

### **What if I need a specialty not available in the IHP network?**

If you need special services that are not available in the IHP Network, you must complete the following steps for coverage consideration and prior authorization:

1. If you are unable to find the service or specialist in the IHP network, contact the IHP Care Coordination team at 405-951-2504 or toll free at 855-582-3003. The Care Coordination team will need the following:
  - a. The name and specialty of the provider
  - b. The service that is needed
  - c. Documentation for the referring physician supporting the need for the service.  
Acceptable documentation includes notes from the last office visit, history, and physical or referral notes.
2. The care coordinators will contact the IHP Medical Director with the documentation for review
3. The care coordinator will contact the member with the decision.

Out of network services approved under these circumstances will be paid as if they were in-network. Failure to follow the authorization process may result in non-payment.

Emergency services are excluded from this requirement.