

- Services provided in an emergency care setting
- Services provided in an outpatient hospital setting
- Services provided in an urgent care setting
- Services provided in a skilled nursing facility

Tips

If you have any questions about the prior authorization process, Northwind Health recommends that you contact them at least five business days before the scheduled service. This will allow you to receive the necessary authorization in a timely manner.

You can contact Northwind Health by calling their customer service number or sending an email. If you call, make sure to have your health plan identification number handy.

Additionally, if you receive a service without prior authorization, you may be responsible for the full cost of the service. Therefore, if you are unsure about whether a service requires authorization, contact Northwind Health for more information.

In order to make the prior authorization process as easy as possible, Northwind Health has made it possible to submit requests online. You can access this service through the Northwind Health website.

If you would like to make a prior authorization request via mail, you can send the request to:

Northwind Health Prior Authorization Department

PO Box 1234

Anytown, USA 00000

Northwind Health also offers a patient advocacy program to help you with the prior authorization process. This program can provide assistance with filing appeals, finding specialists, and understanding insurance terms.

By understanding the prior authorization process, you can ensure that your services are covered by your Northwind Health plan. If you have any questions about the services that require authorization or about the process itself, contact Northwind Health for more information.

How Prior-Authorization Works

CARE MANAGEMENT: How Prior-Authorization Works

Prior authorization is a process that Northwind Standard uses to help ensure that members receive medically necessary, cost-effective, and appropriate services. With prior