

What to do if your prior authorization is not approved

Sometimes your provider may order a test, treatment or procedure that needs prior authorization. This means Moda Health must review the request before it is covered.

We do this to make sure the care:

- ✓ Follows the latest medical guidelines
- ✓ Is safe
- ✓ Helps avoid extra costs

Why your request **may not** be approved

Here are some common reasons:

- **More information is needed.** Moda Health may ask your provider for details like your health history or past test results.
- **Guidelines suggest trying simpler options first.** Guidelines often say to try things like rest, ice or physical therapy before moving to surgery, imaging or injections.
- **Other tests are needed first.** Sometimes care must follow a certain order. For example, you may need an X-ray or an ultrasound before an MRI or surgery.

! If you get a **denial** letter

If your request is not approved, Moda Health will send you a letter explaining why it was denied. This letter will also list the medical guidelines used.

You can also:

- See these guidelines on our website
- Ask for a copy by calling Healthcare Services at 800-258-2037

Because these letters must meet legal rules, they may be long and hard to read.

Below are your main options:

- **Ask for a peer-to-peer review.** Your provider can talk directly with a Moda Health medical director. This lets them share details and get another review without a formal appeal. To set this up, your provider can call **800-258-2037**.
- **Send more information.** Your provider can fax new medical records to **503-243-5105**. A Moda Health medical director will review the new information.
- **File an appeal.** You can file a first-level appeal if you disagree with the decision:
 - Send a written request within 180 days of your denial letter
 - Use the Complaint and Appeal Form at modahealth.com or call Customer Service to request one
 - Or write your own letter.

Be sure to include:

- Your name and date of birth
- Your Moda Health ID number
- The dates of service

Send your appeal by mail or fax to:

Moda Health, Attention: Appeal Unit
P.O. Box 40384, Portland, OR 97240-0384
Fax: 503-412-4003