

The Precertification Process is Easy

- 1 Call 1-866-448-1681 when:**
 - A hospital admission is necessary.
 - Inpatient or outpatient elective surgery is to be performed.*
 - A pregnancy has been physician confirmed.
 - An emergency hospital admission has occurred (**within 24-48 hours**)**.

The Registered Nurse will need the following information:

- Name, address and age of the patient
- Hospital/Physician name and address
- Employee social security number
- Admission date and proposed procedure

- 2 The Registered Nurse will review and coordinate the hospital stay with your health care provider to determine:**

- The reason for admission
- Surgical procedures to be performed
- The appropriate length of the hospital stay
- Alternative options, such as preadmission testing and outpatient treatment

- 3 Once you are admitted, a nurse will contact your health care provider frequently to confirm that:**

- The admission and procedures have taken place
- The prescribed treatment is being rendered
- A release is scheduled as soon as inpatient hospital care is no longer necessary

* Check your benefit plan for outpatient precertification requirements

** Check your benefit plan for time requirements

Important Reminder

It is your responsibility to ensure that certification is obtained for any inpatient hospitalization.

Your toll-free
precertification
number is
1-866-448-1681

BEST Life
BEST Life and Health Insurance Company

Your Precertification Program



*Precertification is important to
you and your family*

Answers to the most Frequently Asked Questions

What is Precertification?

The purpose of precertification is to assure that you and anyone else covered under your benefit plan will receive medical care that is necessary and appropriate.

Why is Precertification necessary?

Unnecessary or excessive medical costs are a waste that no individual or company can afford. The increasing cost of hospitalization and health care is one area where we can avoid waste by simply remaining alert to proper utilization.

Will the program affect my freedom to choose my own physician or hospital?

No. This program reviews medical decisions made by physicians to promote cost effective health care. Other programs in your benefit plan may direct you to certain physicians or hospitals. Be sure to check with your benefit plan or Human Resources Department.



Do I have to call? When should I call?

Yes. You, a family member, physician or medical provider (hospital) must call when you know your admission or surgery date. Call within 24-48 hours in the event of an emergency admission. If you are pregnant, call as soon as a physician has confirmed your pregnancy.

Who can I call to answer additional questions?

The Registered Nurses welcome your questions about the program. If they are unable to answer them, you will be directed to someone who can. Questions concerning your benefits should be directed to your Human Resources Department.

Can I call anytime, day or night?

Yes. When the nurses are not available, your call will be answered by a confidential voice mail system. Leave your name, number and date of call. Your call will be returned within one business day.

What if I forget to make the call?

Your failure to precertify can result in a financial penalty. Refer to your benefit plan for the specified time frame required to contact your Nurse Coordinator.

What if I am not ready to leave the hospital upon the date agreed?

Your treatment will continue as long as it is considered necessary. This program monitors the doctor's decisions and makes recommendations on alternatives when extended hospital care or procedures are not medically necessary.

