Facilities: MA Precertification Requirements for Admissions

Facilities: failure to precertify an admission or provide notice of emergent inpatient admission results in administrative denial. Facilities and network physicians are required to obtain precertification for specified services for individual and group-sponsored MA members, including an admission to any inpatient facility. For the member to receive maximum benefits, the health plan must authorize or precertify the covered services prior to being rendered. As previously communicated, please notify Anthem Blue Cross and Blue Shield as soon as possible for planned or unplanned inpatient admissions, but no later than within one business day of admission.

Effective May 1, 2015, if a facility does not obtain the required precertification within the specified timeframe, the claim will be administratively denied due to failure to notify Anthem of the admission. The facility will not receive payment for the service. Facilities cannot bill the member for these denied admissions.

If you do not notify us within the required timeframe, you may file an appeal. As part of the appeal, providers must demonstrate that they did notify Anthem or attempted to notify Anthem and that the service is medically necessary.

Please refer to your provider agreement, the Medicare Advantage HMO & PPO Provider Guidebook and the Medicare Advantage Precertification Guidelines found at the Medical Policy, UM Guidelines and Precertification Requirements link on the Anthem provider home page at www.anthem.com/medicareprovider for further information on existing precertification requirements.

To obtain precertification or to verify member eligibility, benefits and account information, please call the telephone number listed on the back of the member’s identification card. Anthem also reminds all providers – network physicians and facilities -- that they cannot bill the member if the services are denied for the failure to obtain a required precertification.

Precertifications for Anthem individual MA members also can be initiated via the Availity web portal at www.Availity.com. To access this new functionality, go to Auths and Referrals/Authorizations from the left navigation menu. Select Anthem Medicare Advantage from the drop down box. You will be directed to the Medicare Advantage Precertification site which includes the precertification submissions and inquiries link and Patient360, which can be found under the Patient Information tab. Providers will find precertification requirements there as well via the Precertification look-up tool.

Please visit www.anthem.com/medicareprovider to learn more about this online provider self-service tool.

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