

Make sure you are covered: make the call!

As you are aware, our employee health plans require participants to obtain pre-certification for certain procedures and admissions **before** committing to treatment. Pre-certification is a review conducted by an independent medical management company to determine if a planned service and/or treatment setting is medically necessary, appropriate, and cost effective for our members. The process is intended to help you make informed decisions about your care. When you or your physician pre-certify, a qualified clinician reviews the procedure to:

- Determine the level of benefits available under the circumstances
- Present alternatives that may offer better coverage under the plan
- Discuss guidelines and possible alternatives when appropriate

If your physician recommends that you undergo a course of treatment listed below or in your plan documents, contact the medical management company, Conifer Value-Based Care, or be sure your physician contacts Conifer. Physicians are welcome to assist in the process but members retain final responsibility. Keep in mind that pre-certification is a review of medical necessity and setting for care and is subject to the exclusions, limitations and provisions in the plan documents.

CALL 866-821-7021 TO PRE-CERTIFY ...

Or check that your physician's office pre-certified and has a confirmation number.

OUTPATIENT SERVICES, including the following:

- Speech therapy - beyond 8 visits
- Occupational therapy - beyond 8 visits
- Physical therapy - beyond 8 visits
- Home health care – beyond 8 visits
- Pain treatment (epidural injections only)
- Dialysis (out-of-network only – not participating in Empire's network)
- Chemotherapy
- Infusion therapy
- Genetic testing

SAME-DAY SURGERIES, including the following:

- Cochlear implant
- Cosmetic/reconstructive surgery
- Outpatient transplants
- Optical/Vision procedures
- Carpal tunnel surgery
- Bone/spinal stimulation
- Bariatric, including lap-band, etc.
- Functional endoscopy/nasal surgery

NON-DOMESTIC DIAGNOSTIC TESTING, when not performed at this Hospital. Includes the following:

- MRIs/MRAs
- Nuclear cardiology services
- PET/CAT scans

AIR AMBULANCE, scheduled only

PROSTHETICS, ORTHOTICS AND DURABLE MEDICAL EQUIPMENT

or have your network supplier call.

- Rent, purchase or replace if cost exceeds \$1,500 or rental beyond 3 months
- Breast pumps - beyond 3 months
- Tens Unit

ALL HOSPITAL AND FACILITY

ADMISSIONS*, including medical, surgical, behavioral health, substance abuse, skilled nursing and rehabilitation.

- At least 14 days prior to any planned surgery or admission
- Within 48 hours of an emergency hospital admission, or as soon as reasonably possible
- For illness or injury to newborns

MATERNITY

- Inpatient admission that exceeds 48 hours for a vaginal delivery or 96 hours for a cesarean delivery

HOSPICE

- Inpatient
- Outpatient - beyond 8 visits

If Services are not Pre-Certified

Even though your physician can, and often will, obtain pre-certification for you, the responsibility for obtaining pre-certification for procedures and admissions is yours, the member. **If you do not follow this process, you may be responsible for a penalty of 50% up to \$5,000, plus related charges***. In addition to paying a penalty, no benefits will be paid for an admission or procedure that is not medically necessary. This penalty and benefit reduction also applies to certain same-day surgery and professional services rendered during an inpatient admission.

Tips for Pre-Certifying Services

Have the following information ready when you call:

- Your contact information
- Health Plan I.D. card number
- Name and address of the hospital/facility where you will be receiving care
- Name and telephone number of the prescribing or admitting doctor
- Reason for admission and type of services to be performed

Call 866-821-7021 and listen for the pre-certification option.

(This is the same number listed on the back of your Health Plan ID card.)

Hours of operation are 8:00 AM to 5:00 PM Eastern, Monday to Friday.

On weekends, a nurse will check for messages twice daily.

** The financial penalty for failure to pre-certify falls upon the provider and not the patient for in-network inpatient pre-certification.*

REMEMBER: MAKE SURE YOU ARE COVERED: MAKE THE CALL!