Eligibility and Benefits
Eligibility and benefits can be verified by accessing the BCBSGa web site www.bcbsga.com or by calling Customer Care 1-800-241-7475, Monday through Friday, 7 A.M. to 7 P.M. Service pre-certification is based on member’s benefit plan/eligibility at the time the service is reviewed/approved. Benefit plans vary widely and are subject to change based on the contract effective dates. The provider is responsible for verification of member eligibility and covered benefits. Except in the case of an emergency, failure to obtain pre-certification prior to rendering the designated services listed below will result in denial of reimbursement.

Outpatient Diagnostic Imaging Procedures – American Imaging Management (AIM)
For All Lines of Business except Emergencies, the following procedures must be pre-certified through American Imaging Management by calling 1-866-714-1103 (Mon – Fri, 8 am – 5 pm ET) or on the AIM Web site by accessing the provider portal through www.americanimaging.net after eligibility and benefits have been verified with BCBSGa/BCBSHP.
NOTE: During Observation only for CT Scans, CTA, Echocardiography (Pre-notification and clinical information required), MRA, MRI, Nuclear Cardiology and PET Scans please call BCBSGA for approval.

- CT Scan
- MRI
- MRA
- CTA
- Nuclear Cardiology
- PET Scan
- Echocardiography (Pre-notification and clinical information required)

HMO, POS, Blue Direct HMO and Blue Open Access

Institutional Admissions Requiring Pre-certification
- Acute Inpatient (Including Transplants)
- Sub-acute Inpatient (Skilled Nursing and Long Term Care)
- Inpatient Rehabilitation
- Out-of-network/out-of-area non-emergency services
- Mental health and substance abuse services - Call 1-800-292-2879 or fax 1-866-737-8503

NOTE: For urgent / emergent admissions all facilities must notify BCBSGA within 24 hours or the next business day.

Outpatient Services Requiring Pre-certification
- Gastric Obesity Surgery
- Home Health Skilled Nursing
- Mental Health and Substance Abuse Services, including Partial Hospitalization and Intensive Outpatient – Call 1-800-292-2879 or fax 1-866-737-8503
- Orthognathic/TMJ
- Radiology – See Outpatient Diagnostic Imaging section above.
- Reconstructive Surgery
- Sleep Studies
- Spine Surgery Lumbar- Laminectomy and Fusion
- Transplant Evaluations – Call 1-800-824-0581
- UPPP

Service Coverage
HMO – Services listed above require pre-certification and will be denied if rendered without the appropriate pre-certification regardless of whether rendered in or out-of-network. HMO members do not have benefits for non-emergency services rendered outside of the network without obtaining an authorization.

POS – Services listed above require pre-certification and will be denied if rendered without the appropriate pre-certification regardless of whether rendered in or out-of-network. Providers must have a referral for in-network benefit payment except for Blue Direct specialists performing services that no longer require pre-certification. If there is no referral or the member self-referred, the out-of-network benefit level will be paid.

12/09/09
Indemnity (PAR) and Preferred Provider Organization (PPO)

Institutional Admissions Requiring Pre-certification -
- Acute Inpatient (Including Transplants)
- Sub-acute Inpatient (Skilled Nursing and Long Term Care)

NOTE: For urgent / emergent admissions all facilities must notify BCBSGA within 24 hours or the next business day.

Outpatient Services Requiring Pre-certification
- Gastric Obesity Surgery
- Home Health Skilled Nursing
- Mental Health and Substance Abuse Services: All levels of care Call 1-800-292-2879
- Orthognathic/TMJ
- Inpatient Rehabilitation
- Mental health and substance abuse services – Call 1-800-292-2879
- Inpatient Rehabilitation

Outpatient Services Requiring Pre-certification
- Inpatient Rehabilitation
- Mental health and substance abuse services – Call 1-800-292-2879

NOTE: During Observation only for CT Scans, CTA, Echocardiography (Pre-notification and clinical information required), MRA, MRI, Nuclear Cardiology and PET Scans please call BCBSGA for approval.
- Mental Health and Substance Abuse Services: All levels of care Call 1-800-292-2879
- Orthognathic/TMJ
- Reconstructive Surgery
- Sleep Studies
- Spine Surgery Lumbar - Laminectomy and Fusion
- Transplant Evaluations - Call 1-800-824-0581
- UPPP

Pre-certification/ Pre-notification Process for BSBSGA
- Submit all required clinical information 15 calendar days before the proposed procedure when possible. A minimum time frame of three business days is required to complete a thorough clinical analysis. A pre-certification number will be provided to you once all clinical information has been received and reviewed.
- Institutional Admissions – All facilities must notify us within 24 hours or the next business day (whichever is earlier) after admission.

Contact Numbers:
American Imaging Management (for CT Scans, CTA, Echocardiography (effective 09/01/09), MRA, MRI, Nuclear Cardiology and PET Scans) 1-866-714-1103 or through the provider portal available on www.americanimaging.net

Mental Health and Substance Abuse Services .................................................. 1-800-292-2879………. Fax 866-737-8503

Transplant Evaluations - Call 1-800-824-0581

Pre-certification requests can be submitted as follows:
Routine Requests
Fax.................................1-877-254-4971 (PAR/PPO) ..........404-842-8390 or 1-888-246-0226 (HMO/POS)
Phone..................................1-800-722-6614
Emergent / Urgent Phone ...............1-800-722-6614

Pharmacy Pre-certification - For Details on Pharmacy Precertification Requirements, please visit our pharmacy web site at www.bcbsga.com.
Click “Providers” and then click “Pre-Service Medical Benefit Review for Specialty Drugs” on the left side of the page.