



June 25, 2010

Dear Provider:

HealthLink Medical Management Announces New Pre-Certification List

New Pre-Certification List, Effective August 1, 2010

Over the years, HealthLink Medical Management has updated, revised and enhanced programs and services to meet the needs of our clients. Pursuant to your agreement with HealthLink, this letter is to notify you that HealthLink is modifying its Utilization Management Program by updating the listing of procedures and services subject to medical necessity review. Effective August 1, 2010 all HealthLink employers, payors and providers will utilize the enclosed updated Pre-Certification List.

The new Pre-Certification List meets the demands of HealthLink contracted employers and payors who wish to be more proactive in managing health care expenditures. The new list builds upon our current pre-certification requirements and requires medical management for those services where they are most likely to have the greatest impact. While continuing the requirement for inpatient medical management, it adds several new ambulatory services that will be subject to utilization management review.

Importantly, HealthLink Medical Management recommendations are based on WellPoint medical policies and clinical guidelines. These recommendations may be accessed on the Provider home page of www.healthlink.com. Our relationship to WellPoint allows HealthLink to draw upon the experience of millions of members in order to develop the best approaches to medical management. While HealthLink medical necessity review recommendations are not medical treatment decisions, our focus is to provide employers and payors with information they can use to manage member utilization and their financial risk.

Pre-Certification Tools for Providers


Just a reminder – HealthLink provides several tools to assist providers in determining the need for pre-certification and to facilitate the pre-certification process.

1. HealthLink's Fax/UM Forms: Our Utilization Management fax forms allow providers to submit notification and clinical information for review purposes by fax to help facilitate the review process. Fax forms are available on the HealthLink website, www.healthlink.com. From the Provider page, click on the Utilization Management link and select "UM Fax Forms". Please fax the available forms to 800-510-2162.

2. HealthLink's Interactive Voice Response System (IVR): This IVR application allows providers to determine whether pre-certification by HealthLink is required for one of their patients. Providers may call toll-free 877-284-0102, option 8, seven days a week from 5:00 a.m. to midnight.
3. HealthLink's online website, www.healthlink.com: This website includes an option for a provider to enter a member ID to obtain pre-certification requirements for that member.

Thank you for your participation in the HealthLink network. Please contact your Network Consultant if you need more information about HealthLink Medical Management.

Sincerely,

A handwritten signature in black ink that reads "Robert Sorrenti MD". The signature is fluid and cursive, with the letters "R", "S", and "M" being particularly prominent.

Robert Sorrenti, MD
Chief Medical Director, HealthLink

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