

**PROVIDER BULLETIN**  
**#06-2019**

**TO:** Participating hospitals

**FROM:** Clinical Services – Utilization Management team

**DATE:** May 2, 2019

**SUBJECT:** Upcoming precertification requirement for non-emergent inpatient transfers, including ambulance transport

As communicated through a *Partners in Health Update*<sup>SM</sup> [article](#), Independence Blue Cross (Independence) will require precertification for *all* non-emergent transfers from one inpatient acute-care setting to another inpatient acute-care setting as well as for non-emergent land and air ambulance transports **effective June 1, 2019**.

**Requesting precertification**

The method for requesting precertification differs depending upon the type of service and who requests it.

***For non-emergent transfers from one inpatient acute-care setting to another inpatient acute-care setting***

- Facilities need to call the Independence Utilization Management team to request precertification when a non-emergent inpatient transfer request is initiated by the facility, regardless of the way the member will be transported.
- The receiving facility should obtain the precertification authorization from the transferring facility before the non-emergent inpatient transfer occurs.
- Facilities are not able to initiate non-emergent inpatient transfer requests through the NaviNet<sup>®</sup> web portal at this time.

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**We encourage you to share this information with appropriate members of your staff.**

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***For non-emergent ambulance transportation***

- **Ambulance providers should verify that the transferring facility has obtained precertification for *all* non-emergent ambulance transport requests through the Authorizations transaction on NaviNet. If an authorization is not found, please contact the requesting transferring facility.**
- For any other elective ambulance transport requests initiated by the ambulance provider, the precertification request must be submitted through the Authorizations transaction on NaviNet.
- When non-emergent air ambulance requests are initiated by the ambulance provider, the precertification request must be called in to the Independence Utilization Management team. Providers are not able to initiate non-emergent air ambulance requests through NaviNet at this time.

Failure to obtain or verify precertification when required may result in a reduction in payment or non-payment for services rendered. Inpatient transfers, including ambulance transportation, performed on an emergency basis are still subject to post-payment review.

**For more information**

If you have any questions about this change, please call the Independence Utilization Management team at **1-800-ASK-BLUE**.

This requirement will be reflected in our updated *Preapproval/Precertification List*, which will be available on our [website](#).

The Billing & Reimbursement for Ancillary Services section of the *Hospital Manual for Participating Hospitals, Ancillary Facilities, and Ancillary Providers* will be updated to reflect this requirement.

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