



Prior Authorization Quick Guide

Applicable Products: Commercial/Medicaid/Medicare/Healthy Kids

Authorization Information is also available on www.directprovider.com

Health Services Fax Numbers: North Florida 800-929-5842 & Central/South Florida 800-528-2705

Contact Numbers	
Prior Authorization (Summit & Advantra) 888-853-2629	Prior Authorization (Medicaid, Medicare, Commercial & Individual) 800-447-3725
Customer Service Medicare 800-847-3994	Provider Relations 800-470-3555
Customer Service Commercial 866-847-8235	Pharmacy Management Prior Authorization 866-847-8279
Customer Service Medicaid 800-441-5501	Mental Health & Substance Abuse
	Refer to the back of the member ID Card

Service	Details	Comments
Inpatient Admissions	-Acute Care Hospitals -Acute Rehabilitation Hospitals -Long Term Acute Care Hospital -Skilled Nursing Facilities	Please contact health services via phone at numbers listed above
Observation	-Acute Care Hospitals	Please contact health services via phone at numbers listed above
Hospital Outpatient Services	-All services provided in outpatient hospital setting	Effective 8-1-2011 excludes mammography; colonoscopy; endoscopy; bone density; ileoscopy; sigmoidoscopy; proctosigmoidoscopy; heart catheterization; transvaginal ultrasound
Ambulance	-Transport (Non Emergent) -Air (Non Emergent)	
Durable Medical Equipment (DME)	-Power Mobility Devices -Custom Wheelchairs -Clinitron beds -Liquid Oxygen -Bone Growth Stimulator -Prosthetics & Orthotics	Purchases over \$500 and all rental equipment items except oxygen require authorizations. South Florida Market contact Florida Home Medical Equipment 888-914-2201 or fax 888-914-2202
High Tech Imaging	-CT/CTA/CTTA -MRI/MRA -PET -Nuclear Cardiology -ECHO Stress	National Imaging Associates, Inc 800-447-372 or www.radmd.com
Home Health Services	-All Home Health Services -Including Therapy Services -Home vents -Home Infusion	Statewide contact Univeta 888-914-2201 & Specialty Infusion Services 954-217-6055 excluded Central Florida Please visit directprovider.com for service area details.
Hospice Care		For Commercial Members Only
Drugs	-Replacement -Home/Office	Statewide except Central Florida Market Contact Icore 866-522-2469 or fax 866-522-2478
Mental Health/Substance Abuse Services	-Inpatient -Outpatient	Please refer to the back of the member ID card for the preferred mental health vendor
Pain Management		All Pain Management services require authorization including evaluations
Rehabilitation Therapy	-Physical Therapy -Occupational Therapy -Speech Therapy	South Florida Market please contact SFMSC at 954-791-9391
Sleep Studies		
Transplants	-Evaluations and Transplant	
Wound Care Centers	-Wound Care (Non Emergent) -Wound Care Vacs -Hyberbaric Treatments	
Other Services	-Oral Surgery -Reproductive Endocrinology -Automatic Implantable Cardioverter Defibrillator -Enhanced External Counter Pulsation -Orthotripsy -Laparoscopic Hysterectomy -Manipulation under Anesthesia -Neuropsychology -Spinal Fusion -Uvulopalatopharyngoplasty	
Other Procedures	-Genetic Testing -Cosmetic Surgery -Experimental/Investigational Services -Devices -Drugs -Blepharoplasty -Sclerotherapy for Varicose Veins -Removal of Keloid/Lipomas -Gastric Bypass/Banding -Panniculectomy/Abdominoplasty -Rhinoplasty/Septoplasty	Benefit limitations may still apply please contact customer service to confirm coverage details
Non Participating Providers		Please contact Health Services via phone

COMMERCIAL MEMBERS: If a POS or PPO members do not obtain a prior authorization, the amount covered by Coventry Health Care of Florida may be reduced depending on the member's specific health benefit plan

IMPORTANT: Members should refer to their Summary of Benefits or Evidence/Certificate of Coverage for information regarding their covered health care services.