

# PROVIDER BULLETIN

Provider information



August 28, 2012

## Pre-authorization change for home health, skilled nursing facility and FEP hospice services

Effective November 1, 2012, Blue Cross and Blue Shield of Minnesota will change the process for requesting pre-authorization for:

- All members with commercial products receiving home health care services
- All members with commercial products receiving skilled nursing facility services
- Federal Employee Program® (FEP) members receiving hospice services

Currently providers call, fax or submit requests by mail. Effective November 1, 2012, all requests for members with commercial products that require home health care, skilled nursing facility services and hospice care (FEP members only) must be submitted by fax or by mail. Telephonic requests will no longer be accepted.

### Additional information

To obtain pre-authorization for home health care or skilled nursing facility services, complete the appropriate Pre-Service Request form located on the Forms & publications section of [providers.bluecrossmn.com](http://providers.bluecrossmn.com). The completed form must be faxed to **(651) 662-1004** or mailed to the address indicated on the form.

FEP contracts require initial and concurrent review of hospice services including pre-certification of inpatient hospice admissions. For FEP hospice services, please fax pertinent clinical information to **(651) 662-1004**.

### Questions?

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