







Precertification Requirements for Medical Services

EPO – Teal Plan EPO Saver – Heritage Plan

Town of Marana Group # 35929 Effective July 1, 2018

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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.

Multi-language Interpreter Services

Spanish: Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Blue Cross Blue Shield of Arizona, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 602-864-4884.

Navajo: Díí kwe'é atah nílínigíí Blue Cross Blue Shield of Arizona haada yit'éego bína'ídíłkidgo éí doodago Háida bíjá anilyeedígíí t'áadoo le'é yína'ídíłkidgo beehaz'áanii hólo díí t'áá hazaadk'ehjí háká a'doowołgo bee haz'ą doo bąąh ílínígóó. Ata' halne'ígíí koji' bich'j' hodíilnih 877-475-4799.

Chinese: 如果您,或是您正在協助的對象,有關於插入項目的名稱 Blue Cross Blue Shield of Arizona 方面的問題,您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員,請撥電話 在此插入數字 877-475-4799。

Vietnamese: Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Blue Cross Blue Shield of Arizona quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 877-475-4799.

Arabic:

إن كان لديك أو لدى شخص تساعده أسئلة بخصوص Blue Cross Blue Shield of Arizona، فلديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون اية تكلفة للتحدث مع مترجم اتصل ب. 479-475-877

Tagalog: Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Blue Cross Blue Shield of Arizona, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 877-475-4799.

Korean: 만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Blue Cross Blue Shield of Arizona 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 877-475-4799 로 전화하십시오.

French: Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions à propos de Blue Cross Blue Shield of Arizona, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 877-475-4799.

German: Falls Sie oder jemand, dem Sie helfen, Fragen zum Blue Cross Blue Shield of Arizona haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 877-475-4799 an.

Russian: Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Blue Cross Blue Shield of Arizona, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 877-475-4799.

Japanese: ご本人様、またはお客様の身の回りの方でも、Blue Cross Blue Shield of Arizona についてご質問が ございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はか かりません。通訳とお話される場合、877-475-4799 までお電話ください。

Farsi:

اگر شما، یا کسی که شما به او کمک میکنید ، سوال در مورد Blue Cross Blue Shield of Arizona ، داشته باشید حق این را دارید که کمک و اطلاعات به زبان خود را به طور رایگان دریافت نمایید 479-475-877 [تماس حاصل نمایید.

Assyrian:

ג, גתאס,, ת תב פלציספג במתכניסת תאס, גתאלסבס, בספבג בסא Blue Cross Blue Shield of Arizona במבלתסס, מתאביסבס, משפאג בפבלתאס, מהלאג פער באינוסבס, מקרגות 1979-475-778.

Serbo-Croatian: Ukoliko Vi ili neko kome Vi pomažete ima pitanje o Blue Cross Blue Shield of Arizona, imate pravo da besplatno dobijete pomoć i informacije na Vašem jeziku. Da biste razgovarali sa prevodiocem, nazovite 877-475-4799.

Thai: หากคณ หรอคนทคณกาลงชวยเหลอมคาถามเกยวกบ Blue Cross Blue Shield of Arizona คณมสทธทจะไดรบความชวยเหลอและขอมลในภาษา ของคณไดโดยไมมคาใชจาย พดคยกบลาม โทร 877-475-4799 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.