

# Non-Alliance Provider Non-Emergency Healthcare Requiring Preauthorization

The following non-emergency healthcare treatment requests must be approved before care is rendered:

- Inpatient hospital admissions
- Outpatient Surgical or ambulatory surgical services
- Spinal Surgery
- All non-exempted work hardening
- All non-exempted work conditioning
- Physical or occupational therapy except for the first six (6) visits if those six visits were done within the first 2 weeks immediately following date of injury or date of surgery
- Any investigational or experimental service
- All psychological testing, psychotherapy, repeat interviews and biofeedback
- Repeat diagnostic studies greater than \$350
- All durable medical equipment (DME) in excess of \$500
- Chronic pain management and interdisciplinary pain rehabilitation
- Drugs not included in the TDI Division of Workers' Compensation Formulary
- Any treatment or service that exceeds the Official Disability Guidelines

Request one of these treatments by calling 800.482.7276, x6654 or faxing the preauthorization form and supporting clinical documentation to 888.777.8272

If a treatment or service request is denied, we will tell you in writing. This written notice will have information about your right to request a reconsideration or appeal of the denied treatment. It will also tell you about your right to request review by an Independent Review Organization through the Texas Department of Insurance.

