

Quick Points



August 22, 2011

New turnaround time process for urgent pre-certification/pre-authorization requests – revised

The information in this Quick Point replaces Quick Point QP3-11 titled “New turnaround time process for urgent pre-certification/pre-authorization requests” that was issued on February 21, 2011.

Based on requirements of the Department of Labor on July 26, 2011, the notification standard for urgent pre-certification/pre-authorization requests requires that notification be given to the provider as soon as possible, taking into account the medical exigencies, but not later than 72 hours after receipt. A claim involving urgent care is determined by the attending provider.

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) and affiliates will continue to follow compliance timeframes for reviewing urgent pre-certification/pre-authorization request based on U.S. Department of Labor.

Please disregard the information communicated in the previous Quick Point (QP3-11) regarding 24-hour turnaround time. Blue Cross will follow the federal definition of “urgent care” when making its determination.

Urgent Care definition

Under 29 CFR 2560.503-1(m)(1), definition of urgent care expressly states that urgent care is determined by a physician with knowledge of the member’s condition. In the case of urgent pre-certification/pre-authorization requests, that physician would be the attending provider requesting the service. A claim involving urgent care is any claim for medical care or treatment with respect to which the applications of the time periods for making non-urgent care determinations:

- Could seriously jeopardize the life or health of the individual or the ability of the individual to regain maximum function, or
- In the opinion of a physician with knowledge of the claimant’s medical condition, would subject the individual to severe pain that cannot be adequately managed without the care or treatment that is the subject of the claim.

Questions?

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