NON-PARTICIPATING PROVIDERS

Authorization Requirements

All out of network services require authorization except outpatient basic laboratory chemistries and basic radiology, emergency and post-stabilization services.

- An authorization request must be submitted prior to services being rendered except for emergency or post-stabilization services.

- Prior authorization forms can be printed from the Magnolia website at www.magnoliahealthplan.com under Provider Resources.

- Failure to obtain authorization may result in an administrative claim denial.

Authorization for non-participating providers may be requested by the following methods only:

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<thead>
<tr>
<th>Method</th>
<th>Information</th>
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<tbody>
<tr>
<td>Fax</td>
<td>1-877-650-6943 (Outpatient)</td>
</tr>
<tr>
<td></td>
<td>1-877-291-8059 (Hospital Inpatient)</td>
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<tr>
<td>Secure Email</td>
<td><a href="mailto:magnoliaauths@centene.com">magnoliaauths@centene.com</a></td>
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<tr>
<td>Phone</td>
<td>1-866-912-6285</td>
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<tr>
<td>Mail</td>
<td>Magnolia Health Plan</td>
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<td></td>
<td>Attention: Prior Authorization Department</td>
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<tr>
<td></td>
<td>111 East Capitol Street Suite 500</td>
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<td></td>
<td>Jackson, MS 39201</td>
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Authorization Requirements for Non-Participating Providers

Effective July 1, 2014, authorization requests from non-participating providers will not be processed unless the request is accompanied by the information below each and every time a request for an authorization for care is submitted and verified:

1. Malpractice Insurance Face Sheet

2. Copy of practitioner's Mississippi medical license or advanced practice nurse or physician assistant license

3. Copy of valid Mississippi Medicaid Identification Number
Authorization Timeframes

Outpatient

- For all pre-scheduled services requiring prior authorization, providers should notify Magnolia fourteen (14) calendar days but no later than five (5) calendar days prior to the requested service date.
- The provider should contact the Utilization Management department via telephone, fax, mail or secure email with the appropriate clinical information to request an authorization.
- Expedited requests can be requested from the Utilization Management department as needed.
- Authorization is required for observation stays for all non-participating providers. The request must be received by Magnolia no later than 24 hours after discharge.

Inpatient

- All hospital inpatient stays require notification via an authorization request within two (2) business days of the admission.
- For pre-scheduled hospital inpatient services, providers should notify Magnolia at least fourteen (14) calendar days but no later than five (5) calendar days prior to the requested service date.
- The provider should contact the Utilization Management department via telephone, fax, mail or secure email with the appropriate clinical information to request an authorization.
- Expedited requests can be requested from the Utilization Management department as needed.
- Prior authorization is NOT required for emergency or urgent care services. Once the member’s emergency medical condition is stabilized, certification for hospital admission or authorization for follow-up care is required as stated above.