

PRECERTIFICATION LIST

Precertification is the process Blue Cross® Blue Shield® of Arizona (BCBSAZ) uses to determine coverage for some benefits. If a service is not listed below, precertification may not be required, or the service or item may not be a covered benefit.

- Use this list with your current Benefit Book and Summary of Benefits and Coverage (SBC).
- Review the “Description of Benefits” section in your current Benefit Book to determine covered benefits before referring to these precertification requirements. This document is not a list of all covered services.
- Refer to your SBC for applicable precertification charges and benefits that may be denied without precertification.
- Certain medications require precertification and are not covered without it, regardless of where the drug is administered. For other services, you will not be penalized if your network provider fails to obtain precertification. If an out-of-network or noncontracted provider fails to obtain precertification, you will be responsible for a precertification charge or a denial of coverage.
- If you have questions, please call the Customer Service number on the back of your BCBSAZ Member ID Card for assistance.

Precertification is required in the following benefits:

BENEFIT	PRECERTIFICATION
Ambulance Services	Non-emergency services
Behavioral And Mental Health Services (including Chemical Dependency or Substance Abuse Treatment)	Non-emergency inpatient admissions
Cardiac and Pulmonary Rehabilitation^{1, 2}	Outpatient services
Cataract Surgery and Keratoconus³	Certain services and treatments
Cancer Clinical Trials	Certain plans
Dental Services – Medical	Non-emergency inpatient admissions
Durable Medical Equipment (DME), Medical Supplies, and Prosthetic Appliances and Orthotics	Certain DME, home equipment, and specialty items
Eosinophilic Gastrointestinal Disorder	Certain plans
Family Planning (Contraceptives and Sterilization)	Non-emergency inpatient admissions and certain contraceptive devices
Hearing Aids and Services³	Certain plans require for cochlear implants and some associated services
Home Health Services^{2, 4}	Required
Hospice Services	Certain services
Inpatient and Outpatient Detoxification Services	Non-emergency inpatient admissions
Inpatient Hospital	Non-emergency inpatient admissions
Inpatient Rehabilitation – Extended Active Rehabilitation (EAR) Services⁵	All services
Long-Term Acute Care (Inpatient)	All services

BENEFIT	PRECERTIFICATION
Medical Foods for Inherited Metabolic Disorders⁴	Required
Neuropsychological and Cognitive Testing	Certain neuropsychological testing
Outpatient Services	Certain services
Pharmacy Benefit and Specialty Medications⁶	Certain medications
Physical Therapy (PT), Occupational Therapy (OT), and Speech Therapy (ST) Services^{1,2}	In-home therapy services
Physician Services	Certain services
Post-Mastectomy Services	Certain surgeries and prosthetics
Pregnancy, Termination³	Non-emergency inpatient admissions
Prescription Medications for the Treatment of Cancer	Certain medications
Reconstructive Surgery and Services	Certain surgeries and services
Skilled Nursing Facility (SNF)⁵	All services
Transplants – Organ – Tissue – Bone Marrow Transplants and Stem Cell Procedures	All services

¹Some plans include cardiac and pulmonary rehabilitation as part of the PT, OT, and ST benefits.

²Some plans require precertification for benefits after reaching a visit limit.

³Not all plans include coverage for these services.

⁴Some plans only require precertification for certain services or supplies.

⁵Some plans include SNF as part of the inpatient rehabilitation benefit.

⁶For a listing of medications that require precertification, go to www.azblue.com or call the Pharmacy Benefit Customer Service number on your ID card.

NONDISCRIMINATION STATEMENT

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 S.W., Room 509F, HHH Building, Washington, D.C. 20201, (800) 368-1019, TDD (800) 537-7697. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

