

How to Secure Prior Authorization



FROM |  **sunshine health**
Insured by Celtic Insurance Company

Pre-Auth Needed Tool

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

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Submit Prior Authorization

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



SECURE WEB PORTAL

provider.SunshineHealth.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 phone, fax, or web.



PHONE

1-877-687-1169



FAX

MEDICAL

1-855-678-6981

BEHAVIORAL HEALTH

1-855-279-6165

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

Please note:

1. Emergency and urgent care services DO NOT require prior authorization.
2. All out-of-network (non-par) services and providers DO require prior authorization.
3. 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

Out of Network Services

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

Ancillary Services

- Air ambulance transport (non-emergent fixed wing airplane)
- Durable Medical Equipment (DME)
- Home health care services
- Private duty nursing
- Hospice
- Furnished medical supplies
- Orthotics/prosthetics
- Genetic testing
- Quantitative urine drug screen

Procedures/Services

- Cosmetic
- Experimental or investigational
- High Tech Imaging administered by NIA (CT, MRI, PET):
 - Submit requests to RadMD.com
- Obstetrical ultrasound – 2 allowed in 9 months; prior authorization required for additional u/s except if rendered by a perinatologist
- Pain management
- Cardiac and respiratory therapy

Inpatient Authorization

All elective/scheduled admission notifications requested at least 5 days prior to the scheduled date of admit including but not limited to:

- Medical admissions
- Surgical admissions
- Hospice care
- Rehabilitation facilities
- Substance use disorder
- Transplants, not including evaluations
- Observation stays exceeding 23 hours
 - Notification is required within 1 business day if admitted
- Urgent/emergent admissions
- Newborn deliveries must include birth outcomes
- Behavioral health admissions within 24 hours of admission
- Partial inpatient, PRTF, and/or intensive outpatient programs



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SECURE WEB PORTAL**

**[https://provider.
SunshineHealth.com](https://provider.SunshineHealth.com)**
