

How to Meet Authorization Requirements

Referrals to Prime employed or Tier 1 physicians do not need authorization or review by Prime Utilization Management. No need to check the charts below.

The two **Authorization Charts** included here have the information you need to know. The columns list services and the type of Providers that Members would visit to receive services. Color coding shows whether authorization is required. Footnotes are expanded and explained below.

Chart 1: Authorization for PCP and Specialty Services ■ Required ■ Not Required See other side for **Facilities**.

Tier Level Provider	Tier 1 Prime Employed		Tier 1 Prime Network		Tier 2 Blue Shield of CA/BCBS BlueCard	
	Referral	Authorization	Referral	Authorization	Referral	Authorization
Primary Care Office Visit: General Practice, Family Practice, OB/GYN, Internal Medicine	N/A	No	N/A	No	N/A	Yes ³
Pediatrician Office Visit	N/A	No	N/A	No	N/A	No
Specialist Office Visit ¹ Initial visit/Consult and Follow up visits	No	No	Yes	No ²	Yes	Yes ³
PCP Lab Work In Office Preventive, Routine	No	No	N/A	No	N/A	No ⁴
PCP Lab Work In Office Non-Preventive	No	No	N/A	Yes	N/A	Yes
Auto-Approved Services Visit www.primehealthcare.com/EHP for a list of these services	No	No	No	No	No ⁴	No ⁴

1. Specialist Office Visit

Initial consults with Tier 1 specialists require PCP referral, but do not require

authorization or Prime UM review.

No wait for referral or authorization.

2. Tier 1 Prior Authorization Not Required

- Office visits
- Auto-approved services listed here: www.primehealthcare.com/EHP
- US Prevention Task Force preventive screening services listed here: www.uspreventiveservicestaskforce.org/uspsf • Facility-based services provided at a Prime facility

3. Tier 2 Authorization and 1.5 Benefits

If authorization to a Tier 2 provider is approved and 1.5 benefits are applied:

approved within 365 days following the initial approved authorization

- A new authorization is required for follow-up visits after 365 days of initial approved authorization.

4. Tier 2 Lab Work

Lab work at a Prime facility or Prime-contracted LabCorp • Three follow-up visits

location does not require authorization.

All other labs

require authorization.

- All other services require prior authorization for each follow-up visit.
- Benefits may vary. Some locations do not need authorization for Tier 2 PCP visits.

Chart 2. Authorization for Facility Services ■ Required ■ Not Required See other side for PCP and Specialty Services

Facility Services	Prime Owned Hospitals and Facilities			Non-Prime Facilities		
	Physician Order or Prescription	Referral	Authorization	Physician Order or Prescription	Referral	Authorization
Imaging MRI/CT/MRA/PET scan/DEXA Hospital Imaging	Yes	No	No	Yes	Yes	Yes
Inpatient Hospitalization	Yes	No	No	Yes	Yes	Yes ¹
Outpatient Surgery	Yes	No	No	Yes	Yes	Yes
Bariatric Services	Yes	Yes	Yes	Yes	Yes	Yes
Sleep Studies	Yes	Yes	No	Yes	Yes	Yes
Emergency Room Services	N/A	No	No ²	N/A	No	No ²
Urgent Care	N/A	No	No ³	N/A	No	No ³
Labs⁴	Yes	No	No	Yes	Yes	Yes
Auto-Approved Services Visit www.primehealthcare.com/EHP for a list of these services	Yes	No	No	Yes	Yes	Yes

- Inpatient Hospitalization.** Prime UM must be notified, and authorization is required for post-stabilization care and inpatient hospitalization.
- Emergency Department Services.** Services should be provided at a Prime facility whenever possible. At a non-Prime facility Tier 2 rates may apply.
- Urgent Care.** Services should be provided at a Prime facility ER or contracted urgent care facility when possible. At a non-Prime facility Tier 2 rates may apply.
- Labs.** Any lab services should be sent to a Prime facility lab or Prime-contracted LabCorp location.

Customer Service

Topic	Contact Information
PCP Confirm/Change PCP, Non-HIPAA Questions	Prime Customer Service EHP@primehealthcare.com
Referral Status, Urgent Services, Eligibility	Prime Customer Service EHP@primehealthcare.com or 877-234-5227
Tier 1 Provider Contracts and Directory	Provider Contracts EHPprovidercontracts@primehealthcare.com
Prime Authorization Service (PAS) Tool	PAS Team PASLOGIN@Primehealthcare.com
Benefit-related Questions	Benefits EHPbenefits@primehealthcare.com

Urgent Referral Status, Discharge Planning, and Hospital Transfers	Utilization Management EHP@primehealthcare.com or 877-234-5227
Customer Service Issues	Prime Customer Service EHP@primehealthcare.com or 877-234-5227
Appeals	Keenan Customer Service: Phone: 310-533-5755, Fax: 888-773-7218
Member Eligibility, Copay, Co-insurance, Deductible, EOB, Benefits Fax Back	Keenan Customer Service 888-773-7218
Pharmacy Benefit Questions and Appeals	Optum RX Customer Service 866-339-3731 http://www.optumrx.com