



How to Secure Prior Authorization

Phone

1-833-853-0865 (TTY:711)

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

portal.oklahomacompletehealth.com

This is the preferred and fastest method.

Medical Fax

1-833-829-0342

Behavioral Health Fax

Inpatient: 1-833-829-0350

Outpatient: 1-833-982-4240

Medical and Behavioral Health

Phone

Non-Duals Plans: 1-833-853-0865 (TTY:711)

Duals/D-SNP Plans: 1-833-853-0866 (TTY:711)

After normal business hours and on holidays, calls are directed to the plan's 24-hour nurse advice line. Notification of authorization status will be returned via phone, fax, or web.

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

Please visit [wellcareOK.com](https://www.wellcareOK.com)

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

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 or quantitative tests for drug 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

**Log in to our
secure web portal
provider.oklahomacompletehealth.com**