

# New Hampshire Provider Communications

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## **Precertification request turnaround times for the Federal Employee Program**

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The Anthem Blue Cross and Blue Shield Service Benefit Plan®, also known as Federal Employee Program®, FEP®, would like to share information about the turnaround times for urgent or non-urgent precertification requests.

Anthem FEP follows the National Committee for Quality Assurance (NCQA) standards for turnaround time for urgent or non-urgent precertification requests which 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 precertification service is offered as a courtesy. If you would like more information regarding the ABD review process or have additional questions, please contact FEP Utilization Management at 800-860-2156, 8:00 a.m. - 7:00 p.m., Monday-Friday.

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<https://providernews.anthem.com/new-hampshire/article/precertification-request-turnaround-times-for-the-federal-employee-program-1>

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