

Prior Authorization Guide

HOW TO SECURE PRIOR AUTHORIZATION



Prior-Auth Check Tool

Use the Prior-Auth Check Tool on the website to quickly determine if a service or procedure requires prior authorization.

Submit Prior Authorization

Emergency services, family planning, post stabilization services, and table top x-rays do not require prior authorization. If a service requires authorization, submit via one of the following ways:



SECURE WEB PORTAL

Provider.DelawareFirstHealth.com

This is the preferred and fastest method.

Notification of authorization will be returned by phone, fax or web.



PHONE

TOLL FREE **1-877-236-1341**



FAX

1-833-966-0532

See reverse side for a list of services that require prior authorization.

Please note:

1. All out-of-network services require prior authorization EXCEPT emergency services, family planning, post stabilization services, and table top x-rays.
2. Failure to complete the required authorization or certification may result in a denied claim.

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Out-of-Network Services

All out-of-network (non-par) services and providers require prior authorization, excluding emergency services, family planning, post stabilization services, and table top x-rays.

Ancillary Services

- Cochlear Implant
- Durable Medical Equipment (DME)-includes medical supplies, enteral and parenteral pumps, wound vacs, bone growth stimulator, customized equipment (based on DME, orthotics, and prosthetics listing)
- Fixed Wing non-emergency air transport
- Hearing Aid Devices
- Home healthcare (incl. infusions, home health aid, private duty)
- Hospice services - other than inpatient facility
- Hyperbaric oxygen treatment (outpatient)
- Implantable devices (infusion pumps, intraocular implant/shunt, neuromuscular stimulator, spinal stimulator for pain management, testicular/penile prosthesis, vagus nerve stimulator)
- Orthotics & Prosthetics (based on DME) orthotics, and prosthetics listing)

Procedures/Services

- All procedures and services performed by out-of-network providers (except ER, urgent care, family planning, and treatment of communicable disease)
- Potentially Cosmetic including but not limited to:
 - bariatric surgery, blepharoplasty, mammoplasty, otoplasty, rhinoplasty, septoplasty, varicose vein procedures
- Experimental or investigational
- High Tech Imaging (i.e. CT, MRI, PET)
- Hysterectomy
- Oral Surgery
- Pain Management

Inpatient Services

All elective/scheduled admissions at least 5 business days prior to the scheduled date of admit (including deliveries): **Note: Normal newborns do not require an authorization unless the level of care changes or the length of stay is greater than a normal newborn**

- All services performed in an out of network facility
- Hospice care
- Rehabilitation facilities
- Skilled nursing facility
- Transplant related support services including pre-surgery assessment and post-transplant follow up care
- Notification for all Urgent/Emergent Admissions: Within 24 hours to include clinical rationale for admission



TO SUBMIT A PRIOR AUTHORIZATION, LOG INTO OUR SECURE WEB PORTAL
Provider.DelawareFirstHealth.com