

# How to Secure Prior Authorization

**Phone**  
1-855-766-1497

## Pre-Auth Needed Tool

Use the Pre-Auth Needed 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 Web Portal

[www.wellcare.com/allwellSC](http://www.wellcare.com/allwellSC)

This is the preferred and fastest method.

### Fax Medical

1-844-503-8866

### Behavioral Health

1-877-725-7751

### Phone

1-855-766-1497

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.

**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.

# Procedures Requiring Prior Authorization

The following list is not all-inclusive

Please visit [www.wellcare.com/allwellSC](http://www.wellcare.com/allwellSC)

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 5 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 or quantitative tests for drug 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 web portal**

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