



Prior Authorization

Prior authorization is a means to obtain approval from your health plan before receiving services. Prior authorizations are made by and at the discretion of the health plan. Please refer to the health plan descriptions section of the “It’s Your Choice: Decision Guide” booklet.

Please log on at healthpartners.com/stateofwis and see “Coverage Criteria” for a complete listing of services requiring prior authorization.

When receiving services in the network, your physician will coordinate the authorization process for the services that require prior authorization.

Unless otherwise indicated by your health plan, prior authorization is required for care from any non-plan providers unless it is emergency or urgent care. The request for prior authorization must be in writing. You may contact Member Services at 952-883-5000 or 1-800-883-2177 for assistance with the prior authorization process.