



Precertification

Key To Your Good Health

You can help make sure you and your family get quality health care when and where you need it. Meritain Health's[®] Medical Management Program is designed to ensure that you and your eligible dependents receive the right health care while avoiding unnecessary costs.

It's easy to precertify

Your provider will often handle your precertification, but as an active participant in your health care, you can call us to begin the process. To precertify care, you'll need to call the phone number on your ID card and provide information about the patient, the provider and the procedure. A special Medical Management team will then review your treatment plan. Your team will help make sure you're getting the right care, in the right setting for the right length of time.

You may need to call to precertify the following:

- At least 48 hours prior to elective or non-emergency admission to a hospital
- Within 48 hours following, or the next business day after, an emergency admission to a hospital
- At least 48 hours prior to having certain elective surgeries performed an outpatient facility or physician's office as specified in your plan booklet



Or when you need to obtain:

- Home health care, hyperbaric oxygen, dialysis
- Oncology and transplants:
 - Chemotherapy and radiation
 - All related injections, infusions and treatments (e.g., CAR-T, endocrine and immunotherapy)
- Certain diagnostic procedures specified in your plan booklet and genetic testing
- The following durable medical equipment: electric/motorized scooters or wheelchairs; pneumatic compression devices



You can verify the services that require precertification in your health plan booklet. You can also call Customer Service using the number on the back of your ID card.

It's important to remember that if we do not receive your precertification, you may have extra financial responsibility for your health care services.

You have a right to appeal

If you or your doctor aren't satisfied with the decision of the Medical Management team, you have a right to appeal this outcome. You can find steps for the appeal process in your health plan booklet.

This material is being provided as an informational tool. It is recommended that plans consult with their own experts or counsel to review all applicable federal and state legal requirements that may apply to their group health plan. By providing this publication and any attachments, Meritain Health is not exercising discretionary authority over the plan and is not assuming a plan fiduciary role, nor is Meritain Health providing legal advice.



We are Meritain Health

As Advocates for Healthier Living, we provide easy-to-use health care benefits you can use to live well. We also take steps to help you save on the cost of your care. Contact us at the number on your ID card if you have any questions about your plan.

