

Prior Authorization Provider Process

Select services require prior authorization before the service is provided. The provider should receive a determination before services are rendered.

Turnaround Times:

For services that require prior authorization, Avesis will issue a timely determination within the health plan's established turnaround time. Refer to your provider manual for plan-specific timelines. Approved authorizations are valid based on the determination date.

Before submitting your prior authorization request:

- Use the benefit, plan, or fee schedules in the Avesis Provider Portal to confirm the procedure is covered and determine if authorization is required.
- Review the Avesis Clinical Criteria on Avesis.com or in the Avesis Provider Portal for documentation requirements and guidelines.

Submitting your prior authorization request:

- **Preferred method: Avesis Provider Portal**
 - Log in to the Portal.
 - Select the Prior Authorization tile.
 - Search for the member and confirm the correct member is selected.
 - Complete all required request fields.
 - Attach all required medical documentation.
 - Requests without medical documentation cannot be processed by Avesis.
 - Do not use spaces or special characters in document file names.
 - Submit the request.
 - An on-screen acknowledgement will be displayed with a confirmation reference number.
- **Fax**
 - This option may be available for your plan. Refer to your provider manual for details.
- **Mail**
 - **Vision**



- Submit the Prior Authorization form and all required medical documentation to:
 - Avesis Third Party Administrators, LLC
 - Attn: Eye Care Prior Authorization
 - P.O. Box 38300
 - Phoenix, AZ 85069-8300
- **Dental**
 - Submit a 2024 ADA form with the prior authorization box checked, along with all required medical documentation, to:
 - Avesis Third Party Administrators, LLC
 - Attn: Dental Prior Authorization
 - P.O. Box 38300
 - Phoenix, AZ 85069-8300

Questions concerning prior authorization submission can be directed to ProviderRelations@Avesis.com.