

### Federal Employee Program (FEP) Advance Benefit Determination

#### Purpose of this communication:

- To inform providers that they can help Federal Employee Program (FEP) patients avoid unexpected expenses for **non-urgent** services or durable medical equipment (DME) prior to delivery by requesting an **advance benefit determination**.

#### What do I need to know?

- Consider submission of an advance benefit determination for non-urgent high dollar DME or services where there is uncertainty in coverage. Include supporting clinical documentation when requesting an advance benefit determination.
- Florida Blue medical management staff will review advance benefit determination requests, along with related medical records to ensure that an appropriate clinical decision is made. It should be noted that this is typically a 15-day turnaround timeframe. However, the provider will be notified within 48 hours of a decision.
- Any request for medical care or treatment that is related to the treatment of a serious or life-threatening condition **must not** be handled as an advance benefit determination.

#### What do I need to do?

- To request an advance benefit determination for a **non-urgent** service, procedure or DME for which the contract does not require precertification or prior approval, **please submit your request via Availity or fax your request in writing** along with all necessary medical and member information (e.g., procedure, diagnosis codes and supporting documentation) to **Fax# (866) 441-1569**.
- **The Florida Blue customer service line for FEP advance benefit determination is (800) 333-2227, if you need any assistance.**

Thank you in advance for your cooperation and continued partnership.