



Instructions for Submitting REQUESTS FOR PREDETERMINATIONS

Predeterminations are not required. A predetermination is a voluntary, written request by a member or a provider to determine if a proposed treatment or service is covered under a patient's health benefit plan. Predetermination approvals and denials are usually based on our medical policies. Click [here](#) to view BCBSNM medical policies or [here](#) to view Federal Employee Program (FEP) medical policies and your FEP Benefit Brochure criteria. The provider and member will be notified when the decision on a predetermination has been reached.

URGENT Definition is below and if not met the request will be re-classified from urgent to standard priority:

- Waiting could seriously jeopardize the life or health of the member or the member's ability to regain maximum function, based on a prudent layperson's judgment, or
- Waiting could seriously jeopardize the life, health or safety of the member or others, due to the member's psychological function, or
- In the opinion of a practitioner with knowledge of the member's medical or behavioral condition, would subject the member to adverse health consequences without the care or treatment that is the subject of the request.

IMPORTANT PREDETERMINATION REMINDERS

1. Always confirm eligibility and benefits first.
2. You must also complete any other preservice requirements, such as preauthorization, if applicable and required. (For example, all inpatient admissions require preauthorization.)
3. All applicable fields are required. All information and documents provided must be legible. If all required or necessary information is not provided, this may cause a delay in the predetermination process. (Inquiries received without the member/patient's group number, ID number, and date of birth cannot be completed and may be returned to you to supply this information.) Procedure (CPT)/HCPCS codes for requested services along with ICD10 diagnosis codes must be listed on the form.
4. You MUST submit the predetermination to the Blue Cross and Blue Shield Plan that issues or administers the patient's health benefit plan which may not be the state where you are located.
5. Always place the completed Predetermination Request Form on top of other supporting documents. Do not send in duplicate requests as this may delay the process.
6. Per Medical Policy, if photos are required for review, please email the photos to photohandling@bcbsil.com. The body of the email should include the patient's first and last name, Group number, Subscriber ID number and the patient's date of birth.
7. A predetermination decision is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's contract or certificate of coverage applicable on the date services were rendered. Exceptions may apply. Regardless of any benefit determination, the final decision to proceed with any treatment or service is between the patient and the health care provider.
8. ONLY use this form for requests for predetermination. Do Not Use This Form To: 1) submit a claim for payment or request payment on a claim; 2) request an appeal; 3) confirm eligibility; 4) verify coverage; 5) request a guarantee of payment; 6) ask whether a service requires prior authorization; 7) request a referral to an out of network physician, facility or other health care provider.
9. Submission of documents by Provider as part of the predetermination process does not preclude the Blue Cross and Blue Shield Plan from seeking additional information or documents from Provider in relation to its review of other requests or matters.
10. Fax each completed Predetermination Request Form to 800-852-1360. If unable to fax, you may mail your request to BCBSNM, P.O. Box 27630, Albuquerque, NM, 87125-7630.
11. For Federal Employee Program members, fax each completed Predetermination Request Form to 888-368-3406. If unable to fax, you may mail your request to BCBSNM, P.O. Box 27630, Albuquerque, NM, 87125-7630.



Predetermination Request Form – Medical and Surgical

It is important to read all instructions before completing this form. This form cannot be used for verification of benefits or to request an appeal of non-certification determination.

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You will receive written notification once a determination has been made.

Standard <input type="checkbox"/>				Urgent <input type="checkbox"/>			
Today's Date: / /		Scheduled/Anticipated Service/Admission Date: / /					
PROVIDER DATA							
Submitter Information							
Submitting Provider:							
Contact First Name:				Contact Last Name:			
Telephone Number:							
Ordering Physician							
Ordering Physician: (Individual – Type 1 NPI)							
Ordering Physician First Name:				Ordering Physician Last Name:			
Contact First Name:				Contact Last Name:			
Telephone Number:				Fax Number:			
Street Address:							
City:				State:		Zip:	
Rendering Provider/Facility							
Rendering Facility/Physician/Provider: (Organization–Type 2 NPI) (Must be 10 digits)							
Rendering Physician Provider Type:							
Rendering Provider/Facility Name:							
Contact First Name:				Contact Last Name:			
Telephone Number:				Fax Number:			
Street Address:							
City:				State:		Zip:	
MEMBER DATA							
Member Identification Number: (Include the 3-digit prefix)							
Group Number:				Patient's Date of Birth: / /			
Member's First Name:				Member's Last Name:			
Patient's First Name:				Patient's Last Name:			
DOCUMENTATION:							
Attach any documentation that supports or facilitates your review. The following information is required for review. Check all that apply.							
Place of Treatment:	Provider Office <input type="checkbox"/>	Outpatient Facility <input type="checkbox"/>	Inpatient Facility <input type="checkbox"/>	Home <input type="checkbox"/>	Other <input type="checkbox"/>		
Evaluation/Health History <input type="checkbox"/>	Office/Therapy Notes <input type="checkbox"/>			Diagnosis Codes:			
Drug Name(s):		Dose/Frequency/Duration:					
Procedure Code(s)/Units:		Left <input type="checkbox"/>	Right <input type="checkbox"/>	Bilateral <input type="checkbox"/>	N/A <input type="checkbox"/>		
Additional Procedure Code(s)/Units:							