



# Pre-Certification and Your Medical Benefits



**Your medical benefit plan requires pre-certification for certain inpatient and outpatient care.**

## Pre-certification FAQs

### **Q: What is pre-certification?**

**A:** During pre-certification, your provider works with your medical benefit plan to make sure your planned care or treatment is medically necessary under the terms of your medical benefit plan. Trained healthcare professionals make pre-certification determinations.

The pre-certification process is designed so you understand your benefit coverage before care is delivered so you get the right care, at the right place at the right time.

*FAQs continued on page 2*

### Q: What services need pre-certification?

A: Your providers must pre-certify the following inpatient procedures:

- Acute care hospitalizations
- Partial hospitalizations
- Skilled nursing facilities
- Rehabilitation facilities
- Long-term acute care facilities
- Psychiatric or substance abuse facilities
- Transplants (except corneal) in any setting

For the complete list of all services requiring pre-certification, refer to your Medical Summary Plan Description available on the WHP portal and mybenefits.

### Q: Is pre-certification required in emergency situations?

A: **No, pre-certification is not required in emergency situations.** In the event of an emergency, you should get immediate medical attention. Coverage for emergency costs is subject to the terms of your medical benefit plan.

### Q: What happens if I don't get pre-certification or if pre-certification is denied?

A: You and your provider may always go ahead with any treatment you choose, regardless of the pre-certification process. However, if the applicable care was not pre-certified, you will be responsible for any expenses not covered by your medical benefit plan.

If pre-certification is denied, your doctor may also recommend alternative treatment for you that is equally effective and covered by your plan.

### Q: How do I start the pre-certification process?

A: Your provider will start the pre-certification process by calling Wellstar Health Plan at the number at the top of your ID card. They should submit the necessary information for pre-certification as early as possible before you receive applicable care.

**For the complete list of all services requiring pre-certification and the timelines for review, please refer to your Medical Summary Plan Description.**

**If you have questions, please visit [wellstarhealthplan.org](https://wellstarhealthplan.org), or call the number at the top of your member ID card to speak with a dedicated customer service representative.**