



UNDERSTANDING PRIOR APPROVALS

It can be difficult for you and your doctor to keep track of what's covered by your medical plan. Your Quantum Health Care Coordinators are here to help.

The preauthorization process helps you confirm whether a service will be covered before you get billed. Make sure to always notify your Care Coordinators of upcoming procedures. They'll gather the necessary information from your doctor and confirm your medical plan coverage with you and your doctor.

SERVICES THAT REQUIRE PREAUTHORIZATION INCLUDE:

- Inpatient hospital admissions
- Surgery (inpatient or outpatient)
- Home healthcare and hospice care
- Skilled nursing facility admissions
- Transplants
- MRI, MRA and PET scans
- Durable medical equipment (DME)
- Oncology care and services
- Outpatient surgeries
- Dialysis
- Partial hospitalization and intensive outpatient for mental health/substance abuse
- Genetic testing
- Specialty medications

If you have a medical service or procedure that may require preauthorization coming up, call your Care Coordinators to confirm your coverage in advance.



GuideStoneHealth.org

(855) 497-1230

(Monday-Friday, 8:30 a.m.-10 p.m. ET)

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