



Medical Services Requiring Precertification

Precertification of OFFICE VISITS for an established patient with a work-related injury is not required. This does not apply to pain management, mental health services, dentistry, or similar type services. Please contact our Customer Service Department for any inquiries at [410-494-2000](tel:410-494-2000) or [1-800-264-4943](tel:1-800-264-4943).

General

- Alternative and Complimentary Medicine
- Dental Services
- Diagnostic tests (except Plain X-rays)
- Durable Medical Equipment over \$500 (includes Prosthetics)
- Electro-mechanical Devices
- Home Health Services
- Specialty Referrals/Consultations
- Wound Care

Therapy

- Chiropractic
- Functional Capacity Evaluation (FCE) and Work Conditioning/Work Hardening
- Infusion Therapy
- Physical and Occupational Therapy
- Psychiatry/Psychology
- Therapy (Biofeedback, Cognitive, Psychotherapy)
- Wellness/Fitness Programs (Health Club and Pool Memberships)

Surgery/Procedures/Facilities

- Inpatient Facility Admissions (Acute, Sub-acute, Rehabilitation)
- Surgeries/Procedures

Pain Management

- Injections
- Office Visits

Q. How can I submit a precertification request?

A. The fastest, most efficient way to submit your precert request is online via our secure eServices.

We encourage all medical providers to use our convenient and secure [online eServices](#) to request precertification authorization. If you do not have an eServices account with us, you can [create one here](#).

Please note that you will need your vendor number and FEIN in order to create an account. Upon submitting an eServices precertification request, you will be provided with a reference number and a fax number for supplying supporting documentation when necessary. Please include this reference number and the claim number with all documentation you forward to us.