To request a medical referral or prior authorization (also known as pre-authorization, pre-certification, pre-determination) from Utilization Management for a member, follow the process below:

1. To determine if a service requires an authorization, use the following online tools:
   a) **www.anthem.com/ca > Menu > Support > Providers > Enter > Answers@Anthem > Tools & References**
      - Prior Authorization List, which also links to Pre-Service Medical Review for Specialty Drugs
      - Medical-Surgical Clinical Data Submission Tools
   b) **www.anthem.com/ca > Menu > Support > Providers > Enter > Medical Policy, Clinical UM Guidelines, and Pre-Cert Requirements**
      - Medical Policies and Clinical UM Guidelines (for Local Plan members)
      - Pre-Certification/Pre-Authorization Requirements (for Local Plan members)
      - Medical Policies and Clinical UM Guidelines (for BlueCard Out-of-Area members)
      - Pre-Certification/Pre-Authorization Requirements (Medical Advantages)
      - *Medicare Advantage Products never require Pre-Existing Condition signoff*

2. To verify a member’s eligibility and benefits:
   a) Use the Availity Portal- **www.availity.com**
   b) Call the customer service number on the back of the member’s ID card

3. To request a prior authorization from Utilization Management:
   a) Fax: 866-815-0839
   b) Call: Phone number on the back of the member’s ID card or
      - 800-274-7767 for Local Plan (Anthem Blue Cross) members
      - 866-470-6244 for National members
      - 800-451-6780 for CalPERS members

Specialty Pharmacy Medical Management (SPMM - medical benefit only): call 866-580-5293 or fax 866-408-7195. To learn more about Specialty Pharmacy Medical Management, go to **www.anthem.com/ca > Menu > Support > Providers > Enter > Plans & Benefits**. In the drop-down menu select Specialty Pharmacy Program. To access Request Forms, scroll to the bottom of this web page, click Anthem Blue Cross Pre-Service Medical Review for Specialty Drugs link, then click the link Pre-Service Medical Review Request Forms.

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