

## How to Secure Prior Authorization



### Prior Authorization Check Tool

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

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### Submit Prior Authorization

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



#### SECURE WEB PORTAL

**Provider.IowaTotalCare.com**

*This is the preferred and fastest method.*

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



#### FAX

1-833-257-8327

- For behavioral health:

- Outpatient: 1-844-908-1170
- Inpatient: 1-844-908-1169



#### PHONE

1-833-404-1061

(TTY: 711)

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

#### Please note:

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

# Prior Authorization Guide

## 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 tabletop x-rays.

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### SERVICES THAT REQUIRE PRIOR AUTHORIZATION INCLUDE BUT ARE NOT LIMITED TO:

#### Ancillary Services

- Hearing devices and implants
- Durable Medical Equipment (DME) including orthotics & prosthetics
- Fixed wing non-emergency air transport
- Home health care
- Hospice services
- Implantable devices
- Specialty pharmaceuticals
- Therapy services (PT, OT, ST) (excludes initial evaluation)

#### Procedures/Services

- Potentially cosmetic
- Bariatric surgery
- Transplants
- Advance radiology imaging administered by National Imaging Associates (CT/CTA, MRI/MRA, PET scan & nuclear radiology)
  - Requests: RadMD.com
- Cardiac imaging administered by NIA (Myocardial Perfusion Imaging (MPI), MUGA scan, echocardiography, & stress echocardiography)
  - Requests: RadMD.com
- Certain other radiology & laboratory services
- Pain management
- Infertility treatment
- Chiropractic services
- Sleep studies
- Joint replacement
- Services that are experimental/investigational

#### Inpatient Services

- All elective/scheduled admission notifications requested at least five (5) days prior to the scheduled date of admission including but not limited to:
  - Medical admissions
  - Surgical admissions
  - Rehabilitation facilities
  - Skilled nursing facilities
  - Behavioral and substance use disorder facilities (including detox)
- All emergency admissions and/or observation stay (exceeding 23 hours require inpatient authorization/concurrent review) notification within one (1) business day of admission
- All state-approved intermediate care facility and nursing home residential facility admissions for concurrent review authorization

#### Outpatient Services

- Behavioral health: Intensive Outpatient (IOP), Partial Hospitalization (PHP), and outpatient electroconvulsive therapy (ECT)
- Surgeries/procedures performed in outpatient facilities or ambulatory surgery centers

#### Home- and Community-Based Waiver Services

- Adult day care
- Assisted living
- Consumer Choice Option (CCO)
- Consumer-Directed Attendant Care (CDAC)
- Day habilitation
- Home-based habilitation
- Transportation administered by Access2Care
  - Requests: 1-833-404-1061



**TO SUBMIT A PRIOR AUTHORIZATION,  
LOG INTO OUR SECURE WEB PORTAL**  
[Provider.IowaTotalCare.com](https://Provider.IowaTotalCare.com)

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