



BlueCross BlueShield of New Mexico

Prior Authorization rules - Medicaid Medical / Surgical/ Behavioral Health)

PREAUTHORIZATION REQUIREMENTS* through Carelon (formally AIM®) - Effective 01/01/2025

1. Radiology - members over 18

Utilizing the Carelon® Web Portal is the most efficient way to initiate a case, check status, review guidelines, view authorizations / eligibility and more url:
<https://guidelines.carelonmedicalbenefitsmanagement.com/>
 OR
 Call Carelon® Contact Center at 1-800-859-5299 Monday through Friday, 6 a.m. to 6 p.m., CT; and 9 a.m. to noon, CT on weekends and holidays

*including Network Exceptions including Out of Plan or Out of Network (due to Network Adequacy)

Note: For specific codes that apply, please access

For a full list of services, visit the BCBSNM AIM webpage at BCBSNM.com/provider under Clinical Resources.

Prior Authorization rules - Medicaid Medical / Surgical / Behavioral Health through Blue Cross Blue Shield New Mexico Medicaid. Call toll free 1-866-689-1523 between 8 a.m. to 8 p.m. (Local Time) Monday through Friday except holidays.

Network Participation

Out of network providers must seek prior authorization for all services. The exceptions are for emergency services, emergency ambulance services, stabilization, and services provided by I.H.S.

Notification Requirements

In cases of an emergency, notification is required within one business day of admission.

Medical Necessity

Medical necessity must be met for all services regardless if prior authorization is required. All services are subject to retrospective review and recoupment in accordance with State and Federal rules and regulations.

Inpatient Facility Admission Summary

Prior authorization required for all planned (elective) inpatient hospital care (surgical, non-surgical, behavioral health and/or substance abuse). Elective admissions must have prior authorization **before** the admission occurs.

All unplanned inpatient hospital care (surgical, non-surgical, behavioral health and/or substance abuse). Notification must be made within one business day of admission to the facility.

All admissions to a skilled nursing facility, a long term acute care hospital (LTACH) or a rehabilitation facility.

All residential treatment program admissions.

Limitations Of Covered Benefits by Member Contract

The table below includes information on benefit preauthorization requirements for non-emergency services provided to Blue Cross Blue Shield New Mexico Medicaid members. Medical necessity, as defined in the Member Handbook, must be determined before a benefit preauthorization number will be issued. Claims received that do not have a benefit preauthorization number may be denied. Independently contracted providers may not seek payment from the Blue Cross Blue Shield New Mexico Medicaid member when services are deemed not to meet the medical necessity definition in the Member Handbook and the claim is denied.

Summary of Services and UM requirements

Covered Service	Prior Authorization
Allergy care, including tests and serum	Please refer to the preauthorization grid for authorization requirements
Bariatric surgery	Yes
Breast Pumps and replacement supplies	No - Subject to benefit and DME dollar amount
Chemotherapy and radiation therapy	Yes, Please refer to the preauthorization grid for authorization requirements
Covered services provided in school-based health clinics	No
DME - Medical supplies	Please refer to the preauthorization grid for authorization requirements
Emergency dental care	No
Diabetes self-management services	Please refer to the preauthorization grid for authorization requirements
Dialysis services	Yes, Out of network, Out of State, CPT code 90999, Chronic dialysis procedures over 3 times a week.
Ground and air ambulance	Ground - No
	Air - No
Hearing services and devices	Yes, Please refer to the preauthorization grid for authorization requirements.
Home birthing	Notification is required
Home health care and intravenous services	Yes, Please refer to the preauthorization grid for authorization requirements.
Hospice	Please refer to the preauthorization grid for authorization requirements
Hospital services (inpatient, outpatient, and skilled nursing)	Please refer to the preauthorization grid for authorization requirements
Injections	Please refer to the preauthorization grid for authorization requirements
Laboratory, X-ray, EKGs, medical imaging services, and other diagnostic tests	Please refer to the preauthorization grid for authorization requirements
Long Term Services and Supports	Long Term Services and Supports require pre-assessment, eligibility determination and service planning. This process is completed with the member's care/service coordinator and the treatment team. Once service planning is complete, the authorization process is completed according to State guidelines and requirements. Eligibility is limited to members qualified due to waiver status or eligibility established after evaluation.
Nursing facilities	Yes
Nutritional counseling services	Please refer to the preauthorization grid for authorization requirements
Minor surgeries	Please refer to the preauthorization grid for authorization requirements
Office visits to PCPs or specialists, including dietitians, nurse practitioners, and physician assistants	No
Orthotics and Prosthesis	Please refer to the preauthorization grid for authorization requirements
Covered Service	Prior Authorization

Personal care services and private duty nursing (home- or school-based) for children under age 21, who qualify under the EPSDT program	Yes If your child is disabled, he or she may qualify for more services. Please call Customer Service and ask to speak with a Care Coordinator/Case Manager for more information.
PET, MRA, MRI, and CT scans	Please refer to the preauthorization grid for authorization requirements
Pharmaceutical Gender Reassignment Services	Yes
Podiatry (foot and ankle) services	Please refer to the preauthorization grid for authorization requirements
Pregnancy-related and maternity services	No
Pregnancy-related ultrasound (TX only)	Members are permitted to have three ultrasounds without preauthorization
Primary Gender Reassignment (Male-to-Female or Female-to-Male) Chest and/or Genital Surgeries	Yes
Routine physicals, children's preventive health programs, and Tot-to-Teen checkups	No
Second opinions (in network)	No
Surgery, including pre-and post-operative care: assistant surgeon, anesthesiologist, organ transplants	Please refer to the preauthorization grid for authorization requirements; all transplants and pre-transplant evaluation require prior authorization
Special rehabilitation services, such as: physical therapy, occupational therapy, speech therapy, cardiac rehabilitation, pulmonary rehabilitation	Please refer to the preauthorization grid for authorization requirements

Summary of Behavioral Health Services

Covered Service	Prior Authorization
Applied Behavioral Analysis (ABA)	Prior Authorization only required for: Adaptive Behavior Treatment by Protocol (97153) and Speciality Care: Adaptive Behavior Treatment with Protocol Modification (0373T)
Assertive Community Treatment	No
Behavioral Management	No
Community Support Services	No
Days Awaiting Placement	Yes, service only available for members up to age 21
Day Treatment Program	No
Partial Hospitalization	Prior auth only required for episodes of care beyond 45 days
Developmental Testing	No
Early, Periodic Screen, Diagnostic and Treatment Services	No
Inpatient Psychiatric Services	Yes
Inpatient Substance Abuse Services	Yes
Intensive Outpatient Program	No
Group Home	Yes
Residential Treatment Services (Children and Adolescents)	Yes, service only available for members up to age 21

Accredited Residential Treatment for Substance Abuse (Adults)	Yes
Psychosocial Rehabilitation Program	No
Standard office visits to mental health specialists, which could include counselors, social workers, psychiatrists, or psychologists	No
Sub Acute Residential	Yes, service only available for member up to age 21
Psychological/Neuropsychological Testing	No
Recovery Services	No
Respite Care (up to age 21)	Yes, for services beyond annual limit of 30 days or 720 hours
School Based Counseling	No
Telehealth Services	No
Treatment Foster Care I & II	Yes
Covered Service	Prior Authorization
Value Added Service - Transitional Living	Yes
Value Added Service - Electroconvulsive Therapy	No
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