



Precertification Requirements for Medical Services

EPO – Teal Plan

EPO Saver – Heritage Plan

Town of Marana
Group # 35929
Effective July 1, 2018

azblue.com



**BlueCross
BlueShield
of Arizona**

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PRECERTIFICATION REQUIREMENTS FOR MEDICAL SERVICES

Precertification is the process Blue Cross Blue Shield of Arizona (BCBSAZ) uses to determine eligibility for certain benefits. This document provides a list of the types of healthcare services per plan and whether or not the services in those plans require precertification before the service is obtained.

BEFORE USING THIS DOCUMENT

- **This document should be used in conjunction with the current Benefit Book for your Plan.** Please review the current Benefit Book for your Plan to determine which benefits are covered BEFORE referring to the list of precertification requirements in this document.
- For the INTRODUCTION TO PRECERTIFICATION REQUIREMENTS FOR MEDICAL SERVICES refer to the current Benefit Book for your Plan.
- If you have questions regarding precertification requirements for your Plan please call the Customer Service number on the back of your BCBSAZ Member ID Card for assistance.

LIST OF PRECERTIFICATION REQUIREMENTS FOR MEDICAL SERVICES

AMBULANCE SERVICES

Precertification: Not required.

BEHAVIORAL AND MENTAL HEALTH SERVICES (including chemical dependency or substance abuse treatment)

1.1 - Inpatient Hospital

Precertification: Required for non-emergency inpatient admissions. You will not be penalized if your network provider fails to obtain precertification.

1.2 - Inpatient Subacute Hospitalization - Behavioral Health Facility Services

Precertification: Required for non-emergency inpatient admissions. You will not be penalized if your network provider fails to obtain precertification.

2 - Behavioral and Mental Health Services (Outpatient Facility and Professional Services)

Precertification: Not required.

3 - Behavioral Therapy Services For The Treatment Of Autism Spectrum Disorder

Precertification: Not required.

CARDIAC AND PULMONARY REHABILITATION – OUTPATIENT SERVICES

Precertification: Not required.

CATARACT SURGERY AND KERATOCONUS

Precertification: Required for non-emergency inpatient admissions. You will not be penalized if your network provider fails to obtain precertification.

CHIROPRACTIC SERVICES

Precertification: Not required.

CLINICAL TRIALS

Precertification: Not Required. Please notify BCBSAZ if you are enrolled in a clinical trial to help us correctly process your claims for covered services associated with clinical trials.

DENTAL SERVICES BENEFIT - MEDICAL

1 - Dental Accident Services

Precertification: Not required.

2 - Dental Services Required for Medical Procedures

Precertification: Required for non-emergency inpatient admissions. You will not be penalized if your network provider fails to obtain precertification.

3 - Medical Services Required for Dental Procedures (Facility and Professional Anesthesia Charges)

Precertification: Required for non-emergency inpatient admissions. You will not be penalized if your network provider fails to obtain precertification.

DURABLE MEDICAL EQUIPMENT (DME), MEDICAL SUPPLIES AND PROSTHETIC APPLIANCES AND ORTHOTICS

Precertification: Not required.

1 - Durable Medical Equipment (DME)

2 - Medical Supplies

3 - Prosthetic Appliances and Orthotics

EDUCATION AND TRAINING

Precertification: Not required.

1 - Diabetes and Asthma Education and Training

2 - Nutritional Counseling and Training

EMERGENCY (PROFESSIONAL AND FACILITY CHARGES)

Precertification: Not required.

EOSINOPHILIC GASTROINTESTINAL DISORDER

Precertification: Not required.

FAMILY PLANNING (CONTRACEPTIVES AND STERILIZATION)

Precertification: Required for non-emergency inpatient admissions. You will not be penalized if your network provider fails to obtain precertification.

HOME HEALTH SERVICES

Precertification: Required for certain medications covered under this benefit. Go to www.azblue.com for a listing of medications that require precertification or call the Customer Service number listed in the front of the Benefit Book. If you fail to obtain precertification for these medications, they will not be covered.

HOSPICE SERVICES

Precertification: Not required for inpatient hospice admissions. Required for non-emergency inpatient admissions not related to hospice services. You will not be penalized if your network provider fails to obtain precertification.

INPATIENT AND OUTPATIENT DETOXIFICATION SERVICES

Precertification: Required for non-emergency inpatient admissions. You will not be penalized if your network provider fails to obtain precertification.

INPATIENT HOSPITAL

Precertification: Required for non-emergency inpatient admissions. You will not be penalized if your network provider fails to obtain precertification.

INPATIENT REHABILITATION – EXTENDED ACTIVE REHABILITATION (EAR) SERVICES AND SKILLED NURSING FACILITY (SNF) SERVICES

Precertification: Required. You will not be penalized if your network provider fails to obtain precertification.

LONG-TERM ACUTE CARE (INPATIENT)

Precertification: Required. You will not be penalized if your network provider fails to obtain precertification.

MATERNITY

Precertification: Not required.

MEDICAL FOODS FOR INHERITED METABOLIC DISORDERS

Precertification: Not required.

NEUROPSYCHOLOGICAL AND COGNITIVE TESTING

Precertification: Not required.

OUTPATIENT SERVICES

Precertification: Certain medications require precertification regardless of where they are administered. Go to www.azblue.com for a listing of medications that require precertification or call the Customer Service number listed in the front of the Benefit Book. If you do not obtain precertification for medications that require precertification, the medications will not be covered.

PHARMACY BENEFIT

Precertification (Prior Authorization): Required for certain medications. Contact the Pharmacy Benefit Customer Service number listed in the front of the Benefit Book for a list of medications that require precertification. The list of medications that require precertification is subject to change at any time without prior notice. If you do not obtain precertification for medications that require precertification, the medications will not be covered.

PHYSICAL THERAPY (PT), OCCUPATIONAL THERAPY (OT), AND SPEECH THERAPY (ST) SERVICES

Precertification: Not required.

PHYSICIAN SERVICES

Precertification: Certain medications require precertification regardless of where they are administered. Go to www.azblue.com for a listing of medications that require precertification or call the Customer Service number listed in the front of the Benefit Book. If you do not obtain precertification for medications that require precertification, the medications will not be covered.

POST-MASTECTOMY SERVICES

Precertification: Required for non-emergency inpatient admissions. You will not be penalized if your network provider fails to obtain precertification.

PREGNANCY, TERMINATION

Precertification: Required for non-emergency inpatient admissions. You will not be penalized if your network provider fails to obtain precertification.

PRESCRIPTION MEDICATIONS FOR THE TREATMENT OF CANCER

Precertification: May be required depending on the medication received. Contact the Pharmacy Benefit Customer Service number listed in the front of the Benefit Book for a list of medications that require precertification.

PREVENTIVE SERVICES

Precertification: Not required.

RECONSTRUCTIVE SURGERY AND SERVICES

Precertification: Required for non-emergency inpatient admissions. You will not be penalized if your network provider fails to obtain precertification.

SPECIALTY MEDICATIONS

Precertification: Required for all specialty medications. If you fail to obtain precertification, these medications will not be covered.

TELEHEALTH SERVICES

Precertification: Not required.

TELEMEDICINE SERVICES

Precertification: Not required.

TRANSPLANTS - ORGAN - TISSUE - BONE MARROW TRANSPLANTS AND STEM CELL PROCEDURES

Precertification: Required prior to any organ, tissue or bone marrow transplant or stem cell procedure. You will not be penalized if your network provider fails to obtain precertification.

TRANSPLANT TRAVEL AND LODGING

Precertification: Not required.

URGENT CARE

Precertification: Not required.

Blue Cross Blue Shield of Arizona (BCBSAZ) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. BCBSAZ provides appropriate free aids and services, such as qualified interpreters and written information in other formats, to people with disabilities to communicate effectively with us. BCBSAZ also provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, call 602-864-4884 for Spanish and 877-475-4799 for all other languages and other aids and services.

If you believe that BCBSAZ has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: BCBSAZ's Civil Rights Coordinator, Attn: Civil Rights Coordinator, Blue Cross Blue Shield of Arizona, P.O. Box 13466, Phoenix, AZ 85002-3466, 602-864-2288, TTY/TDD 602-864-4823, crc@azblue.com. You can file a grievance in person or by mail or email. If you need help filing a grievance BCBSAZ's Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.