

authorization, services must be approved by Northwind Health before you can receive them. This process helps ensure that members receive the right care at the right time.

There are certain services that require prior authorization before the service is rendered. These services can include, but are not limited to, hospital stays, certain laboratory tests, certain imaging services, physical therapy, and durable medical equipment. Northwind Health may also require prior authorization for drugs that are not on the Northwind Standard formulary.

When you or your doctor request a service that requires prior authorization, Northwind Health will review the request. Northwind Health will then decide if the service is medically necessary and covered under Northwind Standard. Northwind Health will notify you and your doctor of the decision within three business days.

If Northwind Health approves the service, you may receive the service without any additional pre-authorization. However, if Northwind Health denies coverage, you may be able to appeal the decision. You can contact Northwind Health by phone or mail to submit an appeal.

Northwind Health may also review claims after the services have been provided. This process is called retrospective review and is used to ensure that the services provided were medically necessary and appropriate. Northwind Health may also use this process to detect fraud and abuse.

When requesting prior authorization, it is important to provide Northwind Health with all the necessary information. This includes a complete medical history and diagnosis, as well as any other relevant information. Northwind Health may also request additional information or tests to make a decision.

When requesting prior authorization, it is important to plan ahead. Northwind Health must receive all the necessary information before the requested service is provided. If Northwind Health does not receive all the necessary information, the prior authorization request may be denied.

When requesting prior authorization, it is also important to check with your doctor to make sure the service is covered under Northwind Standard. Some services may not be covered, even if prior authorization is approved.

Finally, if the service is approved, make sure to keep a copy of the authorization. This will help ensure that you receive the coverage you are entitled to.

Prior authorization can be a complicated process. However, it is important to remember that it is in place to help ensure that members receive the right care at the right time. Northwind Health is committed to helping members make informed decisions about their health care.