

Pre-Authorization Requirements by Insurance Company

										Wait times for Auth.	
INSURANCE COMPANY	Contact numbers	PET	MRI/Breast MRI	CT	Bone Density	Biopsy	Ultrasound	Mammography	Special Attention Notes	Called in/on-line	Request faxed
AARP Medicare Complete	800-227-7789	X				X			Auth phone: 800-762-8456 Auth Fax: 866-718-6105	14 days	14 days
Acordia	800-955-7376										
Advance PCS (Health Market's Insurance Center)	888-757-0703								1-19-10 per Janice L. - Nothing requires a pre-auth./No need to call and check with insurance carrier		
Aetna	Benefits: 888-632-3862	X	X	X		X			MedSolutions www.medsolutionsonline.com Auth. Phone: 888-693-3295 Auth. Fax: 888-693-3210	same day	15 days
Alpha: now EBMS	800-824-9789	X	See notes	see notes		X			MRI of Breast / CT & MRI Cardiac Innovative Care Management Auth. Phone: 800-862-3338 Auth. Fax: 503-654-8570	same day	1-2 days
Altrua Health Share	888-244-3839	X	X	X		X			Auth phone & Fax are the same # 888-244-3839	same day	Same Day
Affordable Health Care Options (AHCO)		X	X	X		X					
Ameriben Solutions (Student Insurance Service Center)	800-953-1801	X	X	X		X			Authorization requirements depend on the pt's plan	same day	15 days
Assurant Health (PHCS)	800-743-8463	X	X	X	X	X	X	X	MBI/NWR not contracted with PHCS - need approval for in-network benefit level		
Assure Care	630-759-1311	X	X	X		X				same day	
BCHP	425-259-9899	N/A				X	X	X	Breast related exams only		
Carpenter's Trust	800-552-0635	X	X	X		X			Auth fax: 206-441-5839	only available if medically urgent-24 hours	72 hours
Champ VA	800-733-8387					X			2-26-10 per Dwayne W. from ChampVA no authorization is ever needed for PET/CT Scans		
CHPW Basic Health Healthy Options	BH- HO- 800-440-1561	X	X	X Head & Angiograph		X	X - see notes		Vascular U/S need a referral in place to NW Rads. As of January 1, 2010 Prior- authorization is required for all MRI.	7 days	9 days
Cigna	800-438-3970	X	X	X		X			www.cignaforhep.com Auth Phone: 800-558-4314 Auth Fax: 800-558-4316	24-48 hrs.	24-72 hrs.
Coastal (CAS)	800-870-1831	X	X	X		X			Shoreman's Solutions Auth Phone: 800-410-0699	same day	not available
Crime Victims	800-762-3716	X	X	X	X	X	X	X		same day	not available
Definity Health	Only available on patients card	X	X	X		X					
DSHS	800-562-3022	X	X, breast only			X			www.medifax.com	not available	2-4 weeks
Eberle Vivian (Worker's Comp)	253-854-6323	X	X	X	X	X	X	X		same day	not available
EBMS	406-869-5555	X	X: See Notes	X		X			MRI of Breast / CT & MRI Cardiac Innovative Care Management Auth. Phone: 800-862-3338 Auth. Fax: 503-654-8570	same day	1-2 days
Essence	877-392-3849	Must meet Medicare guidelines X	see notes	see notes	see notes	X	see notes	see notes	If anyone other then the PCP is ordering an all inclusive referral must be in place to that ordering physician.	24-72 hrs.	24-72 hrs.
First Choice	Only available on patients card	X	X	X		X			Authorization requirements depend on the pt's plan		
Fiserv Health: now UMR	800-826-9781	X	X	X		X					
GEHA (First Choice Plan)	800-821-6136	X	X	X		X			www.medsolutionsonline.com MedSolutions: Auth Phone: 888-693-3295 Auth Fax: 888-693-3295	same day	15 days
Great West	800-663-8081	X	X	X		X			www.medsolutionsonline.com MedSolutions Auth Phone: 888-693-3295 Auth Fax: 888-693-3210	same day	15 days
Group Health / GH Medicare	800-289-1363 800-891-9009	X	X	X	X	X			www.onehealthport.com MRI/CT - same day Allow 48 to 72 hrs. for DEXA/ Breast MRI/ PET	same day	5 days
HMA (Healthcare Management Admin)	866-206-7786	X				X			www.accesshma.com Auth Phone: 866-206-7789 Auth Fax: 866-458-7157	PET/CT - 3 days MRI/CT/Bx - Same Day	PET/CT - 3 days Bx - Same Day

Healthcomp	800-442-7247	X	X	X		X			Authorization requirements depend on the pt's plan	48-72 hours	not available
Health Net	Claims of CA: 800-641-7761 Claims of OR: 888-802-7001	X	X	X		X				only available if medically urgent-24 hours	7 days
Humana	866-777-1569	X	X	X		X				only available if medically urgent-24 hours	7 days
ILWU: Coast Wise	800-955-7376					X			1-19-10 per Nimmy M. -Advanced imaging does not require a pre-auth for any plan.		
John Alden: Assurent Health	800-550-0036	X	X	X		X					
KPS Health Plans	360-478-6796	X	X	X		X			www.kpshealthplans.com Auth Phone: 360-478-6796 Auth Fax: 360-405-9180	24-48 hours	24-48 hours
L&I (state claims only)	800-831-5227	X	X – see notes	X – see notes	X	X	X	X	Starting June 1, 2010 – Certain MRI/CT scans will require a pre-auth. Refer to cpt code list.**Initiate through Qualis: 800.541.2894; Obtain authorization # through L&I: 800.848.0811.	1 week	starting August 1, 2010 will not be available
US Dept of Labor - ACS (federal claims)	850-558-1818 866-335-8319	X	X	X	X	X	X	X		same day	Same Day
Lifewise	800-592-6804	X	X	X		X			Starting May 15, 2010 MRI/CT will require authorizations through AIM Auth phone: 866-666-0776 Auth Fax: 800-610-0050	7 days	14 days
Loomis	800-367-3721	X	X	X		X			Innovative Care Management Preauth: 800-862-3338		
Lummi	360-384-2273	X	X	X	X	X	X	X			
Master, Mates, & Pilots	410-850-8500	X	X	X		X				72 hours	not available
Medicare	877-908-8431	X								same day	not available
Medi -CHPW	800-942-0247	X	X	X Head & Angio-graph		X				not available	7 days
Megalife / NASE (Health Market Insurance Center)	800-527-2845 or 888-757-0703	X				X			will only pay up to \$1000.00 per day.		
Molina Basic Health Healthy Options	BH: HO: Ph: 800-869-7185 Fax: 800-767-7188	X	X	X	X	X	X	X	Screening Mammos & xrays do not needed authorization because MBI/NWR not contracted with them. Authorization required for all other exams	72 hours	7 days
Mutual of Omaha NASE / Megalife (Health Market Insurance Center)	800-775-1000 800-527-2845 or 888-757-0703	X				X			Follow Medicare Guidelines		
Nooksack Indian Health	360-966-2106	X	X	X	X	X	X	X			
Nooksack River Casino (Simmit)	888-690-2020	X	X	X		X			Preauth Hines & Associates Auth Phone: 800-944-9401 Auth Fax: 847-741-9659	same day	Same Day
NW Administrators	800-458-3053	X	X	X		X				10 days	
NW Iron Workers (provider line for WPS Inc.)	800-735-7053	X	X: See Notes	X		X			MRI for Breasts extremities - foot, ankle, hands & wrists	not available	30 days
NW Laborers	800-826-2102	X	X: See Notes	X		X			MRI for Breasts extremities - foot, ankle, hands & wrists	not available	30 days
NW Plumbers & Pipefitters (provider line for WPS Inc.)	800-735-7053	X	X: See Notes	X		X			MRI for Breasts extremities - foot, ankle, hands & wrists	not available	30 days
NW Sheetmetal Workers (Rain & Assoc.)	800-872-8979	X	X: See Notes	X		X			MRI for Breasts extremities - foot, ankle, hands & wrists	not available	30 days
ODS	800-852-5195	X	X	X		X				24 hours	not available
Operating Engineers (provider line for WPS Inc.)	800-735-7053	X	X: See Notes	X		X			MRI for Breasts extremities - foot, ankle, hands & wrists	not available	30 days
Pacificare (United Healthcare)	800-542-8789	X	X	X		X				14 days	14 days
Pacific Health Alliance	888-742-3380	X	X	X		X				10-14 days	
Peace Health Worker's Comp (SJH)	425-747-1711	X	X	X	X	X	X	X		same day	Same Day
PHCO	888-298-1574	X	X	X		X			Auth Fax: 509-343-4613	only available if medically urgent-24 hours	2-4 days

Premiera	800-676-2583	X	X	X		X			Using AIM as of May 15, 2010, they require symptoms AND a possible rule out (what provider is looking for)	7 days	14 days
Principal	800-533-5044	X	X	X		X				10-14 days	
Providence	800-878-4445	X	X	X		X			Authorization goes through Providence, NOT AIM		
Railroad Medicare	877-288-7600	X									
Regence BCBS (WA only)	800-676-2583	X	X, mri breast			X			www.onehealthport.com	7 days	
Regence BCBS (non-WA)	800-676-2583	X	X	X		X			www.onehealthport.com	7 days	
Regence Federal	800-972-8382	X	X, mri breast			X			www.onehealthport.com	7 days	
Regence Med-Advantage	800-676-2583								Must meet Medicare guidelines X www.onehealthport.com		
Retail Clerks / Sound Health (Zennith Administrators)	800-426-5980	X	X, mri breast			X					
Secure Horizon (United Healthcare)	866-579-8811	X	X, mri breast			X				14 days	14 days
Sedgwick (Worker's Comp)	Portland: 503-412-3900 Seattle: 206-262-4500	X	X	X	X	X	X	X		same day	Same Day
Sierra Optima	888-274-2207	X	X	X	X	X				7 days	
Sound Health / Retail Clerks (Zennith Administrators)	800-426-5980	X				X					
Summit Admin (SRT Admin)	888-690-2020	X	X	X		X			Preauth Hines & Associates: Ph: 800-944-9401	same day	2 days
Teamsters	800-458-3053	X	X see note	X see note	X, only if dx	X	X see note		MRI Breasts, Any imaging of extremity = ankle, foot, hands & wrists	not available	30 days
Trusteed Plans (TPSC)	800-426-9786	X	X, Breast only			X					
Trans Ocean Products (Western Benefits)	800-277-8579	X	X	X		X				24-48 hours	
Tricare / Triwest	888-874-9378	X	X	X		X				24-48 hrs for Urgent Care	3-7 days
Tricare/Triwest DUTY <i>ACTIVE</i>	888-874-9378	X	X	X	X	X	X	X		3-7 days	
Uniform	800-762-6004	X	X, MRI Breast			X			www.onehealthport.com	not available	24-72 hrs
Veteran's Admin (VA)	800-329-8387 Fee for Service x64545 Randy @ x 71917	X	X	X	X	X	X		Call Randy for Mammos	2 weeks	2 weeks
Washington Baker's Trust	877-206-5391	X	X	X		X					
Washington Employers Trust	888-533-6822	X	X	X		X					
WAUSAU (First Choice Plan) (Georgia Pacific at UMR)	888-459-3013	X	X	X		X			www.medsolutions.com MedSolutions Auth Ph: 888-693-3295 Auth Fax: 888-693-3210		
Whatcom Project Access (WPA)	360-788-6547	X	X	X	X	X	X	X	Patient must present with ID card for service		
WSHIP	800-877-5187	X				X					

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