How to Secure Prior Authorization

Pre-Auth Needed Tool
Use the Pre-Auth Needed Tool on the website to quickly determine if a service or procedure requires prior authorization.

Submit Prior Authorization Requests
If a service requires authorization, submit your request via one of the following ways:

- **Secure Web Portal**
  trilliumohp.com/providers
  This is the preferred and fastest method.
  
  After normal business hours and on holidays, calls are directed to the plan’s 24-hour nurse advice line. Notification of authorization will be returned via phone, fax or web.

- **Phone**
  1-877-600-5472

- **FAX Medical**
  1-844-371-7765

- **Behavioral Health**
  1-877-725-7751

See reverse side for a list of services that require prior authorization.

Please note:
- All out-of-network services require prior authorization except emergency care, out-of-area urgent care and out-of-area dialysis.
- Failure to complete the required authorization or certification may result in a denied claim.
Procedures Requiring Prior Authorization

The following list is not all-inclusive

Out-of-Network Services

All out-of-network (non-par) services and providers require prior authorization, excluding emergency care, out-of-area urgent care, or out-of-area dialysis.

Inpatient Admissions

All elective/scheduled admission notifications requested at least 5 days prior to the scheduled date of admissions including but not limited to:

• Inpatient admission (elective or scheduled)
• Acute Rehabilitation
• Behavioral Health/Substance Abuse
• Long Term Acute Care (LTAC)
• Skilled Nursing Facility (SNF)

Outpatient Procedures/Services/Equipment

• Ambulance: Non emergent
• Behavioral health and substance abuse services
• Clinical trials: Notification
• Cosmetic procedures
• Drug testing for quantitative tests for drugs of abuse
• Durable medical equipment (DME)
• Experimental/investigational services and new technologies
• Gender reassignment services
• Genetic counseling/testing
• Home health services
• Infertility
• Maternity: Notification
• Observation stays greater than 48 hours
• Orthotics/prosthetics
• Outpatient Physical, Occupational and Speech Therapy services
• Pain management
• Radiation therapy
• Select Medicare Part B drugs
• Select radiology services
• Select surgeries
• Sleep studies
• Transplants
• Wound care

Please visit trilliumohp.com/providers

and use the Pre-Auth Needed Tool to check if a specific service or procedure requires prior authorization.

Log in to our secure web portal

trilliumohp.com/providers