

Outpatient Services – Pre-certification (Pre-notification or Pre-authorization)

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| What is pre-certification? | Pre-certification, also referred to as pre-notification or pre-authorization is the process of determining medical necessity and appropriateness of the physician's plan of treatment. | |
| Do all outpatient services need to be pre-certified? | Most employer groups do not require pre-certification for outpatient services, but there may be some who do. | |
| <p>How do you determine which employer group requires pre-certification for BCBSIL members?</p> <p>Providers should call the BCBSIL Interactive Voice Response (IVR): (800) 972-8088</p> <p>Have the following information ready:</p> <ul style="list-style-type: none"> ▪ NPI or Federal Tax ID ▪ Subscriber ID Number ▪ Subscriber Group Number ▪ Patient Date Of Birth ▪ Name of Patient ▪ Type of Service ▪ Place of Treatment | <p>How do you navigate the IVR for pre-certification?</p> <ul style="list-style-type: none"> • Call the IVR (800-972-8088) for pre-certification (pre-notification/pre-authorization). In the following instruction you will be asked for a voice response. • Select type of service: <ul style="list-style-type: none"> ○ Medical (select medical for pre-certification (pre-notification/pre-authorization). ○ Pharmacy ○ Dental ○ Behavioral Health • State: Your NPI • Select type of service: <ul style="list-style-type: none"> ○ Eligibility and benefits ○ Claims ○ Pre-authorization (select pre-authorization for pre-certification (pre-notification/pre-authorization). ○ Other Services • State subscribers identification number • Select type of service: <ul style="list-style-type: none"> ○ Behavioral Health ○ Medical (select medical for pre-certification (pre-notification/pre-authorization) ○ Chemical Dependency • You will automatically be transferred to Customer Care Call Center (CCCC) at BCBSIL. (If the group uses an outside vendor you will be given the vendor number to call. (In cases where the vendor number is an 800 number the call will be automatically transferred). In the following instructions you will be asked to use touch tone keys for your response. <ul style="list-style-type: none"> ○ Press 1 if you are a Health Care Provider <ul style="list-style-type: none"> ○ For Pre-notification for Inpatient services, Coordinated Home Care, Private Duty Nursing - Press 1 ○ For pre-notification of other services - Press 2 ○ For all other services - Press 3 • When you Press 2 for pre-notification of other services, you will be given the following options: <ul style="list-style-type: none"> ○ For Outpatient Surgery, MRIs and CT Scans - Press 1 ○ For Outpatient Therapies - Press 2 ○ For Durable Medical Equipment (DME) - Press 3 ○ For Medical Managed Weight Loss Programs - Press 4 ○ For other Services - Press 5 | |
| How do you determine what services need pre-certification for BlueCard and Labor Fund members? | <p>For BlueCard members call: (800) 676-BLUE(2583)</p> <p>For Labor Fund members call: The phone number listed on the back of the member's ID card</p> | |