



The following FAQs apply only to non-oncology provider-administered drugs. For information concerning precertification of oncology drugs and treatment plans, choose "Select Programs" under Provider Resources and then "Oncology Select Program."

<p>1. Why are precertifications required?</p>	<p>Blue Cross implemented required precertifications for Provider-Administered drugs because they provide:</p> <ul style="list-style-type: none"> • More consistent application of medical policy requirements to identify inappropriate use, inappropriate dosing, safety concerns or other coverage issues before the drug is administered. • Improved member safety, less waste and reduced costs associated with inappropriate therapy. • Earlier notification of coverage issues, which assists in delivering superior customer service and meeting high standards of accreditation.
<p>2. Does precertification apply if I buy and bill?</p>	<p>Yes. Precertification must be obtained whether the drug is accessed through a specialty pharmacy or via buy and bill.</p>
<p>3. Who reviews the precertification requests and provides authorization?</p>	<p>Precertification reviews for Provider-Administered drugs are performed by Prime Medical Drug Review for non-oncology drugs. The complete list of drugs requiring a precertification and their policies can be found at AlabamaBlue.com/pharmacy under "Provider-Administered Drug Policies and Forms."</p>
<p>4. If my patient is already receiving a Provider-Administered medication, do I have to request a precertification?</p>	<p>Yes. Provider-Administered drug precertification is required for existing users as well as new starts.</p>
<p>5. How do I submit a request for a precertification?</p>	<p>The preferred method for submission is to access CoverMyMeds® through the link in <i>ProviderAccess</i> Eligibility and Benefits on our website, AlabamaBlue.com. See "How to Initiate a Provider-Administered Drug Precertification." See the "Contact Information" below for fax and mail information.</p>
<p>6. Why is submission through the online portal preferred?</p>	<p>The online portal is designed to obtain all information necessary for review on initial submission, reducing any back and forth requests for additional information from your office. It was designed to streamline the request process by taking the user directly to CoverMyMeds after member eligibility is verified through our portal.</p>

<p>7. What if no precertification is requested or my precertification request is denied and the claim is submitted?</p>	<p>The claim will be denied for lack of precertification.</p>
<p>8. What do I do if my precertification is denied?</p>	<p>Peer-to-peer consultations are available as well as an appeals process.</p>
<p>9. How do I initiate a peer-to-peer consultation?</p>	<p>Providers can request a peer-to-peer review by calling the number listed on the denial letter within 10 days of receipt of an adverse benefit determination. Providers will be contacted within one business day to schedule the consultation. For additional appeal options, see our provider website, AlabamaBlue.com/providers, and select "Provider Appeals" under the Guidelines and Policies heading.</p>
<p>10. Will post-service reviews be maintained?</p>	<p>Effective April 1, 2016, post-service reviews are no longer available for these drugs.</p>
<p>11. How long will it take to process my precertification request?</p>	<p>Once all information is received, standard precertification requests are generally processed within three to four days.</p>

If CoverMyMeds is not used, precertifications can be sent to:

Prime Therapeutics Medical Drug Review
 Fax: 877-239-9284
 Medical Drug Review Department
 Post Office Box 690789
 Orlando, FL 32819

CoverMyMeds is available to Blue Cross and Blue Shield of Alabama through Prime Therapeutics, an independent company providing pharmacy benefit management services. CoverMyMeds is an independent company that provides electronic solutions for drug prior authorizations.