

# PROVIDER BULLETIN

## PROVIDER INFORMATION



April 8, 2014

### **Skilled Nursing Facility (SNF) Services – Pre-certification Changes for Subscribers with Commercial Groups**

To help ensure that subscribers receive the appropriate level of care for nursing facility services, Blue Cross and Blue Shield of Minnesota (Blue Cross) is implementing changes to pre-certification and concurrent review protocols effective for admissions on and after June 1, 2014, for SNF services. This applies to all fully insured and self-insured commercial groups.

#### **Definitions**

"Pre-certification" means an advance review of a proposed facility admission or certain services or procedures in order to determine whether the proposed admission, services or procedures meet the medical necessity criteria for payment and to ensure that the subscriber receives the benefits available under their plan.

"Concurrent review" means ongoing review during the subscriber's care, to ensure that it continues to meet established medical criteria and certifies the necessity, appropriateness and quality of services during an inpatient admission.

#### **Benefit information**

Providers are encouraged to use **availity.com** or call BLUELINE at **(651) 662-5200** or **1-800-262-0820** to obtain subscriber benefits prior to beginning services. Pre-certification cannot be entered unless benefits have been verified. Please validate benefits via one of the methods listed above prior to contacting the plan to submit your pre-certification.

#### **Pre-certification requirements**

Providers must obtain pre-certification from Blue Cross before admitting a subscriber. If the admission is emergent or after business hours, the provider must obtain pre-certification within two (2) business days after the admission.

Provider shall obtain pre-certification by calling Blue Cross at **(651) 662-5540** or **1-800-711-9868**. An intake representative will take necessary demographic information and transfer to clinical staff that will be ready to take clinical information to review the stay. Blue Cross will use criteria set forth by McKesson InterQual in conducting a medical necessity review for the admission.

Failure to obtain pre-certification or provide evidence of medical necessity may result in denials as provider or subscriber liability, depending on subscriber contracts.

#### **Concurrent review requirements**

Providers have a contractual obligation, as noted in Chapter 4 of the online Blue Cross Provider Policy and Procedure Manual, available at **providers.bluecrossmn.com**, to adhere to care management programs. At the time of pre-certification, a date will be established to conduct concurrent review.

Concurrent review will include verification of medical necessity based on criteria set forth in McKesson InterQual. Please complete the Inpatient Admission Notification & Pre-Certification Request Form located on the Forms & publications section of [providers.bluecrossmn.com](http://providers.bluecrossmn.com). Fax the completed form to **(651) 662-1004**. A clinician will respond within required regulatory timelines.

Failure to provide evidence of continued medical necessity may result in denials as provider or subscriber liability, depending on subscriber contracts.

**Questions?**

If you have questions, please contact provider services at **(651) 662-5200** or toll free at **1-800-262-0820**.