



# Precertification Requirements for Medical Services

PPO Design – Copper Plan

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[azblue.com](http://azblue.com)



**BlueCross  
BlueShield  
of Arizona**

An Independent Licensee of the Blue Cross and Blue Shield Association

# 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 in-network provider fails to obtain precertification. If your out-of-network provider fails to obtain precertification for a non-emergency admission, you will be responsible for a precertification charge.

#### 1.2 - Inpatient Subacute Hospitalization - Behavioral Health Facility Services

**Precertification:** Required. You will not be penalized if your in-network provider fails to obtain precertification. If your out-of-network provider fails to obtain precertification, you will be responsible for a precertification charge.

#### 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 in-network provider fails to obtain precertification. If your out-of-network provider fails to obtain precertification for a non-emergency admission, you will be responsible for a precertification charge.

### 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 in-network provider fails to obtain precertification. If your out-of-network provider fails to obtain precertification for a non-emergency admission, you will be responsible for a precertification charge.

### **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 in-network provider fails to obtain precertification. If your out-of-network provider fails to obtain precertification for a non-emergency admission, you will be responsible for a precertification charge.

## **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 in-network provider fails to obtain precertification. If your out-of-network provider fails to obtain precertification for a non-emergency admission, you will be responsible for a precertification charge.

## **HOME HEALTH SERVICES**

**Precertification:** Required for certain medications covered under this benefit. Go to [www.azblue.com](http://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 in-network provider fails to obtain precertification. If your out-of-network provider fails to obtain precertification for a non-emergency admission, you will be responsible for a precertification charge.

## **INPATIENT AND OUTPATIENT DETOXIFICATION SERVICES**

**Precertification:** Required for non-emergency inpatient admissions. You will not be penalized if your in-network provider fails to obtain precertification. If your out-of-network provider fails to obtain precertification for a non-emergency admission, you will be responsible for a precertification charge.

## **INPATIENT HOSPITAL**

**Precertification:** Required for non-emergency inpatient admissions. You will not be penalized if your in-network provider fails to obtain precertification. If your out-of-network provider fails to obtain precertification for a non-emergency admission, you will be responsible for a precertification charge.

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

**Precertification:** Required. You will not be penalized if your in-network provider fails to obtain precertification. If your out-of-network provider fails to obtain precertification, you will be responsible for a precertification charge.

## **LONG-TERM ACUTE CARE (INPATIENT)**

**Precertification:** Required. You will not be penalized if your in-network provider fails to obtain precertification. If your out-of-network provider fails to obtain precertification, you will be responsible for a precertification charge.

## **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](http://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:** 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](http://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 in-network provider fails to obtain precertification. If your out-of-network provider fails to obtain precertification for a non-emergency admission, you will be responsible for a precertification charge.

## **PREGNANCY, TERMINATION**

**Precertification:** Required for non-emergency inpatient admissions. You will not be penalized if your in-network provider fails to obtain precertification. If your out-of-network provider fails to obtain precertification for a non-emergency admission, you will be responsible for a precertification charge.

**PRESCRIPTION MEDICATIONS FOR THE TREATMENT OF CANCER**

**Precertification:** 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.

**PREVENTIVE SERVICES**

**Precertification:** Not required.

**RECONSTRUCTIVE SURGERY AND SERVICES**

**Precertification:** Required for non-emergency inpatient admissions. You will not be penalized if your in-network provider fails to obtain precertification. If your out-of-network provider fails to obtain precertification for a non-emergency admission, you will be responsible for a precertification charge.

**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 in-network provider fails to obtain precertification. If your out-of-network provider fails to obtain precertification, you will be responsible for a precertification charge.

**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 nííningíí Blue Cross Blue Shield of Arizona haada yit'éego bína'idítikidgo éí doodago Háida bíjá anilyeedígíí t'áadoo le'é yína'idítikidgo beehaz'áanii hólq díí t'áa hazaadk'ehjí háká a'dooowtgo bee haz'ą doo ąąąh ílínígóó. Ata' halne'ígíí kojí' 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 أية تكلفة. للتحدث مع مترجم اتصل ب 877-475-4799.

**Tagalog:** Kung ikaw, o ang iyong tinutulungan, 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 877-475-4799 [تماس حاصل نمایید].

**Assyrian:**

Blue Cross Blue Shield of Arizona، داشته باشی حق این را دارید که کمک و اطلاعات به زبان خود را به طور رایگان دریافت نمایید 877-475-4799.

**Serbo-Croatian:** Ukoliko Vi ili neko kome Vi pomazete 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:** หากคน หรือคนทอคนกอลงช่วยเหลือคากามเกยวกับ Blue Cross Blue Shield of Arizona คณมสทททจะไดรบความช่วยเหลือและขอมลในภาษา ของคนใดโดยไมมคาคใช้จาย พดคยกับลาม 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](mailto: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>.