



**superior
healthplan.**[™]

Advantage

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Attention:

Prior Authorization Update for Retrospective Authorizations

Superior is committed to delivering cost-effective quality care to our members. We are required to ensure that our members receive treatment that is medically necessary in accordance with current standards of practice. Prior Authorization (PA) is a requirement and a condition of payment for some services as defined in the Superior provider manual.

Effective 11/1/2016, Superior will no longer be accepting requests for retrospective authorizations. Retrospective authorization requests are requests received after a service has been provided. Under Medicare Advantage (HMO SNP) Part C rules, once a service has been rendered without obtaining PA, it is considered to be post-service, even if Superior has not received a claim. As a result, you may submit a request for payment post-service.

Frequently Asked Questions:

How do I determine if a specific treatment requires PA?

- To determine which specific codes require PA, please visit the “Pre-Auth Needed?” tool on the Superior website at <http://www.SuperiorHealthPlan.com/for-providers/pre-auth-needed/>.
- Follow the site directions for using the Pre-Auth tool to determine if PA is required.

How do I request a PA for these services?

- You may submit the PA request utilizing our Secure Web Portal at Provider.SuperiorHealthPlan.com. If you are not currently registered on the Secure Web Portal, you may register through a quick and simple process.
- You may fax the PA request to 1-877-259-6960. The PA fax form can be found on our website at <http://www.SuperiorHealthPlan.com/for-providers/superior-healthplan-advantage/>.
- You may call our Medical Management department at 1-800-218-7508.

What information will I be required to submit with the PA request?

- CPT code
- Diagnosis code
- Requesting provider’s name, Tax ID number and NPI number
- Rendering facility’s name, Tax ID number and NPI number
- Clinical information to support request

If you have any questions please contact your dedicated Account Manager or Provider Services at 1-877-391-5921.

Sincerely,

Provider Services

Superior HealthPlan Advantage

