

HOW TO NAVIGATE A PRIOR AUTHORIZATION WITH CARE TO CARE

To make the process of obtaining prior authorization as trouble-free as possible, please have the following information available before beginning your request:

Identifying material including:

- The exact name of the patient,
- Insurance information and ID numbers
- Name and address of the ordering and rendering providers or facilities

Clinical Information:

- The imaging study(ies) being requested, with current CPT codes,
- The presumptive diagnosis or “rule out” with current ICD-9 codes,
- The patient’s signs and symptoms, listed in some detail, with severity and duration,
- Any treatments that have been tried, including dosage and duration for drugs, and dates for other therapies,
- Any other information that the provider believes will help in evaluating the request; this may include physical exam findings, prior medical history, etc.

If you fax this information, ***please*** send typed or clearly legible handwritten material only.

If we have all this information with the first contact, it is likely that we will be able to process the request without any further effort on your part.

Urgent Cases: If a case is urgent, it should be submitted by **phone** to expedite the process.

*Additional prior authorization and program information about Care-to-Care can be found in the Physician Quick Reference Guide online at <http://www.caretocare.com/resources/provider.html>

Consultation requests can be made to Care to Care via phone, fax or web:

- Phone: 1-888-318-0276
- Fax: 1- 888-717-9660
- Web: <https://cencal.careportal.com>

Care to Care’s call center is open M-F 5:00 AM – 5:00 PM PST.