferralmar.06FINAL.pdf
- Fax Substance Abuse Treatment Plans to 410-424-4891
- For ADHD treatment by specialist contact Value Options at 1-800-888-1965
- For urgent requests, please call Priority Partners at 1-800-261-2421 or 410-424-4480 (delay will seriously jeopardize the life or health of a member, or severe pain)
- For urgent requests, please call Priority Partners at 1-800-261-2421 or 410-424-4480

### Physical Therapy
- For physical therapy, call Value Options at 1-800-888-1965
- For urgent requests, please call Priority Partners at 1-800-261-2421 or 410-424-4480 (delay will seriously jeopardize the life or health of a member, or severe pain)
- For urgent requests, please call Priority Partners at 1-800-261-2421 or 410-424-4480
- For urgent requests, please call Priority Partners at 1-800-261-2421 or 410-424-4480

### Subsequent Services
- For follow-up care, please call Priority Partners at 1-800-261-2421 or 410-424-4480
- For urgent requests, please call Priority Partners at 1-800-261-2421 or 410-424-4480 (delay will seriously jeopardize the life or health of a member, or severe pain)
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### Resources
- For related coding documents, please go to www.jhbc.com, Providers & Physicians, Priority Partners, Resources & Guidelines.

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**ACCU-CHECK - Member needs to call 1-888-355-4242 to request a voucher to take to pharmacy Audio/Visual (hearing aids), Ophthalmic, Physical, and Speech therapy < 21 years of age (refer to DHMH)
- Call Pharmacy at 410-762-5241 or 410-424-4800
- Call Specialty Pharmacy at 1-888-696-9596
- Call Specialty Pharmacy at 1-888-819-1043, option 4
- Call Specialty Pharmacy at 410-762-5280
- Call Specialty Pharmacy Website: www.jhbc.com

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**For related coding documents, please go to www.jhbc.com, Providers & Physicians, Priority Partners, Resources & Guidelines.**

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