Precertification Requirements for Medical Services
BluePreferred®

Northern Arizona University
Group #2 (Active) & #3 (Retirees)
Effective January 1, 2019
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.

HEARING SERVICES
Precertification: Not required.

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 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
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.

MEDICINE MEN
Precertification: Not required.

NEUROPSYCHOLOGICAL AND COGNITIVE TESTING
Precertification: Not required.

OUTPATIENT SERVICES
Precertification: Required for certain cellular immunotherapies, gene therapies, genetic testing, high tech radiology, medical oncology, radiation oncology, and medications regardless of where they are administered. If your out-of-network provider fails to obtain precertification for a non-emergency admission, you will be responsible for a precertification charge. 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: 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: Required for certain cellular immunotherapies, gene therapies, and medications regardless of where they are administered. If your out-of-network provider fails to obtain precertification for a non-emergency admission, you will be responsible for a precertification charge. 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 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.

SKILLED NURSING FACILITY (SNF)

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.

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.
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: Díi kwe’é atah nillinígíí Blue Cross Blue Shield of Arizona haada yit’éego bina’idlįįdgo éí doodosgo Háida bįįl aniyeedíí t’aado le’é yiná’idlįįdgo beehaa’azaníí hóól digi t’áa hazaadke’ehj háká a’doowołgo bee haz’á doo bąq bíłįįdgo. Aţa’ halne’ííjí koj’ bich’įį hodilííh 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，您有權利免費使用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 thể 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 تتضمن بخصوص Blue Cross Blue Shield of Arizona الضرورية بلغتك من دون أي تكلفة، للتحدث مع مترجم الاتصال 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 makakuhang 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 Arizona에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 해기하기 위해서는 877-475-4799으로 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。通訳とお話しされる場合、877-475-4799までお電話ください。

Farsi: اگر شما، یا یکی از شما است که به کمک می‌کنید، سوال در مورد اطلاعات به بالای هد فراخوانید 877-475-4799. 

Assyrian: Blue Cross Blue Shield of Arizona بى سى جى کى سى، شى ئى جى ئى جى، بى سى جى، جى بى جى شى جى، جى بى جى، جى بى جى 877-475-4799.

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 prevodiljačem, nazovite 877-475-4799.

Thai: หากคุณ หรือผู้ที่คุณช่วยเหลือต่อมาเกี่ยวกับ Blue Cross Blue Shield of Arizona คุณมีสิทธิ์ได้รับความช่วยเหลือและข้อมูลภาษาของตนเองได้โดยไม่ใช้เงิน โปรดโทรมาที่ 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.