

Virginia Provider Communications

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® or 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 a.m. – 7 p.m., Monday-Friday.

<https://providernews.anthem.com/virginia/article/precertification-request-turnaround-times-for-the-federal-employee-program-2>

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