

2020 Pre-Certification Protocol and Contact Grid

Services	Humana Main: 800-626-2698 Auth Line: 800-523-0023	HMOI/Blue Advantage 800-892-2803	Blue Precision
Referrals to all LCPA Specialists <i>(excluding: Neurosurgery, Neurology, Chiropractic see: grid)</i>	Paper Referral only	Paper Referral Only	Paper Referral Only
Abortion	Contact Humana	Contact LCPA- Will submit to BCBS for benefit determination/ No referral needed from PCP	Contact LCPA-Elective abortions are not a covered benefit
Allergy Testing and Serum Shots (90 days)	Paper Referral only	Paper Referral Only	Paper Referral Only
Ambulance Services	Contact LCPA	Contact LCPA	Contact LCPA
Audiogram (in-office)	Paper Referral only	Paper Referral Only	Paper Referral Only
* Bariatric Surgery	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth on referral ***Note: Humana auth required ***	1. Submit with clinicals to LCPA for Auth 2. Baratric Log & 6 mths of PCP treatment 3. Path of Bariatric Surgery Letter Signed (See Bariatric Policy)	1. Submit with clinicals to LCPA for Auth 2. Baratric Log & 6 mths of PCP treatment 3. Path of Bariatric Surgery Letter Signed (See Bariatric Policy)
Behavioral Health	Contact APS 800-331-9040	Submit to LCPA for Auth and Give Member Paper Referral for Start of Care. Eval + 6 visits (For Appropriate Level of Care Questions, Please Contact Dr. Okoli at 847-672-7432).	Submit to LCPA for Auth and Give Member Paper Referral for Start of Care. Eval + 6 visits (For Appropriate Level of Care Questions, Please Contact Dr. Okoli at 847-672-7432).

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* Birth Control	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth on referral	Paper Referral Only	Paper Referral Only
Bone Density Scan	Paper Referral only	Paper Referral Only	Paper Referral Only
* Breast Pump	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth on referral	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
Cardiac Rehabilitation <i>(9 visits at a time)</i>	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
* Cardiac Surgical Services <i>(i.e. Cath, Angioplasty, CABG, TEE)</i>	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth on referral	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
Chiropractic Treatment	Submit to LCPA with documentation, after conservative measures have failed (see chiro policy)	Submit to LCPA with documentation, after conservative measures have failed (see chiro policy)	Submit to LCPA with documentation, after conservative measures have failed (see chiro policy)
* Colonoscopy (at NSEC)	** 1. Submit to Humana for auth 2. Submit to LCPA with humana auth and clinicals	Paper Referral Only	Paper Referral Only
* Colonoscopy (at hospital level)	** 1. Submit to Humana for auth 2. Submit to LCPA with humana auth and clinicals	Submit with clinicals to LCPA for auth (must meet medical necessity)	Submit with clinicals to LCPA for auth (must meet medical necessity)

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CT Scan	Paper Referral and Vista Outpatient Order Form Only	Paper Referral and Vista Outpatient Order Form only	Paper Referral and Vista Outpatient Order Form only
CTA	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for auth	Submit with clinicals to LCPA for auth
Dermatology (in-office, non cosmetic procedures)	Paper Referral only	Paper Referral Only	Paper Referral Only
Dialysis	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
* Durable Medical Equipment (DME) BiPap, AVap	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth on referral ***Note: Humana auth required for ALL DME	Home Medical Express (HME) Fax DME Express form directy to HME (For items not on DME Express please submit referral to LCPA) **for Medicare primary members contact LCPA	Home Medical Express (HME) Fax DME Express form directy to HME (For items not on DME Express please submit referral to LCPA) **for Medicare primary members contact LCPA
Dietician Visits	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for auth	Submit with clinicals to LCPA for auth
* Durable Medical Equipment (DME) Diabetic Supplies	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth on referral ***Note: Humana auth required for ALL DME	Fax Edgepark DME Diabetic Supplies Sheet WITH COVERPAGE (no LCPA Auth needed)	Fax Edgepark DME Diabetic Supplies Sheet WITH COVERPAGE (no LCPA Auth needed)
Doppler Studies	Paper Referral and Vista Outpatient Order Form only	Paper Referral and Vista Outpatient Order Form only	Paper Referral and Vista Outpatient Order Form only

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EEG	Paper Referral and Vista Outpatient Order Form only	Paper Referral and Vista Outpatient Order Form only	Paper Referral and Vista Outpatient Order Form only
* EGD (at NSEC)	** 1. Submit to Humana 2. Submit to LCPA with Humana Auth	Paper Referral Only	Paper Referral Only
* EGD (at Vista Health)	** 1. Submit to Humana 2. Submit to LCPA with Humana auth	Submit with clinicals to LCPA for auth (must meet medical necessity)	Submit with clinicals to LCPA for auth (must meet medical necessity)
Echo	Paper referral with Vista Outpatient Order Form Only	Paper referral with Vista Outpatient Order Form Only	Paper Referral with Vista Outpatient Order Form Only
EKG/ECG (at Vista Health)	Paper referral with Vista Outpatient Order Form Only	Paper referral with Vista Outpatient Order Form Only	Paper Referral with Vista Outpatient Order Form Only
EMG's & NCV's	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
ENT procedures (in-office)	Paper Referral only	Paper Referral Only	Paper Referral Only
EUS	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for auth	Submit with clinicals to LCPA for auth
General Surgery (in-office procedure or consultation)	Paper Referral only	Paper Referral Only	Paper Referral Only
Genetic Testing (BRCA 1 and 2, Qnatal Adv.,Lynch Testing) But not limited too the above	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
Holter Monitor/EKG event monitor	Paper referral with Vista Outpatient Order Form Only	Paper referral with Vista Outpatient Order Form Only	Paper Referral with Vista Outpatient Order Form Only
* Home Health Care/ Hospice (if referred from PCP)	** 1. Submit to Humana 2. Submit clinical to LCPA	Submit clinical to LCPA	Submit clinical to LCPA

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Home Health Care/ Hospice (if part of discharge plan from hospital)	NO action required from PCP office	NO action required from PCP office	NO action required from PCP office
Infertility Treatment	Submit directly to WINFERTILITY Preauth: 1-844-846-0346	Submit with clinical to LCPA	Submit with clinical to LCPA
Infusion Therapy (In-Office, Hospital, or Infusion Center)	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
Inpatient Rehabilitation	No action required from PCP office if part of hospital discharge plan. If referred from PCP submit only clinicals to LCPA	No action required from PCP office if part of hospital discharge plan. If referred from PCP submit only clinicals to LCPA	No action required from PCP office if part of hospital discharge plan. If referred from PCP submit only clinicals to LCPA
* Inpatient/OBS Scheduled Surgical Admissions (Vista or Tertiary)	1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth on referral	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
Lab Work	Paper Referral (If Quest can't do lab work or it is STAT- Submit to LCPA for Auth)	Paper Referral (If Quest can't do lab work or it is STAT - Submit to LCPA for Auth)	Paper Referral (If Quest can't do lab work or it is STAT - Submit to LCPA for Auth)
* Lap Band Adjustment (if done in facility) <i>In office=paper referral only</i>	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth on referral	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
* Lithotripsy	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth on referral	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth

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MRI, MRA	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
Neurology & Neurosurgery - all services	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
Non-Participating Provider	1. Submit ONLY clinicals to LCPA for review 2. If deemed medically necessary, submit to LCPA for auth	1. Submit ONLY clinicals to LCPA for review 2. If deemed medically necessary, submit to LCPA for auth	1. Submit ONLY clinicals to LCPA for review 2. If deemed medically necessary, submit to LCPA for auth
Nuclear Med Imaging	Paper referral with Vista Outpatient Order Form Only	Paper referral with Vista Outpatient Order Form Only	Paper Referral with Vista Outpatient Order Form Only
Obstetrics (High - Risk)	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
* Oral Surgery Procedures <i>(Eval = Paper referral only)</i>	** 1. Contact Humana to verify benefits 2. Submit with clinicals to LCPA for Auth, if in benefit	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
* Outpatient Radiation / Chemotherapy	** 1. Submit to Humana 2. Submit to LCPA with Humana auth	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
* Outpatient Surgery <i>(Vista or Tertiary)</i>	**1. Submit to Humana 2. Submit to LCPA with Humana auth	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
* Outpatient Therapies - ADULTS (PT, ST, OT)	** 1. Submit to Humana 2. Submit with clinicals to LCPA for Auth and Give Member Paper Referral for Eval + 6	Submit with clinicals to LCPA for Auth and Give Member Paper Referral for Eval + 6	Submit with clinicals to LCPA for Auth and Give Member Paper Referral for Eval + 6
* Outpatient Therapies - PEDS (PT, ST, OT)	1. Submit to Humana 2. Submit with clinicals to LCPA for Auth and Give Member Paper Referral for Eval + 6	Submit with clinicals to LCPA for Auth and Give Member Paper Referral for Eval + 6	Submit with clinicals to LCPA for Auth and Give Member Paper Referral for Eval + 6

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* Pain Management	<p>Evaluation / In-Office Procedures: Submit to LCPA w/clinical</p> <p>Outpt Procedures (in facility): Submit to Humana <u>THEN</u> submit to LCPA with Humana auth on referral.</p> <p>**Outpt Procedures in a facility will only be authorized if <u>medically</u> necessary, and will be reviewed by a physician advisor.</p>	<p>Office Visits and In-Office Procedures: Submit w/clinical to LCPA for auth</p> <p>Outpt Procedures (in facility): Submit w/clinical to LCPA for auth</p> <p>**Outpt Procedures in a facility will only be authorized if medically necessary, and will be reviewed by a physician advisor.</p>	<p>Office Visits and In-Office Procedures: Submit w/clinical to LCPA for auth</p> <p>Outpt Procedures (in facility): Submit w/clinical to LCPA for auth</p> <p>**Outpt Procedures in a facility will only be authorized if <u>medically</u> necessary, and will be reviewed by a physician advisor.</p>
Pediatric Cardiology	<p><i>Please refer to LCPA Preferred Proider:</i></p> <ol style="list-style-type: none"> 1. Have member get procedure needed for Consult at Vista. 2. submit with clinicals for auth. 3. If determined needed high level care, will send to Laurie - submit for auth 	<p><i>Please refer to LCPA Preferred Proider:</i></p> <ol style="list-style-type: none"> 1. Have member get procedure needed for Consult at Vista. 2. submit with clinicals for auth. 3. If determined needed high level care, will send to Laurie - submit for auth 	<p><i>Please refer to LCPA Preferred Proider:</i></p> <ol style="list-style-type: none"> 1. Have member get procedure needed for Consult at Vista. 2. submit with clinicals for auth. 3. If determined needed high level care, will send to Laurie - submit for auth
PET Scan	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for auth	Submit with clinicals to LCPA for auth
Plastic Surgery Office Visits and Procedures	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
Podiatry (in office procedures- no xrays or orthotics allowed)	Paper Referral only	Paper Referral only	Paper Referral only
* Prosthetics and Orthotics (Hanger)	<p>** 1. Submit to Humana</p> <p>2. Submit to LCPA with Humana auth on referral</p>	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
Semen Analysis	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth

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Skilled Nursing Facility <i>(if part of discharge plan from hospital)</i>	No action required from PCP office	No action required from PCP office	No action required from PCP office
* Skilled Nursing Facility <i>(if referred from PCP)</i>	** 1. Submit to Humana 2. Submit to LCPA with Humana auth on referral with clinicals	Submit only clinicals to LCPA	Submit only clinicals to LCPA
Sleep Study	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for auth	Submit with clinicals to LCPA for auth
Sterilization	Contact Humana	Contact LCPA- Will submit to BCBS for benefit determination	Contact LCPA- Will submit to BCBS for benefit determination
Stress Test <i>(at Vista Health)</i>	Paper referral with Vista Outpatient Order Form Only	Paper referral with Vista Outpatient Order Form Only	Paper Referral with Vista Outpatient Order Form Only
Substance Use Disorder	Contact Humana at 800-777-6330	Submit to LCPA for Auth and Give Member Paper Referral for Start of Care (For Appropriate Level of Care Questions, Please Contact Dr. Okoli at 847-672-7432)	Submit to LCPA for Auth and Give Member Paper Referral for Start of Care (For Appropriate Level of Care Questions, Please Contact Dr. Okoli at 847-672-7432).
Tertiary (higher level of care) Services	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for auth	Submit with clinicals to LCPA for auth
Transplant Services	Contact Humana	Contact LCPA	Contact LCPA
Ultrasound	Paper Referral and Vista Outpatient Order Form only	Paper Referral and Vista Outpatient Order Form only	Paper Referral and Vista Outpatient Order Form only
* Ultrasound Guided Biopsy	** 1. Submit to Humana for auth 2. Submit to LCPA with humana auth and clinicals	Submit with clinicals to LCPA for auth	Submit with clinicals to LCPA for auth

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* Urology	In-Office Procedures: Paper Referral Only Outpt Procedures (in facility): Submit to Humana <u>THEN</u> submit to LCPA with Humana auth on referral.	In-Office Procedures: Paper Referral Only Outpt Procedures (in facility): Submit Clinicals to LCPA for Auth.	In-Office Procedures: Paper Referral Only Outpt Procedures (in facility): Submit Clinicals to LCPA for Auth.
Vaccines		1. <i>If vaccine is not available in your providers office.</i> Contact other LCPA office to see if they agree to administer vaccine for your member. We will approve referral. 2. Walgreens as last resort - submit referral	1. If vaccine is not available in your providers office. Contact other LCPA office to see if they agree to administer vaccine for your member. We will approve referral. 2. Walgreens as last resort - submit referral
Vascular Surgery	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for auth	Submit with clinicals to LCPA for auth
Wound Care Clinic	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
* Wound Care Supplies	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth on referral	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
Xrays	Paper Referral and Vista Outpatient Order Form only	Paper Referral and Vista Outpatient Order Form only	Paper Referral and Vista Outpatient Order Form only
Referrals are processed in the order they are received. Turnaround times are as follows: BCBS - 5 days; Humana - 14 days			
For Non Urgent referral questions & concerns, please email us: referrals@lakecountyphysicians.com			
** STAT/URGENT REFERRALS - 72 hrs turnaround time, should be put in EZNet to be followed by phone call to inform us of urgency - 847-360-2616 **			
NOTE: Referrals should be specific to provider name and not the group practice name. If specific provider is not in EZNet please put in default. Put the physician info needed in notes. Incomplete referrals WILL BE RETURNED. Every physician order MUST HAVE doctor signature (Stamps Not Accepted), correct ICD and CPT codes. DO NOT CROSS OFF OR ADD DATES TO ANY REFERRAL. REFERRALS THAT ARE NOT COMPLIANT WILL BE RETURNED.			