

Colorado Provider Communications

Pre-certification request turnaround times for the Federal Employee Program

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The Anthem Blue Cross Blue Shield Service Benefit Plan®, also known as Federal Employee Program®, FEP®, would like to share information in regards to the turnaround time needed from the provider for urgent/non-urgent precertification requirements.

The Anthem FEP turnaround time for urgent/non-urgent precertification requirements follow the National Committee for Quality Standards (NCQA) and are outlined below:

- Urgent Concurrent - 24 hours (1 day)
- Urgent Preservice - 72 hours (3 days)
- Non-Urgent Preservice - 15 calendar days
- Post-service - 30 calendar days

In addition, Anthem FEP offers an Advanced Benefit Determination (ABD) for elective services.

- ABD - 15 calendar days

This service is offered as a courtesy and follows NCQA standards, if you would like more information regarding the ABD review process, please contact FEP Utilization Management at the number below.

For additional questions, please contact us at Anthem FEP Utilization Management: 800-860-2156 (8am - 7pm ET) Monday - Friday.

<https://providernews.anthem.com/colorado/article/pre-certification-request-turnaround-times-for-the-federal-employee-program>

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