

MANAGED CARE GUIDELINES

For New Hampshire Local Government Center Members

Designed to help minimize waste, duplication, or unnecessary services or supplies, our managed care guidelines help you and your employer save money. To receive maximum benefits from your New Hampshire Local Government Center (LGC) plan, you must follow these managed care guidelines whenever you receive certain services from a non-participating provider in New Hampshire or any provider outside of New Hampshire.

When you receive services from a participating provider in New Hampshire, you do not need to worry about these guidelines — your provider automatically manages your care.

Inpatient Services

If you do not call 800.531.4450 according to these guidelines, your benefits will be reduced and you could be responsible for up to \$1,000, in addition to any applicable deductible and coinsurance amounts.

Type of Admission	You must call 800.531.4450
Planned or scheduled hospital admission	<ul style="list-style-type: none"> At least seven days before your admission. If the date of your admission changes, you must call as soon as possible
Emergency or unscheduled hospital admission	<ul style="list-style-type: none"> Within 48 hours (or on the next working day) after your admission
Maternity care	<ul style="list-style-type: none"> Notify Anthem at 800.422.2940 as soon as you learn you are pregnant to enroll in Anthem's prenatal care program

Behavioral Healthcare

Mental Health and Substance Abuse Treatment Services

Each calendar year, your first 15 visits for outpatient treatment do not require precertification. If your treatment extends beyond 15 visits, you must follow managed care guidelines and call 800.531.4450 before receiving treatment.

If you do not follow the managed care guidelines, your otherwise payable benefits for behavioral healthcare may be reduced by as much as 20 percent.

Important

Precertification from Anthem Blue Cross and Blue Shield determines the medical necessity of services. If services are determined not to be medically necessary before or after they are received, benefits will not be payable.

This is an outline of managed care guidelines for your LGC plan. This document does not try to fully explain your Anthem Blue Cross and Blue Shield contract. For more information about your coverage, please refer to your *Group Subscriber Certificate* or *Subscriber Certificate* as well as your *Managed Care Endorsements*.

Payment of benefits is subject to all the terms and conditions of the certificate at the time of services. For more information, please refer to your *Group Subscriber Certificate* or *Subscriber Certificate*, or call customer service at 800.225.2666.



Local Government Center

New Hampshire Municipal Association
Workers' Compensation Trust
Property-Liability Trust
HealthTrust

NEW HAMPSHIRE
LOCAL GOVERNMENT CENTER
25 TRIANGLE PARK DRIVE
PO BOX 617
CONCORD, NH 03302-0617

TEL: 603.224.7447
FAX: 603.226.2988
TOLL FREE: 800.852.3358
OUTSIDE NH: 800.527.5001

WWW.NHLGC.ORG

MAKING A DIFFERENCE THROUGH
CARING AND INNOVATION