

## Advance Benefit Determination

### ***Help Your Federal Employee Program Patients Avoid Needless Expense***

It's unfortunate when your patient, our member, learns after the fact that a certain service or procedure is not covered. Too often, a patient is left holding the bill when they did not realize their care was not covered and their provider is not liable. However, there is a solution for your Federal Employee Program (FEP®) patients.

#### **Advance Benefit Determination Option**

As a preferred provider, you can help your FEP patients avoid unexpected expenses for **non-urgent** services, procedures or durable medical equipment (DME) prior to delivery by requesting an ***advance benefit determination***.

Some examples of services eligible for advance benefit determination review include:

- Surgical procedures
- DME
- Any other high-dollar outpatient procedures

Advance benefit determination requests will be reviewed along with their related medical records by our medical management staff to ensure that an appropriate clinical decision is made. We will notify you of our decision within 48 hours. If approved, you will receive a written guarantee that benefits will be provided for the service, procedure or DME when your FEP patient's claim is later filed for the associated expenses.

#### **How to Submit an Advance Benefit Determination Request**

To request an advance benefit determination for a **non-urgent** service, procedure or DME for which the contract does not require precertification or prior approval, please fax your request and all necessary medical and member information (i.e., procedure, diagnosis codes and supporting documentation) to 1-866-441-1569.

**Note:** Any request for medical care or treatment that is related to the treatment of a serious or life-threatening condition must not be handled as an advance benefit determination. Instead, it must be handled as an urgent care claim.

Thank you for remembering the advance benefit determination option for your FEP patients when it's appropriate. If you have any questions, please contact us 1-800-333-2222.