

Quick Points



October 5, 2010

Definition of urgent used for pre-certification and prior authorization requests

In preparation for federal health care reform, Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) will adopt the current federal definition used for urgent requests beginning immediately.

Health urgent request definition

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 nonurgent. Both urgent and nonurgent requests will be reviewed and completed within current state and federal timelines (72 hours for urgent and 10 business days for nonurgent requests).

Questions

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