

REMINDER ABOUT PRECERTIFICATION



Certain medical services require precertification – Call your MyQHealth Care Coordinators to ensure claim approval

From medical claims to check-ups, your Care Coordinators are with you every step of your healthcare journey. We're your personal team of specialists and clinicians who support your unique healthcare needs.

We can also help by ensuring that precertification has been obtained prior to your upcoming service.

Call your MyQHealth Care Coordinators to confirm that your healthcare provider has precertified your service, if necessary. If not, we will reach out to your provider to obtain the information we need.

Services that require precertification include:

- Inpatient hospital admissions
- Surgery (inpatient or outpatient)
- Home Health and Hospice Care
- Skilled Nursing facility (SNF) admissions
- Transplants
- MRI, MRA, and PET scans
- Durable Medical Equipment (DME) over \$1500
- Oncology Care and Services
- Office Surgeries (ex. Colonoscopy)
- Dialysis
- Partial Hospitalizations and Intensive Outpatient Care for Mental Health/Substance Abuse
- Genetic testing
- Specialty Medical Drugs administered by Healthcare Providers

If you have a medical service or procedure coming up, call your MyQHealth Care Coordinators at 855-497-1230 (Monday - Friday, 8:30 a.m. - 10 p.m. ET) or visit myqhealthaccess.com to see if it requires precertification. We'll make sure you're in good shape.

GuideStoneHealth.org

855-497-1230
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Download the app | **MyQHealth - Care Coordinators**