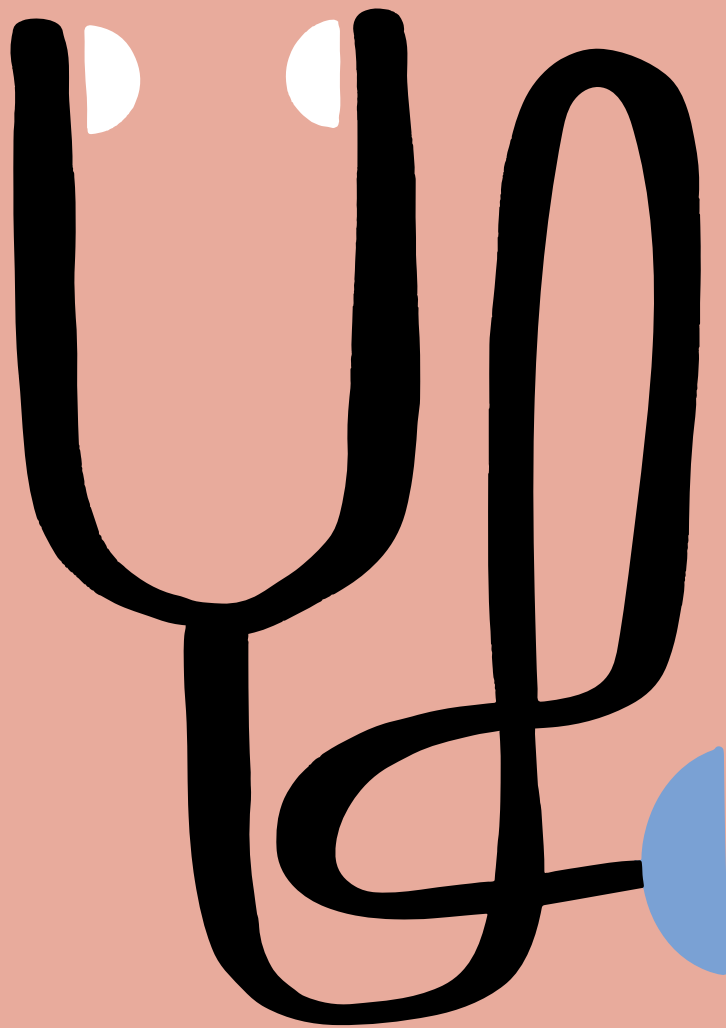


Precertification and Preauthorization



Precertification and Preauthorization

Precertification and preauthorization (also known as “prior authorization”) means that approval is required from your health plan before you receive certain health tests or services. This process helps to ensure that you’re getting the right care in the right setting. To avoid unexpected costs, it’s important that approval is received before you get these services.

Services that require precertification

All Inpatient Admissions

- Acute
- Long-Term Acute Care
- Hospice Care
- Rehabilitation
- Mental Health / Substance Use Disorder
- Transplant
- Skilled Nursing Facility
- Residential Treatment Facility
- Obstetric – Prenotification only (precertification only required if days exceed Federal mandate)

SurgeryPlus Services – services must be approved by, and rendered by SurgeryPlus

Your provider can call Accolade Provider Services to confirm SurgeryPlus requirements and need for precertification. The Provider Services phone number can be found on your medical ID card.

- Bariatric
 - Gastric Bypass
 - Sleeve Gastrectomy
- Joint replacement
 - Ankle
 - Elbow
 - Hip
 - Knee
 - Shoulder
- Wrist
- Spine
 - Artificial Disk Replacement
 - Cervical Disk Fusion
 - Laminectomy
 - Laminotomy
 - Lumbar Interbody Fusion
 - 360 Spinal Fusion

Outpatient and Physician – Surgery

For bariatric, joint replacement and spine surgeries not part of the SurgeryPlus Services COE program, precertification is required.

- Thyroidectomy, Partial or Complete
- Prostate or Ovary Removal – include Open Prostatectomy / Oophorectomy
- Back Surgeries and hardware related to surgery
- Osteochondral Allograft, knee
- Hysterectomy (including prophylactic)
- Autologous chondrocyte implantation, Carticel
- Transplant (excluding cornea)
- Balloon sinuplasty
- Sleep apnea related surgeries, limited to:
 - Radiofrequency ablation (Coblation, Somnoplasty)
 - Uvulopalatopharyngoplasty (UPPP) (including laser-assisted procedures)
- Potentially Cosmetic Procedures, including but not



limited to:

- Abdominoplasty
- Blepharoplasty
- Cervicoplasty (neck lift)
- Facial skin lesions (Photo therapy, laser therapy – excluding MOHS)
- Hernia repair, abdominal and incisional (only when associated with a cosmetic procedure)
- IDET (thermal intradiscal procedures)
- Liposuction/lipectomy
- Mammoplasty, augmentation and reduction (including removal of implant)
- Mastectomy (including gynecomastia and prophylactic)
- Morbid obesity procedures
- Orthognathic procedures (e.g. Genioplasty, LeFort osteotomy, Mandibular ORIF, TMJ)
- Otoplasty
- Panniculectomy
- Rhinoplasty
- Rhytidectomy
- Scar revisions
- Septoplasty
- Varicose vein surgery/sclerotherapy

Outpatient and Physician – Diagnostic Services

- MRI
- MRA
- PET
- Capsule endoscopy
- Genetic Testing (including BRCA)
- Sleep Study (facility based)

Outpatient and Physician – Continuing Care Services

- Chemotherapy (including oral)
- Radiation Therapy
- Oncology care including oncology and transplant related injections, infusions and treatments (e.g. CAR-T, endocrine and immunotherapy), excluding supportive drugs (e.g. antiemetic and antihistamine)
- Hyperbaric Oxygen
- Home Health Care related to occupational therapy, physical therapy, speech therapy and skilled nursing care done in the home
- Durable Medical Equipment, limited to electric/ motorized scooters or wheelchairs and pneumatic compression devices
- DME > \$1K (excludes disposable supplies)

Other

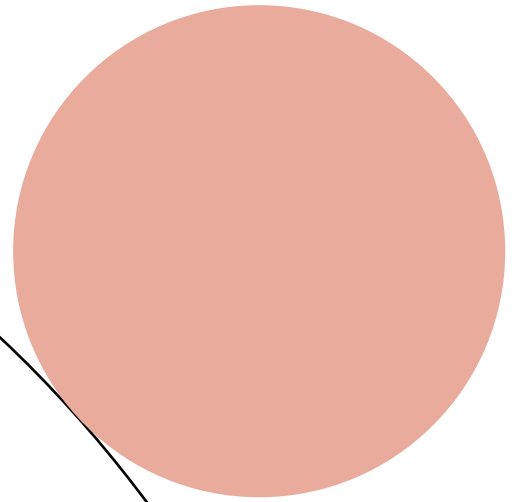
- Air Ambulance for non-emergent transportation
- Gene therapy

Note: Precertification may be required for Inpatient and Outpatient procedures considered to be Experimental / Investigation.

Who is responsible for getting the precertification?

Your provider is responsible for requesting precertification for required services. Have your provider call Accolade at the Provider Services number on your medical ID card to request precertification. Remember, with out-of-network providers your out-of-pocket costs will be higher. Also, your coverage may be reduced or denied if you don't get precertification.





Questions?

If you have questions about what services require precertification, call Accolade at the Member Services number on your medical ID card.

CALL 911 IMMEDIATELY IF YOU ARE HAVING A MEDICAL EMERGENCY. Accolade and its affiliates ("Accolade") are not an emergency service. Accolade is an independent resource to support you in understanding your benefits, accessing and using the healthcare system, receiving information from expert medical resources, and facilitating your access to medical care from various healthcare professionals, including telemedicine services.

Accolade does not practice medicine or provide patient care and is independent from such healthcare professionals, including telemedicine services. Telemedicine services accessed via Accolade, including under the PlushCare brand, are provided by independent medical practices to which Accolade provides various platform and related services.

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