

**List of Services Requiring Pre-certification by American Health Holding  
ARKANSAS STATE AND PUBLIC SCHOOL MEMBERS ONLY  
Revised 09/01/2008**

The Employee Benefit Division (EBD) contracted with American Health Holding (AHH), not affiliated with Health Advantage, effective Oct. 1, 2007, for the Arkansas State and Public School employees, to provide utilization management services that include pre-certification, pre-determination and concurrent review.

Prior to rendering any of the following services, providers must obtain an authorization number from American Health Holding (1-800-592-0358). Clinical information will be required before an authorization number will be issued. If you call without the clinical information or further review is required, a reference number will be issued. **The reference is not an authorization number.** Effective June 1, 2008, any service listed below that is provided without a valid authorization by American Health Holding will be denied.

- 1. Acute Inpatient Hospital Admissions** (includes Medical, Surgical, Obstetrics, Mental Health, Substance Abuse)
- 2. Medical Rehabilitation**
- 3. Skilled Nursing Facility (SNF)**
- 4. Hospice inpatient**
  - Does Not Require Pre-certification, but member must be in case management.
- 5. Neuro/Psych Residential Treatment**
- 6. Residential Mental Health/Substance Abuse**
- 7. Outpatient Surgery**
  - Pre-certification is required for the following procedures:
    - 1) Intradiscal Electrothermal Therapy (IDET)
    - 2) Uvulopalatopharyngoplasty (UPPP)
    - 3) Varicose vein excision and ligation
      - Pre-certification required for services in outpatient setting and MD office locations
    - 4) Blepharoplasty and/or brow lift
    - 5) Mastectomy for Gynomastia only
    - 6) Mammoplasty (reduction or augmentation)
    - 7) Septoplasty/Rhinoplasty
    - 8) Ventral hernia repair
    - 9) Scar revision
    - 10) Procedures related to TMJ/TMD (member must be in case management)
- 8. Outpatient Diagnostic**
  - MRI
  - CT
  - MRA
  - PET Scan
- 9. Observation**
  - Observation—does not require pre-certification regardless of the time the patient remains in Observation
- 10. Outpatient chemotherapy**
  - Please notify AHH so the patient may be assigned a case manager.
  - Claims will not be denied for no pre-certification.

- 11. Outpatient Physical Therapy, Occupational Therapy, Speech Therapy**  
(includes these services performed in a physician's office or home setting.)
- 12. Outpatient Mental Health/Substance Abuse**
- 13. Physician Office Mental Health/Substance Abuse**
- 14. Outpatient Pain Management Medication Therapy**
  - Pre-certification required for the pain management narcotic pumps only.
- 15. Enteral Feeds**
- 16. Home Health Care**
- 17. Home Hospice**
- 18. Durable Medical Equipment (DME) & Prosthetics**
  - Pre-certification is required for prosthetics, DME and DME repairs over \$1,000.00.
- 19. If other Commercial Insurance is Primary** (does not apply to Medicare and Workers Comp)
- 20. Transplants**
  - Pre-notification is required for all solid organ and stem cell transplants.
  - All transplants, except kidney and cornea, must be approved by the Health Advantage Transplant Coordinator, regardless of approval from AHH. Please contact Health Advantage at 800-225-1891 in addition to contacting AHH
- 21. Temporomandibular Joint (TMJ/TMD)** Member must be in case management.
- 22. Wound Vacs**
- 23. Benefit Exclusions**
  - AHH will NOT pre-certify the following benefit exclusions:
    - 1) Long Term Acute Care
    - 2) Private Duty Nurse
    - 3) Gastric Bypass
    - 4) Left Ventricular Assist Device
    - 5) Infertility where diagnosis is confirmed