

Services Requiring our Prior Approval

Your general practitioner physician may refer you for most services. For certain services, your physician must obtain approval from us. Before giving approval, we consider if the service is covered, medically necessary, and follows generally accepted medical practice. We call this review and approval precertification. Call us at 787-774-6081 (TTY: 787-792-1370) from Puerto Rico or 1-800-981-3241 (TTY: 1-866-215-1999) from the United States Virgin Islands.

We will provide benefits for covered services only when services are medically necessary to prevent, diagnose or treat your illness or condition. You or your Plan doctor must obtain precertification from this Plan for the following benefits or services:

- Services outside the Service Area, except emergencies; we will precertify services outside the service area, which will include payment determination, for those services that are not available in Puerto Rico;
- Rental and purchase of durable medical equipment;
- Skilled Nursing Facility;
- Organ and tissue transplants (see Note below)
- Lithotripsy;
- Osteotomy;
- Mammoplasty;
- Growth hormone therapy;
- Drugs identified with a **PA** in the List of Drugs;
- Positron Emission Tomography (PET AND PET-CT);
- Septoplasty;
- Rhinoplasty;
- Blepharoplasty;
- Office surgeries to be performed at Hospitals;
- Surgical treatment of morbid obesity (bariatric surgery);
- Prosthetic tracheostomy speaking valve; and
- Tracheo-esophageal voice prosthesis
- Insulin pumps and/or their supplies

Note: There is a special prior approval process for transplant cases. To be considered for an organ/tissue transplant, members must:

- have a diagnosis indicative for transplant;
- have a medical history with recent documents including results of laboratories, tests and consultations; and
- meet the clinical criteria for the transplant.

The referral can be sent thru fax (787) 706-4018 / (787) 774-4824 or by e-mail at lsilvest@ssspr.com to the Case Management Department. All organ/tissue services require our prior approval for each transplant phase.