



REQUEST FOR REFERRAL & PRIOR AUTH FOR SPECIALIST, TELEHEALTH AND OTHER HEALTHCARE PROFESSIONAL

See Authorization/Referral Chart

Call UM at 844-896-0628 opt 3 (Call Center Hours M-F 8a- 5p)

FAX Form and Clinical to 800-504-4752

\*\*\* PLEASE DO NOT SEND REQUESTS FOR MULTIPLE MEMBERS TOGETHER IN ONE FAX – MUST SEND SEPARATELY

\*PRIOR AUTHORIZATION IS REQUIRED FOR SERVICES BY ANY NON-PARTICIPATING PROVIDER. (ATTACH OON FORM) Payment is authorized only for the medical services noted below, and is subject to the limitations and exclusions as outlined in the Member Handbook/Certificate of Coverage.

Member Data section containing fields for Member Name, Date of Birth, Member's Plan ID, Name of Nursing Facility, Referring Provider, Diagnoses (ICD-10 Codes) Related to Auth Request, and Service details like Date of Procedure/Service and CPT Code or Name of Procedure/Service.

SERVICES REQUESTED section with checkboxes for Referral-include copy of order, PA-include clinical, and Out of Network- (ATTACH OON FORM).

Specialist/HealthCare Professional section with fields for Provider Name (REQUIRED), Provider Contact Number (REQUIRED), Provider Specialty (REQUIRED), and In Network (REQUIRED) status with YES/NO options and Number of Visits Requested.

Telehealth section with fields for Vendor Name (REQUIRED), Vendor Contact Number (REQUIRED), Specialty (REQUIRED), and In Network (REQUIRED) status with YES/NO options and Number of Visits Requested.

TO BE COMPLETED BY PERSON REQUESTING AUTHORIZATION section with fields for Name of Person Completing this Form, Date Completed, Contact #, and Contact FAX.