The following provides information on standard services that routinely require admission certification, authorization, or notification for Blue Cross and Blue Shield of Florida, Inc. (BCBSF) and Health Options, Inc.'s BlueCare (HMO), BlueMedicare HMO (Medicare Advantage HMO), BlueOptions (PPO), BlueMedicare PPO (Medicare Advantage PPO), BlueChoice (PPO), BlueSelect (PPO), and Traditional products. This summary is not all-inclusive. Location of service, member benefit contracts, and/or physician/provider agreements may affect authorization or admission certification and, to the extent of any inconsistency, will control. Payments are also subject to BCBSF/Health Options Medical Policies.

Admission certification, authorization, or notification should be obtained electronically use the Availity® Health Information Network Health Care Services Review Requests. Physicians and providers not using Availity should use Blue Express, our automated phone system by calling (800) 397-7337. For requests or situations that require you to contact us, call (800) 955-5692.

**BlueCare (HMO) and BlueMedicare HMO**

Authorizations are required for all referrals to non-participating physicians and providers and must be requested by a participating physician. Additional authorizations are needed by any physician/provider/facility (both participating and non-participating) on a variety of services including routine, elective and urgent services, inpatient or outpatient, and including 23-hour observation care.

For a guide to services that require an authorization, please click on the following links:

- [Health Options Utilization Management Fast Tracker](#)
- [Health Options DME Fast Tracker](#)
- [National Imaging Associates (NIA) Fast Tracker](#)

**BlueOptions (PPO)**

Certain advanced imaging services require authorization when performed and billed in an outpatient or office location.

Click on the following link for additional information:

- [National Imaging Associates (NIA) Fast Tracker](#)

**BlueMedicare PPO**

Prior authorization is required for transplants and the facility performing the services must meet specific Centers for Medicare & Medicaid Services (CMS) criteria.

**BlueChoice (PPO) and Traditional**

Admission certification is required for any inpatient admissions planned or unplanned to acute care hospitals and psychiatric and substance abuse facilities.

**BlueSelect (PPO/EPO)**

Admission notification is required for services provided during the course of an inpatient stay or treatment program in the following facilities: hospital, hospice, inpatient rehabilitation, long-term acute care, skilled nursing facility and behavioral health (Notifications for any behavioral health service must be directed to MHNet at (800) 835-2094). Prior authorization is required for a select list of medications in order to be covered by BCBSF. Certain advanced imaging services require authorization when performed and billed in an outpatient or office location.

Click on the following link for additional information:

- [National Imaging Associates (NIA) Fast Tracker](#)

**Pharmacy**

For information requiring prior authorization for drugs, refer to the Medication Guides.

For additional information on the authorization, notification, or admission certification process, refer to the Manual for Physicians and Providers.

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1Availity, L.L.C., is a multi-payer joint venture company. For more information or to register, visit Availity’s website at www.availity.com. 900-986-0309