

Note: This Quick Points was revised on 8/22/11. See OP3R1-11 for the revision.

Quick Points



February 21, 2011

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

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) will adopt new review time lines for urgent pre-certification and pre-authorization requests received on or after March 1, 2011. According to the Patient Protection and Affordable Care Act, Blue Cross and its affiliates must perform a 24-hour turnaround for urgent inpatient and outpatient authorization requests when those requests meet criteria for urgency.

Definition of urgent request

The federal regulations define an urgent request as:

- Requires immediate action to prevent a serious deterioration of a member's health that results from an unforeseen illness or an injury, or
- Could jeopardize the ability of the individual to regain maximum function based upon a prudent layperson's judgment, or
- In the opinion of the treating physician, would subject the individual to severe pain that cannot be adequately managed without the treatment being requested. An urgent condition is a situation that has the potential to become an emergency in the absence of treatment.

Requests not meeting the conditions for an urgent request will be considered non-urgent. Non-urgent requests will be reviewed within the timeframe listed in Minnesota Statute 62M.05 subd.3a (10 business days).

This new review timeline process will apply to health services provided for members in all health plans other than Minnesota Health Care Programs and Medicare Programs.

Questions?

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