

## Non- Emergency Pre-Authorization Requirement

- Pre-Authorization is required for all Non-Emergency Medical Services
- Medical Provider firsts contacts “Altrua Eligibility” 888-244-3839 to verify the medical need is eligible for Sharing.
- If Eligible, Medical Provider then calls 844-602-3062 to get a pre-authorization for service.
- Once Pre-Authorized, member may receive medical care and receive sharing subject to member guidelines
- Medical Provider then submits the members medical needs to the following address

Altrua Healthshare  
PO Box 247  
Alpharetta, GA 30009  
Payor ID: 07689

**REMEMBER**, Non-Emergency Medical needs that require a pre-authorization during the first 90 days of membership are ineligible for sharing, unless the medical need is for an emergency room related accident, eligible surgery, or life-threatening symptom.

## EMERGENCY Medical Needs:

During the event of an Emergency that “requires” a visit to an emergency room or a hospital, a pre-authorization is not required.

- Have the Hospital contact “Altrua Eligibility” 888-244-3839 to verify medical need is eligible for sharing.
- Hospital submits the members medical needs to the following address

Altrua Healthshare  
PO Box 247  
Alpharetta, GA 30009  
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Altrua HealthShare will review medical records for your emergency room visits in order to assess eligibility for sharing. An emergency is defined as treatment that must be rendered to the patient immediately for the alleviation of the sudden onset of an unforeseen illness or injury that, if not treated, would lead to further disability or death. Treat routine *medical needs* such as colds or flus at an urgent care or primary care physician's office. When you use the emergency room for a routine *medical need*, the cost is typically extravagant, and will not be shared by the *membership*. Use of emergency room for non-urgent medical needs (unless treatment at an emergency room is the only legitimate option because of the severity of the condition and lack of availability of treatment at an alternative facility) is ineligible for sharing

### Emergency room visits for the following *medical needs* are *eligible* for sharing:

Lacerations	Migraines
Infections	Trauma
Severe abdominal pain	Stroke-like symptoms
Injuries or accidents (contusions, concussions, broken bones)	Severe chest pains
Severe back pain	Sudden, unexplained loss of consciousness
Breathing difficulty	Choking
	Major bleeding

**Other medical needs classified by the provider as emergent**