

Prior Authorization Guide

How to Secure Prior Authorization



Pre-Auth Check Tool

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

Submit Prior Authorization Requests

If a service requires authorization, submit your request via one of the following ways:

Secure Provider Portal

allwell.absolutetotalcare.com

This is the preferred and fastest method.

After normal business hours and on holidays, calls are directed to the plan's 24-hour nurse advice line. Notification of authorization will be returned via phone, fax, or web.

Phone

1-855-766-1497

Fax - Medical

1-844-503-8866

Behavioral Health

1-877-725-7751

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

Please note:

- All out-of-network services require prior authorization except emergency care, out-of-area urgent care, and out-of-area dialysis.
- Failure to complete the required authorization or certification may result in a denied claim.

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Procedures Requiring Prior Authorization

The following list is not all-inclusive.

Please visit allwell.absolutetotalcare.com and use the Pre-Auth Needed Tool to check if a specific service or procedure requires prior authorization.

Out-of-Network Services

All out-of-network (non-par) services and providers require prior authorization, excluding emergency care, out-of-area urgent care, or out-of-area dialysis.

Inpatient Admissions

All elective/scheduled admission notifications requested at least five days prior to the scheduled date of admissions including but not limited to:

- Inpatient admission (elective or scheduled)
- Acute rehabilitation
- Behavioral health/substance abuse
- Long-term acute care (LTAC)
- Skilled nursing facility (SNF)

Outpatient Procedures/Services/Equipment

- Ambulance: Non-emergent
- Behavioral health and substance abuse services
- Clinical trials: notification
- Cosmetic procedures
- Drug testing for quantitative tests for drugs of abuse
- Durable medical equipment (DME)
- Experimental/investigational services and new technologies
- Gender reassignment services
- Genetic counseling/testing
- Home health services
- Infertility
- Maternity: notification
- Observation stays greater than 48 hours
- Orthotics/prosthetics
- Outpatient physical, occupational, and speech therapy services
- Pain management
- Radiation therapy
- Select Medicare Part B drugs
- Select radiology services
- Select surgeries
- Sleep studies
- Transplants
- Wound care

Log in to our
Secure Provider Portal
allwell.absolutetotalcare.com