

Insured's Guide to Pre-Certification

Helping You Make the Right Decisions

Our pre-certification program is an important part of your benefit plan. This service has been added to help you and your family get the health care services you need, and to answer your questions about health care issues. When you are planning a hospital stay, the pre-certification nurses can help you and your doctor.

By speaking with the pre-certification nurse before you go to the hospital, you can learn what choices you have and about the best use of your benefit plan. In times of crisis, the nurse can help you find the special services you or your family member may need. And it is always confidential.

The Pre-Certification Nurses help you when you are in the hospital.

While you are in the hospital, you can call the pre-certification nurses at any time with any questions you may have. The nurse will stay in touch with your doctor to monitor your progress.

The Pre-Certification Nurses help you get the help you need.

After a hospital stay, you may need special care or services. The pre-certification nurses can help you get that care by working closely with you, your family, your doctor, and the hospital staff. Their goal is to get you home as safely and as quickly as possible.

Pre-Certification: How to Make the Program Work

You must call the pre-certification nurse before you go to the hospital. The call you must make is toll-free.

Planned Hospital Stays

Call the pre-certification nurse **at least 3 days** before you are to be admitted.

Emergency Admissions

Call the pre-certification nurse **within 2 business days** after an emergency admission.

Maternity Admissions

Call the pre-certification nurse **2 months before** your expected date of delivery.

Call the pre-certification nurse **again** the day of delivery.

Observation

Call the pre-certification nurse **within 2 business days** of being admitted for overnight observation.

Remember, if you are hospitalized without contracting a pre-certification nurse, you will be required to pay an extra \$500 out of your own pocket. To receive your maximum benefits, you must use the pre-certification program.

Who to Call

If you are being admitted to a hospital, **call Med Valu at 1-800-245-3005** to pre-certify your stay. When you call this number, you will be given a pre-certification number. **Keep the number.** If there would be a problem, the number proves to us that you have pre-certified your stay.

Please remember: It is your responsibility to make sure the call is made on a timely basis. If someone else, or the hospital, says they are going to call for you, make sure they do.

You will need to have the following information handy when you make your call:

Patient Name

Date of Birth

Policy Number

Doctor's Name

Doctor's Address or Phone Number

Hospital Name

Hospital Phone Number

Date of Admission

NOTICE: Precertification or preauthorization does NOT guarantee coverage of or the payment of the service or procedure reviewed.

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