



## Quick Reference Guide

**CHOC Health Alliance Prior Authorization Department**  
**Online Portal: [eznet.rchsd.org](http://eznet.rchsd.org)**  
**Fax: (855) 867-0868**  
**Phone: (800) 387-1103**

**NOTE:** Requests marked as “Urgent” should only be used if the treatment is required to prevent serious deterioration in the member’s health. Requests not meeting this definition will be handled as non-urgent.

<b>DIRECT IN-NETWORK SPECIALIST REFERRALS</b>
In-network specialist Office Visits (Code range 99201-99245) do not require an authorization, notification to CHOC Health Alliance, or a tracking number, <b><u>except as specified below:</u></b>

<b>SPECIALIST SERVICES REQUIRING PRIOR AUTHORIZATION</b>
All hospital based procedures and surgeries
All Dermatology Services (Including consults/E&M Codes)
All Orthopedic Services (Including consults/E&M Codes) – Fracture Care does NOT require a prior authorization.
All Podiatry Services (Including consults/E&M Codes)
Office based procedures (diagnostic testing, minor surgical procedures, etc.)

<b>SERVICES REQUIRING PRIOR AUTHORIZATION</b>	
<b>All Out of Network/Non-Contracted providers</b> (except ER and Family Planning services)	Home Health/Hospice/Palliative Care
All Inpatient Services (except ER and Family Planning services)	Infused Medications
Acupuncture	Injectable Drugs, including chemotherapy, provided in an office or hospital setting
Audiology/Hearing Testing	Medical/Incontinence Supplies
Chiropractic Services	Non-emergency transportation
Durable Medical Equipment (DME)	Nutrition Counseling
Dialysis	Ophthalmology Services/Testing
Electromyography	Orthotics and Prosthetics
Enteral and Parental Nutrition (Formula)	Radiology / Diagnostic Services (Excludes X-Rays & Ultrasounds)
Genetic Testing	Surgical Procedures
Hearing Aids/Cochlear Implants	Therapy Services (Occupational Therapy, Physical Therapy, Speech Therapy)

<b>SERVICES NOT AUTHORIZED BY CHA</b>	
Behavioral Health Services (Including ABA Therapy, Psychiatry, Psychology, etc.) – CalOptima – 1-855-877-3885	Dental Services – Denti-Cal 1-800-322-6384
Pharmacy/Home Self-Injectable – CalOptima – 1-888-587-8088	Vision Services – VSP – 1-800-438-4560