

# PROVIDER BULLETIN

Provider information



August 5, 2013

## Pre-certification and concurrent review for eating disorder residential services

To help assure that subscribers receive the appropriate level of care for eating disorder residential services, Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross), as done with comparable medical/surgical services, utilizes certain pre-certification and concurrent review protocols. This process is effective October 1, 2013. This pre-certification and concurrent review applies to health services provided to subscribers in fully insured and self-insured benefit plans, including Minnesota Health Care Programs, with the exception of Minnesota Senior Care Plus (MSC+), SecureBlue<sup>SM</sup> (HMO SNP), Platinum Blue<sup>SM</sup> (Cost) and Blue Essentials (HMO-POS) subscribers. Medicare supplement benefit plans are also excluded from review.

### 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 maximum benefits available under the subscriber's plan.

"Concurrent review" means ongoing review during the subscriber's care, to ensure that it meets established medical criteria in a timely manner and certifies the necessity, and the appropriateness, and quality of services during an admission.

### Pre-certification requirements

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

Provider shall obtain pre-certification by calling Blue Cross at **(651) 662-5270** or toll free at **1-800-528-0934**. In conducting admission medical necessity pre-certifications, Blue Cross will use criteria set forth in The McKesson Criteria for mental health.

### 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](http://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 The McKesson Criteria for mental health.

### Questions?

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