

AUTHORIZATION GUIDELINES FOR CONTRACTED PROVIDERS

These guidelines are for contracted providers only. All services rendered by non-contracted providers require prior authorization.

If you have any questions, please contact VHP Utilization Management Department at **408.885.4647**.

SERVICES THAT DO NOT REQUIRE PRIOR AUTHORIZATION OR REFERRALS

Emergency Services

Please refer member to the nearest emergency room. Our contracted hospitals are El Camino, Lucille Packard, Santa Clara Valley Medical Center, and Stanford.

Routine Care and Self-Referral Services:

- Immunizations and Vaccines
- Travel Vaccines (Walgreens & Safeway Pharmacies)
- Fetal Non-Stress Testing
- Ultrasound/X-Ray
- Hospice Care
- Routine and Diagnostic Mammograms
- Lab Services
- OB/GYN Services (Professional Fees)

SERVICES THAT REQUIRE PRIOR AUTHORIZATION

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| • Acupuncture Services | • Genetic Testing | • Outpatient Procedures |
| • Amniocentesis | • Holter Monitoring | • PET Scan |
| • ASC/ Outpatient Surgery | • Home Health Care | • Physical Therapy |
| • Bone Density (DEXA Scan) | • Hyperbaric Oxygen Treatment | • Prosthetics and Orthotics |
| • CT Scan | • Injections (for non-immunization) | • Psychiatry |
| • Clinical Trials | • Infertility Services | • Psychological Testing |
| • Dialysis | • Infusion Services | • Radiation Therapy |
| • Durable Medical Equipment (DME) | • Inpatient Admissions | • Second Opinions |
| • Echocardiogram
(outside of physician's office) | • MRI Scans or Open MRI Scan | • Specialty Care |
| • Electroconvulsive Therapy (ECT) | • Nerve Conduction Study | • Speech Therapy |
| • Epidural Injection | • Non-Emergency Transport | • Stress Test/Treadmill |
| • Formulas and Enteral Therapy | • Non-Formulary Prescription Drugs | • Transplants |
| | • Occupational Therapy | |

Please use “Admit” section in Valley Express for admissions authorizations. This includes:

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| • Inpatient Admissions | • Skilled Nursing Facilities (SNF) |
| • Maternity Services | • Skilled Nursing Units (SNU) |
| • Outpatient Procedures or Surgery | |

Please use the “Retro” section in Valley Express to submit post-service authorizations.