

## 2020 Pre-Certification Protocol and Contact Grid

Services	<b>Humana</b> <b>Main: 800-626-2698</b> <b>Auth Line: 800-523-0023</b>	<b>HMOI/Blue Advantage</b> <b>800-892-2803</b>	<b>Blue Precision</b>
<b>Referrals to all LCPA Specialists</b> <i>(excluding: Neurosurgery, Neurology, Chiropractic see: grid)</i>	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization
<b>Abortion</b>	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
<b>Allergy Testing and Serum Shots (90 days)</b>	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization
<b>Ambulance Services</b>	Contact LCPA	Contact LCPA	Contact LCPA
<b>Audiogram (in-office)</b>	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization
<b>* Bariatric Surgery</b>	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth in Eznet note ***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)
<b>Behavioral Health</b>	Contact APS 800-331-9040	Enter into Eznet for Authorization (For Appropriate Level of Care Questions, Please Contact Dr. Okoli at 847-672-7432).	Enter into Eznet for Authorization (For Appropriate Level of Care Questions, Please Contact Dr. Okoli at 847-672-7432)
<b>* Birth Control</b> (IUD/Depo/Diaphragm/ Essure/Nexplanon)	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth in Eznet note	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization

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<b>Bone Density Scan</b>	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization
<b>* Breast Pump</b>	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth in Eznet note	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
<b>Cardiac Rehabilitation</b> <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
<b>* Cardiac Surgical Services</b> <i>(i.e. Cath, Angioplasty, CABG, TEE)</i>	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth in Eznet note	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
<b>Chiropractic Treatment</b>	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)
<b>* Colonoscopy (at NSEC)</b>	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth in Eznet note	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization
<b>* Colonoscopy (at hospital level-Vista)</b>	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth in Eznet note	Submit with clinicals to LCPA for auth (must meet medical necessity)	Submit with clinicals to LCPA for auth (must meet medical necessity)
<b>CT Scan</b>	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization

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<b>CT Angiogram</b>	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for auth	Submit with clinicals to LCPA for auth
<b>Dermatology (in-office, non cosmetic procedures)</b>	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization
<b>Dialysis</b>	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
<b>* Durable Medical Equipment (DME) BiPap, AVap</b>	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth in Eznet note <b>***Note: Humana auth required for ALL DME</b>	Home Medical Express (HME) Fax DME Express form directly 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 directly to HME (For items not on DME Express please submit referral to LCPA) **for Medicare primary members contact LCPA
<b>Dietician Visits</b>	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization
<b>* Durable Medical Equipment (DME) Diabetic Supplies</b>	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth in Eznet note <b>***Note: Humana auth required for ALL DME</b>	Fax Edgepark DME Diabetic Supplies Sheet WITH COVERPAGE (no LCPA Auth needed)	Fax Edgepark DME Diabetic Supplies Sheet WITH COVERPAGE (no LCPA Auth needed)
<b>Doppler Studies</b>	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization
<b>EEG</b>	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization
<b>* EGD (at NSEC)</b>	** 1. Submit to Humana 2. Submit to LCPA with Humana Auth in Eznet note	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization

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<b>* EGD (at Vista Health)</b>	** 1. Submit to Humana 2. Submit to LCPA with Humana Auth in Eznet note	Submit with clinicals to LCPA for auth (must meet medical necessity)	Submit with clinicals to LCPA for auth (must meet medical necessity)
<b>Echo</b>	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization
<b>EKG/ECG (at Vista Health)</b>	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization
<b>EMG's &amp; NCV's</b>	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
<b>ENT procedures (in-office)</b>	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization
<b>EUS</b>	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for auth	Submit with clinicals to LCPA for auth
<b>General Surgery (in-office procedure or consultation)</b>	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization
<b>Genetic Testing (BRCA 1 and 2, Qnatal Adv., Lynch Testing) But not limited too the above</b>	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
<b>Holter Monitor/EKG event monitor</b>	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization
<b>* Home Health Care/ Hospice (if referred from PCP)</b>	** 1. Submit to Humana 2. Submit clinical to LCPA	Submit clinical to LCPA	Submit clinical to LCPA
<b>Home Health Care/ Hospice (if part of discharge plan from hospital)</b>	NO action required from PCP office	NO action required from PCP office	NO action required from PCP office

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<b>Infertility Treatment</b>	Submit directly to WINFERTILITY Preauth: 1-844-846-0346	Submit with clinical to LCPA	Submit with clinical to LCPA
<b>Infusion Therapy (In-Office, Hospital, or Infusion Center)</b>	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
<b>Inpatient Rehabilitation</b>	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
<b>* Inpatient/OBS Scheduled Surgical Admissions (Vista or Tertiary)</b>	1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth in Eznet note	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
<b>Lab Work</b>	If Quest can't do lab work or it is STAT-Submit to LCPA for Auth	If Quest can't do lab work or it is STAT-Submit to LCPA for Auth	If Quest can't do lab work or it is STAT-Submit to LCPA for Auth
<b>* Lap Band Adjustment (if done in facility) In office=Enter into Eznet for Auto Authorization</b>	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth in Eznet note	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
<b>* Lithotripsy</b>	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth in Eznet note	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
<b>MRI, MRA</b>	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
<b>Neurology &amp; Neurosurgery - all services</b>	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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<b>Non-Participating Provider</b>	1. Submit <b>ONLY</b> clinicals to LCPA for review 2. If deemed medically necessary, submit to LCPA for auth	1. Submit <b>ONLY</b> clinicals to LCPA for review 2. If deemed medically necessary, submit to LCPA for auth	1. Submit <b>ONLY</b> clinicals to LCPA for review 2. If deemed medically necessary, submit to LCPA for auth
<b>Nuclear Med Imaging</b>	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization
<b>Obstetrics (High - Risk)</b>	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
<b>* Oral Surgery Procedures (Eval = Enter into Eznet for Auto Authorization)</b>	** 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
<b>* Outpatient Radiation / Chemotherapy</b>	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth in Eznet note	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
<b>* Outpatient Surgery (Vista or Tertiary)</b>	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth in Eznet note	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
<b>* Outpatient Therapies - ADULTS (PT, ST, OT)</b>	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth in Eznet note	Enter into Eznet for Authorization Eval + 6	Enter into Eznet for Authorization Eval + 6
<b>* Outpatient Therapies - PEDS (PT, ST, OT)</b>	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth in Eznet note	Enter into Eznet for Authorization Eval + 6	Enter into Eznet for Authorization 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 in EZnet note.</p> <p><b>**Outpt Procedures in a facility will only be authorized if <u>medically</u> necessary, and will be reviewed by a physician advisor.</b></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><b>**Outpt Procedures in a facility will only be authorized if medically necessary, and will be reviewed by a physician advisor.</b></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><b>**Outpt Procedures in a facility will only be authorized if <u>medically</u> necessary, and will be reviewed by a physician advisor.</b></p>
Pediatric Cardiology	<p><i>Please refer to LCPA Preferred Provider:</i></p> <ol style="list-style-type: none"> <li>1. Have member get procedure needed for Consult at Vista.</li> <li>2. submit with clinicals for auth.</li> <li>3. If determined needed high level care, will send to Laurie - submit for auth</li> </ol>	<p><i>Please refer to LCPA Preferred Provider:</i></p> <ol style="list-style-type: none"> <li>1. Have member get procedure needed for Consult at Vista.</li> <li>2. submit with clinicals for auth.</li> <li>3. If determined needed high level care, will send to Laurie - submit for auth</li> </ol>	<p><i>Please refer to LCPA Preferred Provider:</i></p> <ol style="list-style-type: none"> <li>1. Have member get procedure needed for Consult at Vista.</li> <li>2. submit with clinicals for auth.</li> <li>3. If determined needed high level care, will send to Laurie - submit for auth</li> </ol>
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 )	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization
* Prosthetics and Orthotics (Hanger)	<p><b>** 1. Submit to Humana</b></p> <p>2. Submit with clinicals to LCPA with Humana auth in Eznet note</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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<b>Skilled Nursing Facility</b> <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
<b>* Skilled Nursing Facility</b> <i>(if referred from PCP)</i>	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth in Eznet note	Submit only clinicals to LCPA	Submit only clinicals to LCPA
<b>Sleep Study</b>	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for auth	Submit with clinicals to LCPA for auth
<b>Sterilization</b>	Contact Humana	Contact LCPA- Will submit to BCBS for benefit determination	Contact LCPA- Will submit to BCBS for benefit determination
<b>Stress Test</b> <i>(at Vista Health)</i>	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization
<b>Substance Use Disorder</b>	Contact Humana at 800-777-6330	Enter into Eznet for Authorization for start of care (For Appropriate Level of Care Questions, Please Contact Dr. Okoli at 847-672-7432)	Enter into Eznet for Authorization for start of care (For Appropriate Level of Care Questions, Please Contact Dr. Okoli at 847-672-7432)
<b>Tertiary (higher level of care) Services</b>	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for auth	Submit with clinicals to LCPA for auth
<b>Transplant Services</b>	Contact Humana	Contact LCPA	Contact LCPA
<b>Ultrasound</b>	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization
<b>* Ultrasound Guided Biopsy</b>	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth in Eznet note	Submit with clinicals to LCPA for auth	Submit with clinicals to LCPA for auth



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<b>* Urology</b>	<u>In-Office Procedures:</u> Enter into Eznet for Auto Authorization <u>Outpt Procedures (in facility):</u> Submit to Humana THEN submit to LCPA with Humana auth in EZnet note	<u>In-Office Procedures:</u> Enter into Eznet for Auto Authorization <u>Outpt Procedures (in facility):</u> Submit Clinicals to LCPA for Auth.	<u>In-Office Procedures:</u> Enter into Eznet for Auto Authorization <u>Outpt Procedures (in facility):</u> Submit Clinicals to LCPA for Auth.
<b>Vaccines</b>		1. <i>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.</i> 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
<b>Vascular Surgery</b>	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for auth	Submit with clinicals to LCPA for auth
<b>Wound Care Clinic</b>	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
<b>* Wound Care Supplies</b>	** 1. Submit to Humana 2. Submit with clinicals to LCPA with Humana auth in Eznet note	Submit with clinicals to LCPA for Auth	Submit with clinicals to LCPA for Auth
<b>Xrays</b>	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization	Enter into Eznet for Auto Authorization
<b>Referrals are processed in the order they are received. Turnaround times are as follows: BCBS - 5 days; Humana - 14 days</b>			
<b>For Non Urgent referral questions &amp; concerns, please email us: <a href="mailto:referrals@lakecountyphysicians.com">referrals@lakecountyphysicians.com</a></b>			
<b>** 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 **</b>			
<b>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.</b>			