

How to Secure Prior Authorization



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

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



SECURE WEB PORTAL

Provider.ArkansasTotalCare.com

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

1-866-282-6280
(TDD/TTY: 711)



FAX

1-833-249-2342

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 [ArkansasTotalCare.com](https://www.arkansasTotalCare.com)

and use the Pre-Auth Needed Tool to check if a specific service or procedure requires prior authorization.

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)
- Urgent/Emergency inpatient admission (within 24 hours of admission)
- Acute Rehabilitation
- Behavioral Health/Substance Abuse inpatient admissions
- 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 for quantitative tests for drugs of 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 radiology services
- Select surgeries
- Sleep studies
- Transplants
- Wound care

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.



**TO REQUEST AN AUTHORIZATION,
LOG INTO OUR SECURE WEB PORTAL**
Provider.ArkansasTotalCare.com