

Obtaining authorisation for Major Medical Benefits

You must obtain pre-authorisation from Momentum Health for:

- Hospitalisation
- Day clinic admissions
- Specialised Procedures/Treatment
- MRI or CT scans (must be referred by a specialist)
- All other Major Medical Benefits

Pre-authorisation is provided once benefits have been verified and Scheme Rules and protocols have been applied. If the hospital or doctor obtains the authorisation on your behalf, it is important for you to check if you will need to pay any co-payments as a result of not using a Designated Service Provider, or as a result of any benefit limits or protocols.

Steps to follow to obtain pre-authorisation:

1. Phone the member call centre on **0860 11 78 59**
2. Make a note of the authorisation number
3. Give the authorisation number to your service provider

Information needed when obtaining an authorisation:

- Membership number
- Name and details of the patient
- Reason for hospital admission, procedure/treatment, MRI or CT scan
- Procedure code (CPT), diagnosis code (ICD 10 code) and tariff code (these details are available from your treating doctor)
- Date of admission
- Contact details and practice number of the referring GP and specialist
- Name and practice number of hospital or day clinic

Please note:

If pre-authorisation is required in your first 12 months of joining Momentum Health, a Clinical History Form (Medical Report) may be requested from your treating doctors (GP and Specialist) for your medical history prior to your Momentum Health commencement date. This form needs to be completed by the doctor to ensure that there are no unnecessary delays in the pre-authorisation processes.

Frequently asked questions

Q Can an authorisation number be issued on the day of admission?

A Authorisation must be obtained at least 48 hours before admission, unless it is an emergency situation.

Q What happens if it is an emergency situation?

A You, a family member or friend must contact the member call centre within 72 hours of admission.

Q What if I do not get authorisation in time?

A If authorisation is not obtained, a 30% co-payment will apply on all accounts related to the event and the Scheme would be responsible for 70% of the negotiated tariff, provided authorisation would have been granted according to the rules of the Scheme. In the case of an emergency, you, someone in your family or a friend may obtain authorisation within 72 hours of admittance.

Q What if the length of stay needs to be extended beyond the authorisation period?

A The hospital case manager needs to contact the Momentum Health case manager to update the length of stay.

Q How does authorisation work for child birth?

A Contact the member call centre within 30 days of your due date to obtain authorisation. If your admission date changes, you have 48 hours from the date of admission to notify Momentum Health.