

Medical Referral & Prior Authorization Process

To request a medical referral or prior authorization (also known as pre-authorization, pre-certification, pre-determination) from Utilization Management for a member, follow the process below:

1. To determine if a service requires an authorization, use the following online tools:

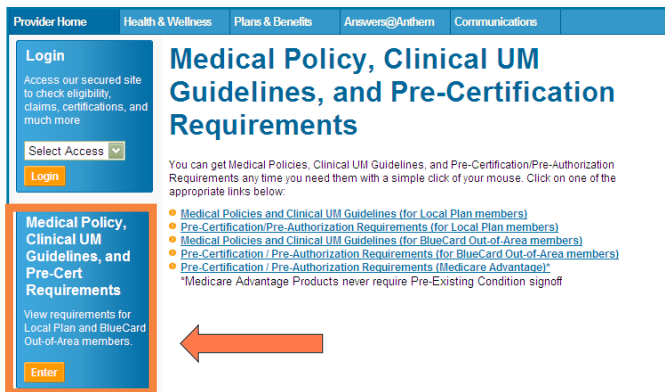
a) www.anthem.com/ca > Providers > Answers@Anthem > Tools & References

- Prior Authorization List, which also links to Pre-Service Medical Review for Specialty Drugs
- Medical-Surgical Clinical Data Submission Tools



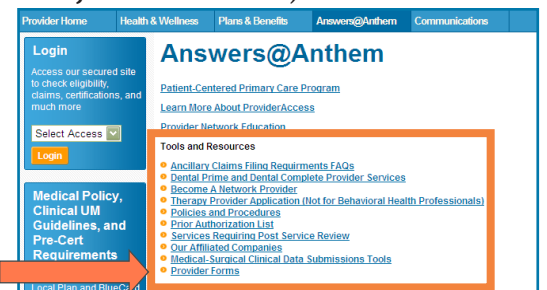
b) www.anthem.com/ca > Providers > Enter > Medical Policy, Clinical UM Guidelines, and Pre-Cert Requirements

- Medical Policies and Clinical UM Guidelines (for Local Plan members)
- Pre-Certification/Pre-Authorization Requirements (for Local Plan members)
- Medical Policies and Clinical UM Guidelines (for BlueCard Out-of-Area members)
- Pre-Certification/Pre-Authorization Requirements (for BlueCard Out-of-Area members)



c) www.anthem.com/ca > Providers > Enter > Answers@Anthem

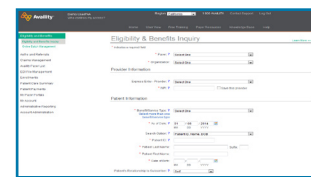
- Utilization Management Case Intake Forms: Medical Pre-Authorization Request



2. To verify a member's eligibility and benefits:

a) Use the Availity Web Portal- www.availity.com

b) Call the customer service number on the back of the member's ID card



3. To request a prior authorization from Utilization Management:

a) Fax: **866-815-0839**

b) Call: Phone number on the back of the member's ID card or

- **800-274-7767** for Local Plan (Anthem Blue Cross) members
- **866-470-6244** for National members
- **800-451-6780** for CalPERS members

Specialty Pharmacy Medical Management (SPMM - medical benefit only): call **866-580-5293** or fax **866-408-7195**. To learn more about Specialty Pharmacy Medical Management, go to www.anthem.com/ca > Providers > Enter > Plans & Benefits. In the drop-down menu select *Specialty Pharmacy Program*. To access **Request Forms**, scroll to the bottom of this web page, click **Anthem Blue Cross Pre-Service Medical Review for Specialty Drugs** link, then click the link **Pre-Service Medical Review Request Forms**.