To request a medical referral or prior authorization (also known as pre-authorization, pre-certification, pre-determination) from Utilization Management for a member, follow the process below:

1. To determine if a service requires an authorization, use the following online tools:
   a) www.anthem.com/ca > Providers > Answers@Anthem > Tools & References
      • Prior Authorization List, which also links to Pre-Service Medical Review for Specialty Drugs
      • Medical-Surgical Clinical Data Submission Tools
   b) www.anthem.com/ca > Providers > Enter > Medical Policy, Clinical UM Guidelines, and Pre-Cert Requirements
      • Medical Policies and Clinical UM Guidelines (for Local Plan members)
      • Pre-Certification/Pre-Authorization Requirements (for Local Plan members)
      • Medical Policies and Clinical UM Guidelines (for BlueCard Out-of-Area members)
      • Pre-Certification/Pre-Authorization Requirements (for BlueCard Out-of-Area members)
   c) www.anthem.com/ca > Providers > Enter > Answers@Anthem
      • Utilization Management Case Intake Forms: Medical Pre-Authorization Request

2. To verify a member’s eligibility and benefits:
   a) Use the Availity Web Portal - www.availity.com
   b) Call the customer service number on the back of the member’s ID card

3. To request a prior authorization from Utilization Management:
   a) Fax: 866-815-0839
   b) Call: Phone number on the back of the member’s ID card or
      • 800-274-7767 for Local Plan (Anthem Blue Cross) members
      • 866-470-6244 for National members
      • 800-451-6780 for CalPERS members

Specialty Pharmacy Medical Management (SPMM - medical benefit only): call 866-580-5293 or fax 866-408-7195. To learn more about Specialty Pharmacy Medical Management, go to www.anthem.com/ca > Providers > Enter > Plans & Benefits. In the drop-down menu select Specialty Pharmacy Program. To access Request Forms, scroll to the bottom of this web page, click Anthem Blue Cross Pre-Service Medical Review for Specialty Drugs link, then click the link Pre-Service Medical Review Request Forms.