

It is important to note that, in some cases, Northwind Health may require additional information in order to make a decision. Additionally, Northwind Health may deny a request for prior authorization if the service or medication is not medically necessary, or if it is not covered by your plan.

When requesting prior authorization for an out-of-network provider, it is important to keep in mind that the process can take up to several days or even weeks. Therefore, it is important to start the process as soon as possible. Additionally, it is important to remember that you will be responsible for paying for the service or medication if Northwind Health does not approve the request.

If you have any questions about the prior authorization process, or if you need assistance with obtaining prior authorization, you can contact the Northwind Health Customer Service team at any time. They are available 24 hours a day, 7 days a week and will be happy to answer any questions or provide assistance.

Finally, it is important to note that there are some exceptions to the prior authorization process. For example, if you are receiving emergency services, you do not need to obtain prior authorization. Additionally, some services may require precertification rather than prior authorization. If you are unsure whether a service requires prior authorization or precertification, you can contact the Northwind Health Customer Service team for assistance.

In summary, prior authorization is required for out-of-network services that are covered by the Northwind Standard plan. It is important to make sure to contact Northwind Health as soon as possible in order to start the process, and to provide all the necessary information. If you have any questions or need assistance with obtaining prior authorization, the Northwind Health Customer Service team is available 24/7 to help. Additionally, there are some exceptions to the prior authorization process, such as emergency services, which do not require prior authorization.

Exceptions to Prior-Authorization For Out-Of-Network Providers

CARE MANAGEMENT: Exceptions to Prior-Authorization For Out-Of-Network Providers

At Northwind Health, we offer a variety of options for care management and prior authorization of out-of-network providers. We understand that there are circumstances when the care needed is not available through an in-network provider, and so we make exceptions to the prior-authorization requirement.

First and foremost, it's important to note that prior authorization is not required for emergency services. If you find yourself in an emergency situation, you can immediately seek out the care you need without worrying about getting prior authorization.

In addition, prior authorization is not necessary for emergency services provided in a foreign country. This includes both medical and dental services. However, it's important to