



IMPERIAL HEALTH PLAN OF THE SOUTHWEST

Dear Network Provider,

Imperial Utilization Management is continually working on ways to improve processes, especially as it relates to authorization requests for service codes that are not listed on the ***Direct Referral Access List/Form***.

If there are urgent requests, please submit them through the EZ NET Provider Portal for expedited processing.

An expedited/urgent request for a determination is a request in which waiting for a decision under the standard time frame could place the member's life, health, or ability to regain maximum function in serious jeopardy.

For example:

- A serious threat to life, limb, or eyesight.
- Worsening impairment of a bodily function that threatens the body's ability to regain maximum function.
- Worsening dysfunction or damage of any bodily organ or part that threatens the body's ability to recover from the dysfunction or damage; or
- Severe pain that cannot be managed without prompt medical care.

Urgent requests need determination within 72 hours. If for some technical reason, the practice does not have access to electronic submission, provider may submit urgent requests to

Fax #: **866-811-0455**.

Standard requests (medical access needs that other than listed above) may be submitted via the portal or via fax number on the precertification/referral form.

The forms can be located on the Health Plan or Medical Groups website as listed below:

• Imperial Health Plan of California • www.imperialhealthplan.com/ca	• Imperial Insurance Companies, Inc. (AZ, NV, NM, TX) • www.imperialhealthplan.com
• HealthCosmos Arizona Medical Group • www.healthcosmosaz.com	• HealthCosmos New Mexico Medical Group • www.healthcosmosnm.com
• HealthCosmos Nevada Medical Group • www.healthcosmosnv.com	• Imperial Health Holdings Medical Group (CA) • www.imperialhealthholdings.com
• LoneStar Medical Group (TX) • www.lonestarmedicalgroup.com	• Imperial Health Plan of the Southwest Exchange (UT) • www.imperialhealthplan.com