

Utilization review services

Hospitalization and/or other outpatient services may prompt Crescent to become more actively involved in the coordination of care with both you and your physician.

Case management services

Crescent's case management team can help you manage episodes of care related to acute or chronic illnesses. Crescent's case management nurses work to provide information so you can make informed decisions about your treatment choices and offer their assistance in coordinating and navigating care.

Precertification Services
Crescent Health Solutions
Local: 828-670-9145 Extension 115 (or)
Toll Free: 800-707-7726 Extension 115
Fax: 828-670-9159



If you are uncertain if you or your family members are eligible for coverage of specific medical care contact the numbers listed below.

Eligibility and Benefits Questions

Crescent Health Solutions
800-707-7726

Cherokee County - Plan 8228
Human Resources
828-837-2735



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Contact information

Cherokee County
75 Peachtree Street
Murphy, North Carolina 28906
828.837.2130
www.cherokeecounty-nc.gov

Crescent Health Solutions
1200 Ridgefield Blvd., Ste. 215
Asheville, North Carolina 28806
800.707.7726
www.crescenths.com



PRECERTIFICATION
UTILIZATION REVIEW
&
CASE MANAGEMENT



For Cherokee County
Last Update: May 7, 2018



PreCertification and Health Management Services

Certain non-emergency medical care requires precertification in order to be paid by your insurance plan. The precertification process determines medical necessity, but benefit coverage can only be determined by your Third Party Administrator (TPA). This process determines medical necessity but does not guarantee benefit coverage.



A healthcare provider may obtain precertification on the insured's behalf; however, it is ultimately the insured's responsibility to obtain precertification.

Precertification should be obtained as early as possible but no less than 48 hours prior to receiving non-emergency services.

Approval Notification

Procedures or services requiring pre-approval are provided in this guide. For complete details of the tests, procedures and services requiring precertification, refer to your company's health plan handbook.

Approval will be provided in the form of a precertification number. If not approved, a denial letter will be provided to the insured explaining the reason for denial. A notification of denial will also provide instructions for appeal.

Medical Services Requiring Precertification

MEDICAL SERVICES

- Any Behavioral Health for Non-Emergency Inpatient or Partial Day Psychiatric Services
- Any Non-Emergency Inpatient Admission or Surgical Procedure
- Any Outpatient Diagnostic Procedure including CT, HIDA, PET, MRA and MRI Scan
- Any Outpatient Surgical or Invasive Procedures including but not limited to Biopsy, Cardiac Catheterization, Colonoscopy and Lithotripsy (ESWL)
- Cardiac Stress Test
- Chemotherapy, Dialysis, Home Infusion Therapy and Radiation Treatment
- Durable Medical Equipment
- Extended Care Facilities
- Home Health, Hospice, Private Duty and Skilled Nursing Care
- Oral and TMJ Surgery
- Outpatient Therapy including Occupational, Physical and Speech
- Sleep Studies and related expenses
- Ultrasounds performed outside of physician's office

NOTIFICATION:

Notification and request for retrospective certification must be made within 48 hours of emergency admission or surgery.

Crescent Health Management should be notified during the first trimester or upon confirmation of pregnancy.

CRESCENT

HEALTH SOLUTIONS

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