

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



Answers@Anthem Patient-Centered Primary Care Program Learn More About ProviderAccess Provider Hetwork Education

Ancillary Claims Filing Requirments FAQs Dental Prime and Dental Complete Provid Become A Network Provider

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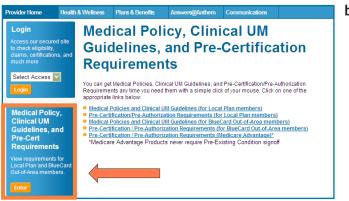
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Therapy Provider Applica Policies and Procedures Prior Authorization List

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- 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)

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• 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 <u>only</u>): <u>call</u> 866-580-5293 or <u>fax</u> 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.