

Provider Memorandum

RE: Prior Authorization Process – DSCC Providers

As we continue our efforts to provide support to our Division of Specialized Care for Children (DSCC) providers, NextLevel Health is diligently working on making the transition to managed care population a smooth transition.

As a reminder, providers are required to submit prior authorization requests to prevent delays and assure continuity of care for our Members. Our Utilization Management team is prepared to receive, process and respond to your prior authorization requests and ensure approval.

Prior authorization submission:

1. Submit online once registered to do so in portal :
<https://nextlevelhealthil.com/es/for-providers/prior-authorizations>

Or

2. Use Online authorization tool to screen authorizations
3. Fax Prior Authorization request

Prior Authorization Request Fax Numbers
844-776-1664 – Inpatient/Outpatient Prior Auth.
844-895-2705 – Inpatient Concurrent Review
844-318-9183 – Behavioral Health
844-303-2643 – Medical Records
833-231-2304 – LTSS Service Plan Requests
800-424-4833 – Imaging / Radiology
844-776-1664 -BioPharmacy Coverage Determination

Please note, **single case agreements are not required for out-of-network providers in order to have claims processed for payment.** If the provider does require a single case agreement, it cannot be processed until an authorization request is submitted.

Please contact your Provider Service Representative if you have any questions. You may also contact the Provider Services Department at 833-275-6547 or via email at provider.services@nlhpartners.com.