

It is also important to understand that prior authorization is not a guarantee of payment. The decision to authorize a service or treatment will be based on the information provided as well as Northwind Health's policies and procedures.

Your doctor or health care provider should contact Northwind Health for prior authorization as soon as possible to avoid any delays in care. You can also contact Northwind Health if you have any questions or need assistance with the prior authorization process.

It is important to understand that prior authorization is a critical part of the Northwind Health Plus plan. By understanding the prior authorization process and following the tips outlined above, you can help ensure that you receive the care you need in a timely and efficient manner.

### **Prior-Authorization for Benefit Coverage**

#### **CARE MANAGEMENT: Prior-Authorization for Benefit Coverage**

The Northwind Health Plus plan includes a care management system that requires prior-authorization for certain services to ensure that the plan is covering only medically necessary care. Prior-authorization is a process used by the insurance company to review a request for a specific service to ensure that it is medically necessary and meets the criteria set by the plan. This process helps to ensure that members are receiving the best care possible and that their benefits are used in the most cost-effective manner.

In order to receive prior-authorization, members must provide their Northwind Health Plus provider with the necessary clinical information regarding their diagnosis and treatment plan. The provider then submits this information to Northwind Health Plus for review. Northwind Health Plus will then contact the provider with the decision on the prior-authorization request.

Prior-authorization is required for certain services, including but not limited to:

- Inpatient Hospitalizations
- Outpatient Surgery
- Durable Medical Equipment
- Certain Imaging Services
- Certain Lab Tests
- Certain Physical and Occupational Therapy Services
- Certain Prescription Drugs
- Certain Home Health Services