

### HealthLink Utilization Management

Toll-free: **877-284-0102**

Fax Number: 800-510-2162

Hours: 8:00 a.m. to 5:00 p.m. CST

Recorded messages after 5:00 p.m. CST

## Services Requiring Pre-Certification

(Services marked in red – effective 08/01/10)

<b>Inpatient Services (Medical, Surgical, Behavioral)</b>	
<ul style="list-style-type: none"> <li>• <b>Bariatric surgery</b></li> <li>• <b>Elective Admissions</b></li> <li>• Emergency Admissions</li> <li>• Hospice</li> <li>• LTAC Admissions</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Lumbar Spine Surgery</b></li> <li>• Rehabilitation Facility Admissions</li> <li>• Skilled Nursing Facility Admissions</li> <li>• <b>Transplants</b></li> </ul>
<b>Surgical Procedures - Ambulatory</b>	
<ul style="list-style-type: none"> <li>• <b>Bariatric Surgery</b></li> <li>• <b>Cartilage Transplant Knee</b></li> <li>• <b>Lumbar Spine Surgery</b></li> <li>• Nasal Septoplasty</li> </ul>	<ul style="list-style-type: none"> <li>• Rhinoplasty</li> <li>• <b>Sinus Endoscopy</b></li> <li>• <b>Sleep Apnea Surgery - AUP/UPPP, Nasal, and Uvulopalatoplasty</b></li> </ul>
<b>Ancillary Services</b>	
<ul style="list-style-type: none"> <li>• Home Infusion Services</li> <li>• Home Health Services</li> <li>• Home Hospice</li> </ul>	<ul style="list-style-type: none"> <li>• Occupational Therapy</li> <li>• Physical Therapy</li> <li>• Speech Therapy</li> </ul>
<b>Durable Medical Equipment</b>	
<ul style="list-style-type: none"> <li>• <b>Bone Stimulator</b></li> <li>• <b>Cardio/External Defibrillator</b></li> <li>• <b>Cochlear Implant</b></li> <li>• Cooling Devices (i.e. Polar Care)</li> <li>• <b>CPAP/BIPAP</b></li> <li>• Electric Scooters</li> <li>• Functional Electrical Stimulator Bikes</li> </ul>	<ul style="list-style-type: none"> <li>• Limb Prosthetics</li> <li>• <b>Myoelectric prosthetics</b></li> <li>• Neuromuscular Stimulators</li> <li>• TENS Unit</li> <li>• Wheelchairs (Custom)</li> <li>• Wheelchairs (Power)</li> <li>• Wound Vacs</li> </ul>
<b>Diagnostic Imaging - Ambulatory</b>	
<ul style="list-style-type: none"> <li>• MRA of the Head and/or Neck</li> <li>• MRI of the Brain</li> </ul>	<ul style="list-style-type: none"> <li>• <b>MRI of Spine – Cervical, Thoracic, Lumbar, Sacral</b></li> <li>• PET Scans</li> </ul>

HealthLink's Utilization Management program is designed to provide clinical review of medical care to convey information and recommendations to plan administrators and carriers in connection with their determination of benefit eligibility. Medical necessity certification does not guarantee that services are covered. Benefits are subject to the patient's eligibility at the time charges are actually incurred, and to all other terms, conditions and exclusions of the applicable health plan.

Provider tools are available to help facilitate the Pre-Certification review process. These tools include: Fax Forms, Interactive Voice Response (IVR) and online tools to determine the UM vendor. For more information visit [www.healthlink.com](http://www.healthlink.com), from the Provider home page, click on the Utilization Management link.