

Inpatient Pre-Certification Guidelines

Pre-Certification

A pre-certification is a decision that inpatient services, including surgical and diagnostic services, meet the criteria for medical necessity under the member's benefit plan.

Pre-certification may be required for all inpatient hospital admissions.

1. Before requesting a pre-certification, please contact Member Services to verify eligibility, and benefits through Member Service.
2. Verification of member eligibility is valid if obtained within five business days of service, except in the case of misrepresentation.
3. Members are encouraged to review their benefit booklet for specific pre certification requirements, excluded services/ treatments and referral requirements. **Contract exclusions will not be pre-certified.**

iEXCHANGE

iEXCHANGE is a program offered by WPS Health Insurance that allows clinical staff to submit prior approval requests for inpatient and outpatient services electronically to WPS using the Internet.

Some of the benefits of iEXCHANGE include:

- Direct electronic submission
- Daily feedback from WPS
- Assignment of a Case ID number
- Monitoring the status of the request (i.e. Auto-approval; Pended for review)
- Communication with WPS staff through iEXCHANGE
- Alerts when the case has been updated
- Ability to "cut-and-paste" medical records to iEXCHANGE
- Ability to print requests/approvals for the provider

By giving contracted Providers access to iEXCHANGE web, we will improve the communication and collaboration with our provider community. You will be able to see the benefits of automating what is now a manual process. We look forward to working with you and your staff. To access iEXCHANGE you will need a User ID, password, and an iEXCHANGE ID.

If your office is new to iEXCHANGE and needs an initial administrator account, please contact WPS by emailing iexchange@wpsic.com or use the "Contact iEXCHANGE Staff" link from our website at <http://www.wpsic.com/iexchange/> or call 1-800-333-5003 and ask for an iEXCHANGE representative.

Services Requiring Pre-Certification:

Please be aware that most of our policies require a three (3) day notification for elective hospital admissions and a two (2) day notification of emergency admission or a financial penalty to the member may be applied

Inpatient Admissions:

- Inpatient admissions
- Hospice
- Non-emergent ambulance transfer
- Rehabilitation
- Skilled nursing facilities for members when Medicare is not primary
- Inpatient admissions for Behavioral Health Services

Services Not Currently Reimbursed

Anodyne therapy
Antineoplaston cancer therapy
Autologous Cell Therapy
Coblation
Cold therapy
Coronary calcium screening/ultra fast CT
Cosmetic services
Craniosacral therapy
Disc replacement
Ductal lavage
Epidural neuroplasty
ESWT (extracorporeal shockwave therapy for plantar fasciitis)
Experimental/investigational procedures
IDET (intradiscal electrothermal therapy)
Infrared therapy used to treat wounds or ulcerations
IVIG for repeated spontaneous abortion
Jas splints
Laser assisted uvuloplasty (LAUP)
Laser disc decompression
Lysis of epidural lesions
Nucleoplasty
Percutaneous disc decompression
Prolotherapy
Racz catheter
Rhinoplasty
Salivary hormones
Sublingual antigens
TriVex
Vagus nerve stimulator for depression

Customer Service:

Please refer to the Customer Service number listed on the back of the member ID card or call 800-765-4977 if you are unable locate the number Pre-Certification FAX Number: 608-226-4777

Customer Service number for WPS Employee Group is 800-798-8914 FAX number for the WPS Employee Group is 608-226-2668

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WPS
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