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 Category III (0016T-0222T) 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.jhhc.com
- For additional information about Priority Partners, refer to the website at www.jhhc.com

No Referral or Pre-Authorization Required
- For services provided in Office (Place of Service 11), Outpatient Hospital (Place of Service 22), or Ambulatory Surgery Centers (Place of Service 42) by specialists listed below, no referral or Pre-Authorization is required unless listed in the Referral Required and/or Pre-Authorization section.
- To ensure coordination of care, the referring provider must provide the member with a referral or script detailing the specialist services needed. No paperwork needs to be submitted to the health plan

Pre-Authorization Required
- For urgent requests [delay will seriously jeopardize the life or health of a member, or severe pain], mark URGENT and fax to 410-762-5209 or call Care Management at 1-800-261-2421 or 410-424-4460
- To check authorization status, access McNet (www.jhhcnet.com) or call Customer Service at 1-800-654-9728
- To fax documentation for all Durable Medical Equipment (DME)/Durable Medical Supplies (DMS) to Medical Review at 410-762-5250
- To fax pertinent clinical documentation to Medical Review at 410-762-5205

Referral Required
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Commonly Requested Non-Covered Services
- The following services are not part of the Priority Partners benefit

Resources
- The following resources may be helpful in meeting the needs of the Priority Partners member

ACCU-CHECK - Member needs to call 1-888-355-4242 to request a voucher to take to pharmacy
- Audio (including hearing aids), Occupational, Physical, and Speech therapy < 21 years of age - call DentaQuest at 1-800-698-9619
- Breast Mills/Breast Reconstruction - call DentaQuest at 1-800-698-9619
- CAPS - call DentaQuest at 1-800-698-9619
- Private Duty Nursing < 21 years of age - call Pediatric Health Partners at 1-800-726-5208
- Priority Partners Website - www.jhhc.com

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

Reference for Additional Information:
- Revised UM3; Effective July 2010