

Pre-certification requirements

Improved Pre-certification Process Helps Ensure Appropriate Care

We take the medical treatment of our members very seriously. That's why we work with qualified networks to develop improved pre-certification procedures, early intervention measures and guidelines for appropriate care based on extensive study of best practices in medical management.

What is Pre-certification?

Pre-certification is a brief process to determine whether the healthcare services requested are medically necessary services. Pre-certification helps ensure that Trustmark members receive appropriate care in the appropriate place of service. *To pre-certify services, simply call the toll-free number that corresponds with your health plan.*

Note: Some states may require the use of pre-authorization rather than pre-certification.

How to Pre-certify a Medical Procedure

For pre-certification prior to the requested medical services, call the phone number on your ID card.

In Case of Emergency

For emergency admissions, call within 48 hours after admission or on the next business day.

When is Pre-certification required?

To help ensure appropriate care, pre-certification is required for all inpatient hospital stays and the following medical procedures:

- Inpatient hospital stays, including maternity and rehabilitation stays
- Organ and bone marrow transplants (also requires pre-authorization prior to pre-certification)
- Home healthcare services for physical, occupational or speech therapy
- Home infusion therapy, including chemotherapy
- High-tech outpatients radiology services (MRIs, CT scans, PET scans and other such services)
- Hospice care
- Long-term acute rehabilitation
- Subacute inpatient medical and rehabilitation
- Stays in a skilled nursing facility
- Inpatient mental illness, nervous disorder, alcohol and chemical abuse treatment
- Residential treatment centers

Pre-certification is not required for outpatient surgery. Medical procedure may vary by state. The policy will be final authority on which procedures require pre-certification.

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