



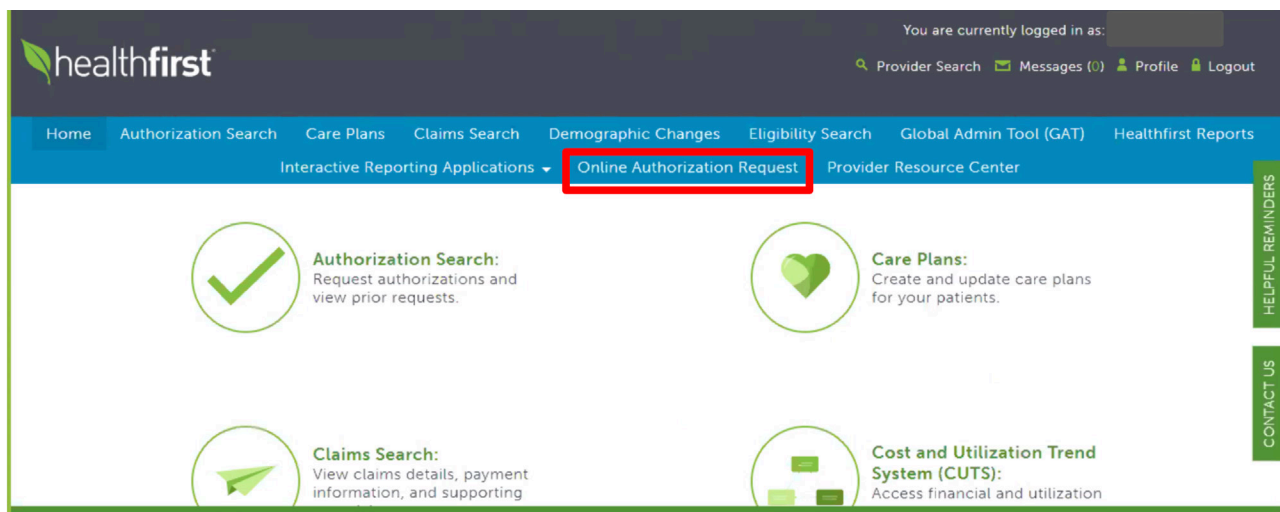
## Online Authorization Tool – Requesting Prior Authorization for Medical Benefit Specialty Drugs

### Which specialty drugs require prior authorization?

Healthfirst requires prior authorization for about 150 drugs that are provided under the medical benefit rather than the pharmacy benefit. Prior-authorization review of these drugs was implemented for dates of service on and after **8/1/2019**. The complete list of drugs requiring prior authorization can be found by logging in to the secure provider portal at [HFproviderportal.org](https://HFproviderportal.org) and clicking on “Provider Resource Center” in the header ribbon navigation bar.

### How do I request prior authorization?

You may submit your Online Authorization Request by logging in to the secure provider portal at [HFproviderportal.org](https://HFproviderportal.org). On the homepage, please select the “Online Authorization Request” tab:



The screenshot shows the Healthfirst provider portal interface. At the top right, it indicates the user is logged in. The navigation bar includes links for Home, Authorization Search, Care Plans, Claims Search, Demographic Changes, Eligibility Search, Global Admin Tool (GAT), and Healthfirst Reports. A dropdown menu for 'Interactive Reporting Applications' is open, with 'Online Authorization Request' highlighted in a red box. Below the navigation bar, there are four main service tiles: 'Authorization Search' (with a checkmark icon), 'Care Plans' (with a heart icon), 'Claims Search' (with a paper plane icon), and 'Cost and Utilization Trend System (CUTS)' (with a bar chart icon). A vertical sidebar on the right contains 'HELPFUL REMINDERS' and 'CONTACT US' buttons.

If you do not have an account, you must create one to access the portal. If you need assistance, please contact Healthfirst Provider Services at **1-888-801-1660**.

# Frequently Asked Questions

## Can I submit expedited requests through the Online Authorization Request tab?

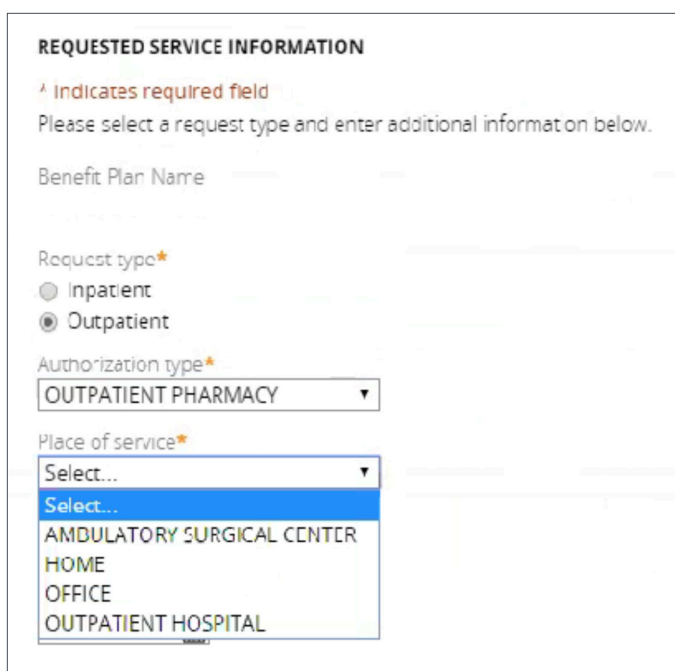
You CANNOT submit expedited requests through the Online Authorization Request tab. If you would like to submit an expedited request, you must call **1-888-394-4327**.



The screenshot shows a progress bar at the top with steps 1 through 9: Member, Request type, Rendering provider, Referring provider, Facility, Details, Prescreen, Documentation, and Review. Step 2, 'Request type', is highlighted. Below the progress bar, there is a section titled 'IS THIS AN EXPEDITED REQUEST?' with a 'Need help? Click here' link. The text explains that Service Authorization Requests are only able to be expedited when a delay would seriously jeopardize the patient's life or health. There are two radio button options: 'YES, this is an expedited request' (selected) and 'NO, this is a standard request'. A large red octagonal 'STOP' sign is centered on the page. Below the sign, a message states: 'THIS REQUEST CANNOT BE SUBMITTED ONLINE. Expedited requests must be submitted by calling Healthfirst at 1-888-394-4327.'

## What information will I need to provide for medical benefit specialty drug requests?

If the request is for one of the medical benefit specialty drugs that require a prior authorization, the authorization type "Outpatient Pharmacy" should be selected. You must select a place of service from the dropdown:



The screenshot shows the 'REQUESTED SERVICE INFORMATION' section of a form. It includes a legend for required fields (marked with an asterisk) and instructions to select a request type and enter additional information. The form fields are: 'Benefit Plan Name' (text input), 'Request type' (radio buttons for 'Inpatient' and 'Outpatient', with 'Outpatient' selected), 'Authorization type' (dropdown menu set to 'OUTPATIENT PHARMACY'), and 'Place of service' (dropdown menu open showing options: 'Select...', 'AMBULATORY SURGICAL CENTER', 'HOME', 'OFFICE', and 'OUTPATIENT HOSPITAL').

# Frequently Asked Questions

In addition to the information required for prior authorization, you will be asked to include a National Drug Code (NDC). A NDC serves as a universal product identifier for drugs and can be found on the medication as a three-segment, 11-digit code. If you are unable to identify this code, **please leave the NDC blank**.

▼ PROCEDURE INFORMATION [Need help? Click here](#)

Enter at least 3 characters to search for procedure by code or description [Add to list](#)

Please select up to 10 procedures. If you have more than 10 procedures, please submit an additional request.

| CODE       | DESCRIPTION                        | REQUESTED UNITS | UNIT TYPE |
|------------|------------------------------------|-----------------|-----------|
| 1<br>J7324 | <p>NDC</p> <p>##### - ### - ##</p> | 3               | Units     |

## How can I check the status of an authorization request?

Click on the "Authorization Search" tab within the Healthfirst Provider Portal or call Provider Services at **1-888-801-1660**.

## Whom should I contact with questions?

If you have any additional questions, please contact Provider Services at **1-888-801-1660**, Monday to Friday, 8:30am–5:30pm.