

Prior Authorization Guide

wellcare

Wellcare partners with **Availity Essentials**, a multi-payer portal, to offer select secure provider portal services. Availity Essentials is the fastest way to get help with routine tasks. Our current secure **Provider Portal** will continue to remain active and available to you, including a convenient and easy way to **Chat** with an agent.

PRIOR AUTHORIZATION (PA) LIST

PRIOR AUTHORIZATION (PA) REQUIREMENTS

Use the Pre-Auth Needed tool on our website to determine if prior authorization is required. This Prior Authorization list is provided as a quick reference. Most current information can be found within the Pre-Auth tool.

For fastest results, submit requests online at our **website**. If the procedure requested meets clinical criteria, the Web provides an approval that can be printed for easy reference. The health plan supports the concept of the Primary Care Physician (PCP) as the “medical home” for its members.

For members enrolled in a PPO plan, authorization is not required for non-participating providers and facilities, however, services on the medical necessity/ authorization required list below must be covered services within the benefit plan and considered medically necessary for the plan to pay a portion of the out-of-network claim.

For members enrolled in a non-PPO plan, all services rendered by non-participating providers and facilities require authorization, including requests to use the member's Point-of-Service benefits. Specialists must coordinate all services with the member's PCP. It is the responsibility of the provider rendering care to verify that the authorization request has been approved before services are rendered.

Urgent Authorization Requests and Admission Notifications: Call Provider Services and follow the prompts. HMO: 1-855-538-0454; DSNP: 1-833-857-5715

- Notification is required for Inpatient Hospital admissions **by the next business day** (except normal maternity delivery admissions). Phone authorizations must be followed by a fax submission of clinical information.
- Standard authorization requests may be submitted **online** or via fax to the numbers listed on the associated forms located **here**.

BEHAVIORAL HEALTH SERVICES

SECURE PROVIDER PORTAL

For Urgent and Inpatient Hospitalization Authorizations and Provider Services

Phone: HMO: 1-855-538-0454; DSNP: 1-833-857-5715

Please **log in** to submit your Outpatient Authorization Requests and Inpatient Clinical Submissions.

To obtain authorization, notification of an Inpatient admission is required on the next business day following admission.

- Inpatient concurrent review is generally done by phone, but a fax option is available and the forms and fax numbers can be found **here**.
- Psychological testing requests are to be submitted via fax. All other levels of care requiring authorization, including outpatient services, may be submitted online.

Procedures and Services	Auth Required	Comments
Emergency Behavioral Health Services	No	
Non-contracted (non-participating) Provider Services	Yes	All services from non-participating providers require prior authorization. *Excluding members enrolled in a PPO plan
Behavioral Health Services	See Comments	Please refer to the Behavioral Health Authorization List under Other Resources for authorization requirements.
Acute Inpatient Admissions	Yes	

NOTE: Please refer to the member ID card to determine appropriate authorization requirements and process.

This guide is not intended to be an all-inclusive list of covered services under the Health Plan.

EMERGENCY SERVICES

Emergency Services for the following procedures and service do NOT require prior authorization:

- Emergency Behavioral Health Services
- Emergency Care Services
- Emergency Transportation Services (excluding Air & Water Ambulances)
- Urgent Care Services

Emergency Services authorization requirements would be applicable to places of services:

- 20 Urgent Care Facility
- 23 Emergency Room

CARDIOLOGY MANAGEMENT PROGRAM

Wellcare has partnered with **Evolent** to implement a new cardiology prior authorization program, the **Cardiology Management Program**. This program is intended to help providers easily and effectively deliver quality patient care. Cardiology services rendered in a physician's office, in an outpatient hospital ambulatory setting, or in an inpatient setting (planned professional services only) must be submitted to Evolent for prior authorization. This requirement applies to all of your Medicare members ages 18 and older.

Prior authorization can be requested by:

- Visiting the web portal at evolent.com/provider-portal.
- Calling **1-888-999-7713** (Monday–Friday, 8 a.m.–8 p.m. EST).

INPATIENT SERVICES & DISCHARGE PLANNING

SECURE PROVIDER PORTAL

Please **log in** to submit your Authorization Requests & Inpatient Clinical Submissions.

To fax a request, please access our forms **here**.

Discharge planning requests for Home Health and DME should be submitted separately using one of the methods outlined.

Inpatient Services authorization requirements would be applicable to places of services:

- 21 Inpatient Hospital
- 31 Skilled Nursing Facility
- 32 Nursing Facility
- 33 Custodial Care Facility
- 34 Hospice
- 51 Inpatient Psychiatric Facility
- 52 Psychiatric Facility – Partial Hospitalization
- 54 Intermediate Care Facility/ Individuals with Intellectual Disabilities
- 55 Residential Substance Abuse Facility
- 56 Psychiatric Residential Treatment Center
- 61 Comprehensive Inpatient Rehabilitation Facility

Procedures and Services	Auth Required	Comments
Elective Inpatient Procedures	Yes	Clinical updates required for continued length of stay (LOS).
Hospice	Yes	
Inpatient Hospital Admissions	Yes	Clinical updates required for continued length of stay (LOS).
Long-Term Acute Care Hospital (LTACH) Admissions	Yes	Contact CareCentrix for authorization: Phone: 1-888-571-6028

INPATIENT SERVICES & DISCHARGE PLANNING CONTINUED

Procedures and Services	Auth Required	Comments
Observations	Yes	Elective procedures that convert to an Observation stay are subject to outpatient authorization requirements. <u>Authorization Lookup Tool</u> Services performed during an urgent or emergent Observation stay, such as Advanced Radiology or Cardiology, do not require authorization. Clinical updates required for continued length of stay (LOS).
Orthopedic Surgery	Yes	Contact <u>Evolut</u> for authorization: Phone: 1-800-424-5388
Rehabilitation Facility Admissions	Yes	Contact <u>CareCentrix</u> for authorization: Phone: 1-888-571-6028
Skilled Nursing Facility Admissions	Yes	Contact <u>CareCentrix</u> for authorization: Phone: 1-888-571-6028
Spinal Surgery	Yes	Contact <u>Evolut</u> for authorization: Phone: 1-800-424-5388

OUTPATIENT SERVICES & DISCHARGE PLANNING

SECURE PROVIDER PORTAL

Please **log in** to submit your Outpatient Authorization Requests & Clinical Submissions.

To fax a request, please access our forms **here**.

Pharmacy Medical Requests Fax: **1-888-871-0564**

Discharge planning requests for Home Health and DME should be submitted separately using one of the methods outlined.

Outpatient Services authorization requirements would be applicable to places of services:

- 01 Pharmacy
- 02 Telehealth Provided Other than in Patient's Home
- 03 School
- 04 Homeless Shelter
- 05 Indian Health Service Free-standing Facility
- 06 Indian Health Service Provider-based Facility
- 07 Tribal 638 Free-standing Facility
- 08 Tribal 638 Provider-based Facility
- 09 Prison/Correctional Facility
- 10 Tele-health Provided in Patient's Home
- 11 Office
- 12 Home
- 13 Assisted Living Facility
- 14 Group Home
- 15 Mobile Unit
- 16 Temporary Lodging
- 17 Walk-in Retail Health Clinic
- 18 Place of Employment – Worksite
- 19 Off Campus – Outpatient Hospital
- 22 On Campus – Outpatient Hospital
- 24 Ambulatory Surgical Center
- 25 Birthing Center
- 26 Military Treatment Facility
- 27 Outreach Site/Street
- 41 Ambulance – Land
- 42 Ambulance – Air or Water
- 49 Independent Clinic
- 50 Federally Qualified Health Center
- 53 Community Mental Health Center
- 57 Non-residential Substance Abuse Treatment Facility
- 58 Non-residential Opioid Treatment Facility
- 60 Mass Immunization Center
- 62 Comprehensive Outpatient Rehabilitation Facility
- 65 End-Stage Renal Disease Treatment Facility
- 66 Programs of All-Inclusive Care for the Elderly (PACE) Center
- 71 Public Health Clinic
- 72 Rural Health Clinic
- 81 Independent Laboratory
- 99 Other Place of Service

OUTPATIENT SERVICES & DISCHARGE PLANNING CONTINUED

Procedures and Services	Auth Required	Comments
Select Outpatient Procedures	Yes	Please refer to the Authorization Lookup Tool for prior authorization requirements.
Advanced Radiology Services: CT, CTA, MRA, MRI, Nuclear Cardiology, Nuclear Medicine, PET & SPECT Scans	Yes	Contact Evolent for authorization: Phone: 1-800-424-5388 Advanced Imaging Solution
Cardiology Services: Cardiac Imaging, Cardiac Catheterization, Diagnostic Cardiac Procedures and Echo Stress Tests	Yes	Contact Evolent for authorization: Phone: 1-800-424-5388 Cardiac Solution
Dialysis	No	
Durable Medical Equipment Purchases and Rentals	Yes	Contact Coastal Care Services for authorization: Phone: 1-855-481-0505 ; Fax: 1-855-481-0606
Hearing Aids	Yes	Contact HCS for authorization: Phone: 1-866-344-7756
Home Health	Yes	Contact CareCentrix for authorization: Phone: 1-833-409-1284 Fax: 1-877-246-8088 CareCentrix HomeBridge® Provider Portal Click here to log into HomeBridge® Provider Portal for authorization inquiries or requests.
Hospice Care Services	No	
Investigational & Experimental Procedures and Treatment	Yes	Refer to Clinical Coverage Guidelines Secure Provider Portal
Laboratory Management (Certain Molecular and Genetic Tests)	Yes	Contact eviCore for authorization: Phone: 1-888-333-8641 Wellcare Lab Management Program Criteria Molecular and Genetic Testing Quick Reference Guide
Medical Oncology Services	Yes	Contact Evolent for authorization: Phone: 1-888-999-7713 Medical Oncology Program Services
Non-contracted (non-participating) Provider Services	Yes	All services from non-participating providers require prior authorization. *Excluding members enrolled in a PPO plan
Orthopedic Surgery	Yes	Contact Evolent for authorization: Phone: 1-800-424-5388
Orthotics and Prosthetics	Yes	Please refer to the Authorization Lookup Tool for prior authorization requirements.
Pain Management Treatment (Certain Pain Management Treatments)	Yes	Contact eviCore for authorization: Phone: 1-888-333-8641 Pain Management Program Criteria Musculoskeletal Management Request Forms

OUTPATIENT SERVICES & DISCHARGE PLANNING CONTINUED

Procedures and Services	Auth Required	Comments
Physical and Occupational Therapy (including home-based therapy) *Excluding Episode of Care Requests. Please contact Wellcare for all services rendered during an Episode of Care	Yes	Contact eviCore for authorization: Phone: 1-888-333-8641 <u>Physical and Occupational Therapy Program Criteria</u> <u>PT/OT Worksheets</u>
Radiation Therapy Management	Yes	Contact Evolent for authorization: Phone: 1-888-999-7713 <u>Radiation Therapy Management Program Resources</u>
Sleep Diagnostics	Yes	Contact eviCore for authorization: Phone: 1-888-333-8641 <u>Sleep Diagnostics Program Criteria</u> <u>Sleep Management Worksheets</u>
Speech Therapy	Yes	<u>Wellcare Secure Provider Portal</u>
Spinal Surgery	Yes	Contact Evolent for authorization: Phone: 1-800-424-5388
Transplant Services	Yes	Please submit clinical records for prior authorization for all transplant phases.
Wound Care	See Comments	For CPT's 11004, 11005, 11008, 11011, 11012, 11042, 11043, 11044, 11045, 11046 and 11047 No authorization is required for the first 12 visits. After 12 combined visits or paid claims, authorization would be required.