



4500 E Cotton Center Blvd • Phoenix, AZ 85040 • Phone (602) 263-3000 • (800) 624-3879  
 Fax (602) 431-7555 • 1-800-217-9345 Web <https://www.mercycareaz.org>

**ACC, ACC-RBHA, ALTCS DD and DCS CHP  
 Prior Authorization Grid**

<b>INPATIENT</b>	
<b>SERVICE DESCRIPTION</b>	
<ul style="list-style-type: none"> <li>• Admissions-Non- Emergent</li> <li>• Inpatient Hospice</li> <li>• Skilled Nursing</li> <li>• Rehabilitation</li> <li>• Behavioral Health Residential</li> <li>• Behavioral Health Inpatient Facility</li> <li>• Therapeutic Foster Care</li> <li>• Substance Use Disorder treatment</li> </ul>	These are services where you must spend the night at a hospital or a hospital-like place to get care. These services require pre-approval
<b>OUTPATIENT SERVICES INCLUDING IN OFFICE</b>	
All Non Contracted Facilities and Providers	Require pre-approval
All Transplant Services	Require pre-approval
Allergy Testing & Allergy Immunotherapy	Does not require pre-approval, however, Allergy testing is not covered for adults over 21 years old, unless member has either sustained an anaphylactic reaction to an unknown allergen or has exhibited such a severe allergic reaction where it is reasonable to assume further exposure to the unknown allergen may result in life-threatening situation. Immunotherapy – Allergy immunotherapy including desensitization treatments administered via subcutaneous injections (allergy shots), sublingual immunotherapy (SLIT) or via other routes of administration, is not covered for persons age 21 years and older.
Dental	Please contact Mercy Care Member Services 602-263-3000 for what requires pre-approval. All authorizations for dental services are done by DentaQuest.
Durable Medical Equipment (DME) and medical supplies	Most DME requires pre-approval.  DME that does not require pre- approval include: <ul style="list-style-type: none"> <li>• Supplies- unless over the allowed quantity</li> <li>• Incontinence products within the benefit limit</li> </ul>
Experimental and Investigational items, non-medical items, convenience items	Require pre-approval
Genetic Testing	Genetic testing requires pre-approval.
Home-based services including hospice	This includes nurses and other people that come to your home to help take care of you or someone in your family.  Some of these services require pre-approval..



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Imaging	<p>Please contact Mercy Care Member Services 602-263-3000 for what requires pre-approval.</p> <ul style="list-style-type: none"> <li>• MRI</li> <li>• MRA</li> <li>• Angiography</li> <li>• PET Scan</li> <li>• Discogram/Myelogram</li> <li>• 3D Imaging</li> <li>• CT Scans</li> </ul> <p>All authorizations for the above services are done by eviCore.</p>
Injectable including Infusions and IV Therapy	Some Injectables require pre-approval.
Nutritional supplements and supplies	Require pre-approval
Orthotics/Prosthetics	Do not require pre-approval, except for Diabetic Shoes and inserts and microchipped prosthetics
Pain Management	Please contact Mercy Care Member Services 602-263-3000 for what requires pre-approval. All authorizations for pain management services are done by eviCore.
Sleep Studies	Do not require pre-approval
Surgical Services	Most Surgical services do not require pre-approval, except for sterilization and hysterectomies
Therapy	Does not require pre-approval unless you are a DDD member. Certain therapy limits will apply, see Member Handbook for more details