

CALL 877-234-5550 AND LISTEN FOR THE PRE-CERTIFICATION OPTION.

(This is the same number listed on the back of your Southcoast Health Plan ID card.)

Hours of operation are 8 am-6 pm Eastern, Monday to Friday.

On weekends, a nurse will check for messages twice daily.

Services Requiring Pre-Certification

CALL 877-234-5550 TO PRE-CERTIFY, OR CHECK THAT YOUR PHYSICIAN'S OFFICE PRE-CERTIFIED AND HAS A CONFIRMATION NUMBER.

Outpatient Services, including the following:

- Speech therapy - beyond 6 visits
- Occupational therapy - after 12 weeks
- Physical therapy - after 12 weeks
- Home health care - after 12 weeks
- Vein therapy - except in Tier 1 facilities
- Pain treatment (Occipital Nerve Blocks)
- Chemotherapy
- EGD - except in Tier 1 facilities
- Orthopedic Surgery
- Oncology/Hematology office visits - except in Tier 1 facilities
- Dialysis Services at out of network facilities
- Infusions

Diagnostic testing including the following:

- MRIs/ MRAs - except in Tier 1 facilities
- Nuclear cardiology services - except in Tier 1 facilities
- PET/ CAT scans - except in Tier 1 facilities
- Non-home sleep studies - except in Tier 1 facilities

Prosthetics, Orthotics and Durable Medical Equipment

(Or have your network supplier call)

- Rent, purchase or replace if cost exceeds \$2,500 or rental beyond 3 months

Inpatient and outpatient

Same-Day Surgeries, including the following:

- Cochlear implant
- Cosmetic/reconstructive surgery
- Outpatient transplants
- Bone/spinal stimulation
- Bariatric, including lap-band, etc. - except in Tier 1 facilities

All Inpatient Surgery

Including transplants, congenital anomaly repair and lumbar and cervical fusion

All Hospital/Facility/Hospice Admissions

Including medical, surgical, behavioral health, substance abuse, skilled nursing and rehabilitation

- At least two weeks prior to any planned surgery or admission
- Within 48 hours of an emergency hospital admission, or as soon as reasonably possible
- For illness or injury to newborns

Maternity

Including pre- and post-care coordination

- Inpatient admission that exceeds 48 hours for a vaginal delivery or 96 hours for a cesarean delivery

Infertility Services, beyond 3 cycles