

additional information, such as medical records or lab results, in order to complete the prior authorization process.

If you have any questions about prior authorization, it is important to contact Northwind Health Plus for more information. Northwind Health Plus can provide you with information about prior authorization and help you understand what services and medications require prior authorization.

### How Prior-Authorization Works

#### CARE MANAGEMENT: Prior-Authorization

Prior authorization (or pre-authorization) is an important part of the Northwind Health Plus plan. Before certain services and treatments can be covered, they must first be authorized by Northwind Health. This means that your doctor or health care provider will need to get prior authorization from Northwind Health before providing the care.

Prior authorization is also known as pre-certification, pre-notification, pre-service review, or pre-authorization. It is important for you to understand that prior authorization does not guarantee that the service will be covered by your Northwind Health Plus plan.

#### When Prior Authorization is Required

Prior authorization is required for certain services and treatments such as:

- Hospital admissions
- Inpatient surgery
- Outpatient surgery
- Magnetic Resonance Imaging (MRI)
- Computed Tomography (CT)
- Radiation Therapy
- Durable Medical Equipment
- Physical, Occupational, and Speech Therapy
- Home Health Care
- Infusion Therapy
- Prosthetics and Orthotics
- Specialty Drugs