

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 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.
- Some inpatient facilities provide different levels of care within the same facility. For example, a single hospital may offer acute inpatient, inpatient rehabilitation, and other inpatient care. If you are moving to a level of care that requires precertification, you will need to have BCBSAZ precertify the new level of care.

Precertification is required for the following **inpatient** benefits:

- o All non-emergency inpatient admissions
- All sub-acute admissions

Precertification is required for the following outpatient benefits:

| BENEFIT | PRECERTIFICATION |
|---|---|
| Ambulance Services | Required for non-emergency services for certain plans |
| Behavioral Health Services (Mental Health Services, Chemical Dependency, or Substance Use Disorder) | Required for certain services |
| Cancer Clinical Trials | Required for certain plans |
| Durable Medical Equipment (DME), Medical Supplies, and Prosthetic Appliances and Orthotics | Required for certain items |
| Eosinophilic Gastrointestinal Disorder | Required |
| Home Health Services | Required |
| Medical Foods for Inherited Metabolic Disorders | Required |
| Outpatient Services | Required for certain services and surgeries |
| Pharmacy and Medications Benefits (Pharmacy Benefit, Specialty Medications, and Medications for the Treatment of Cancer) ¹ | Required for certain medications |
| Physical Therapy, Occupational Therapy, Speech Therapy, Cognitive Therapy, Cardiac and Pulmonary Services | Required for certain services for certain plans |

¹For a listing of medications that require precertification, go to www.azblue.com or call the Pharmacy Benefit Customer Service number on your ID card.

| BENEFIT | PRECERTIFICATION |
|---|---|
| Physician Services | Required for certain services |
| Post-Mastectomy Services | Required for certain services and surgeries |
| Reconstructive Surgery and Services | Required for certain services and surgeries |
| Transplants – Organ – Tissue – Bone Marrow Transplants and Stem Cell Procedures | Required |

If you have questions, please call the Customer Service number on the back of your BCBSAZ Member ID Card for assistance.

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 enable 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 1-877-475-4799 for all other languages and other aids and services.

MULTI-LANGUAGE INTERPRETER SERVICES

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: Díí kwe'é atah nílínigíí Blue Cross Blue Shield of Arizona haada yit'éego bína'ídítkidgo éí doodago Háida bíjá anilyeedígíí t'áadoo le'é yína'ídítkidgo beehaz'áanii hóló díí t'áá hazaadk'ehjí háká a'doowołgo bee haz'á doo bááh ílínígóó. Ata' halne'ígíí kojí' bich'j' hodíilnih 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,您有權利免費以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 thêm 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 تساعده أسئلة بخصوص Blue Cross Blue Shield of Arizona، فلديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون اية تكلفة .للتحدث مع مترجم اتصل ب 479-475-877.

Tagalog: Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Blue Cross Blue Shield of Arizona, may karapatan ka na makakuha 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 Arizona 에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 877-475-4799 로 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。通訳とお話される場合、877-475-4799 までお電話ください。

اگر شما، یا کسی که شما به او کمک موکنید ، سوال در مورد Blue Cross Blue Shield of Arizona ، داشته باشید حق این را دارید که کمک و اطلاعات به زبان خود را به طور رایگان دریافت نمایید 4799-475-877

Assyrian:

ئى ئىسەن، نىز بۇ قۇيەقق رۇسەۋەسى تىمى، ئېمكەرمەن جوشۇئ جەم Blue Cross Blue Shield of Arizona، ئىسمەن ئېمكەرمەن ۋېقەقتە مۇھەرقىقەقتى خوشقەرەن بۇلغىيم. ئۇھەرەرى ئېچى سۆزىگەنى، سۇئا تىمەن بۇل بۇلىپەن، ھىنتىنى 4799-475-4779.

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 prevodiocem, nazovite 877-4799.

Thai: หากคุณ หรือคนที่คุณกาลังช่วยเหลือมีค่าถามเกี่ยวกับ Blue Cross Blue Shield of Arizona คุณมีสิทธิที่จะได้รับความช่วยเหลือและข้อมูลในภาษาของคุณได้โดยไม่มีค่าใช้จ่าย พูดคุยกับล่าม โทร 877-475-4799