



Friday Health Plans

NOTIFICATION & PREAUTHORIZATION LIST

North Carolina

It is important to verify **Benefits and Eligibility with Friday Health Plans for *all* services**. The Services listed below may be governed by Friday Health Plans Medical Policies, which may impact coverage decisions. **All planned admissions and require preauthorization, all unplanned admission require notification** unless otherwise specified below.

Preauthorization is required **before** the service is provided in non-emergent situations. Retroactive requests will be denied unless there are extenuating circumstances. All pre-authorizations should be requested using Friday Health Plans request form. **Supporting documentation (e.g., notes and lab or radiology findings) should be sent with all preauthorization requests.**

For notification or preauthorization:

Phone: 1-800-465-5500

Medical Fax: 1-888-301-9094

Email: nc-medical@fridayhealthplans.com

<u>SERVICES REQUIRING NOTIFICATION</u>	
SERVICE	COMMENTS
Admissions – all medical and surgical inpatient admissions	Notification is the responsibility of the contracting facility providing the service
Observation Stays resulting from ER visit over 23 hours	Notification is the responsibility of the contracting facility providing the service.
Observations Stays, unanticipated after surgery or other procedure over 23 hours	Notification is the responsibility of the contracting facility providing the service.
OON Network Observation stays or admissions	Notification is the responsibility of the contracting facility providing the service. And will be subject to emergent criteria review.

<u>SERVICES REQUIRING PREAUTHORIZATION</u>		
This list may not be all-inclusive. Services must be provided by participating providers . Please call if you are uncertain whether a referral is necessary, or a provider is participating.		
CATEGORY	SERVICE	COMMENT
Admissions	All planned or scheduled inpatient medical and surgical admissions including acute, rehab, and skilled nursing facility.	
Ambulance or Air Transport	Non-emergent transport or transfer	Generally, not covered
Breast reconstruction	Post- mastectomy for breast cancer and revisions.	Breast reductions also covered with authorization.
Cardiac Procedures	EP studies, ablations cardiac catheterizations.	Diagnostic testing covered another section
Dental	All dental related services	Generally, not covered
DME/ Devices Replacement of devices every 36 months	Durable medical equipment over \$500	Authorization not needed for bilirubin bed for a newborn, cpap supplies, diabetic supplies, oxygen and supplies.

SERVICES REQUIRING PREAUTHORIZATION

This list may not be all-inclusive. Services **must be provided by participating providers**. Please call if you are uncertain whether a referral is necessary, or a provider is participating.

CATEGORY	SERVICE	COMMENT
Diagnostic Procedures (cont'd)	Arteriogram	
	Angiography	
	CT scans	
	Upper Endoscopy	43235, 43236, 43237, 43238, 43239 do not require auth Advanced procedures only. For example dilation, varices banding etc
	MRIs, MRA's	Except Breast MRI
	Myelogram	
	PET or SPECT scans other than Cardiac	
	Sleep studies except home sleep studies	
	MCOT	
	Transesophageal Echocardiogram	
Dialysis	All services	
Genetic testing	All services	
Habilitation therapies	Chiropractic care	Plan year max of 30 visits. Combined therapies No auth required for max limits
	Physical Therapy	
	Occupational Therapy	
	Speech Therapy	
Hematology and Oncology	Cancer treatment including chemo, radiation, stem cell, and surgery	Submit treatment plan as soon as known to facilitate rapid approval of necessary services.
Home Services	Home care	
	Home infusion services	
	Medical foods or enteral nutrition	
	Total parenteral nutrition	
	Private Duty Nursing	
Injections and Infusions	Back injections	ESI, RFA, MBB, Facet
	Medical injectables >\$1000	
	Infusion pumps	
	All infusions	Except saline(IV hydration)
Mental Health/Substance	Electroconvulsive therapy	
	Transcranial Magnetic Stimulation (TMS)	
Ophthalmology	Medical eye condition treatments	Cataracts and Yag laser covered without authorization
Out-of-Network Services	Any service	Generally, not a covered benefit. Only approved if medically necessary AND not available in-network.
Outpatient Services	Any in-office procedure costing >\$1000	Call Friday Health Plans if there are any questions about whether a service requires preauthorization
	Hyperbaric oxygen therapy	
	Infertility services	Diagnostic and treatment of involuntary infertility and artificial insemination. Artificial insemination has lifetime limit of 3 cycles.
	Photodynamic therapy	
Podiatry	All procedures over \$1000 and custom orthotics	
Rehabilitation	Cardiac and Pulmonary	Limited benefit.

Rehabilitation therapies	Chiropractic care	Plan year max of 30 visits. Combined therapies No auth required for max limits
	Physical Therapy	
	Occupational Therapy	
	Speech Therapy	
Transgendered services	All services that require authorization in the other categories	
Transplants	All services including evaluation	