

Charter Communications Precertification Program

Charter Communications' (formerly Oceanic Time Warner Cable) health plans require precertification of hospital admissions and certain inpatient/outpatient services. Precertification requests are approved for medical necessity only. Approval is not a guarantee of benefits or payment and is contingent on standard eligibility verification. **Failure to obtain precertification may result in a reduction of benefits or payment.**

To obtain precertification: Submit your request to the reviewer listed below along with supporting clinical documentation at least two (2) business days **prior** to the planned service, surgery and/or admission; or within forty-eight (48) hours of an emergent admission. Forms are available on our website at hwmg.org.

- **Hospitals:** Submit the admission face sheet.
- **All other providers:** Submit a completed Precertification Request Form.

Service Type	Precertification Reviewer and Contact Information	
Prescription Drugs	RxBenefits, Inc. Prior Authorization Review Department P.O. Box 382377 Birmingham, Alabama 35238-2377 Electronically via rxb.promptpa.com	Toll-Free (888) 608-8851 Fax (888) 610-1180
Medical Services in Hawaii	HWMG Health Management Department 220 South King Street, Suite 1200 Honolulu, Hawaii 96813	Phone (808) 791-7505 Toll-Free (800) 621-6998 ext. 302 Fax (808) 535-8398 Email HM@hwmg.org
Medical Services on U.S. Mainland	Cigna or its delegated ancillary vendors Electronically via cignaforhcp.com or its delegated ancillary vendors' websites	Toll-Free (866) 494-4872 or (800) 882-4462

Services Requiring Precertification

This list is subject to change at any time and without prior notice. Contact us or visit hwmg.org for the current list.

INPATIENT SERVICES

- Acute Care
- High-Risk Maternity
- Long-Term Acute Care
- Rehabilitation
- Skilled Nursing Facility

Behavioral Health

- Detox
- Hospital
- Residential

DRUGS

- Botox (Botulinum Toxin A) and Similar Medications
- Home Infusion
- Injectables
- Biologics including Antineoplastics (chemotherapy)
- Any drug cost of \$1000 or more

DURABLE MEDICAL EQUIPMENT (DME)

- Insulin Infusion Pump
- Neuromuscular Stimulators
- Orthotics and Prosthetics
- Osteogenesis Stimulators
- Power Operated Vehicles
- Pumps
- Seat Lifts
- Speech Generating Devices
- TENS
- Wheelchairs
- Any DME cost of \$500 or more

EAR DEVICES

- Auditory Brain Stem Implant
- Cochlear Implant
- Osseointegrated Implant

GASTRIC BYPASS SURGERY

HOME HEALTH SERVICES

MISCELLANEOUS PROCEDURES

- Keratoplasty
- Molecular Pathology and Gene Analysis

OUTPATIENT PROCEDURES

- Blepharoplasty
- Breast Reconstruction or Reduction
- Facial Reconstruction
- Rhinoplasty
- Varicose Vein Treatment
- Vascular Surgery

SLEEP MANAGEMENT PROGRAMS

- Diagnostic or therapeutic sleep studies
- Obstructive sleep apnea

SPEECH THERAPY

SPINAL PROCEDURES

THERAPEUTIC RADIOLOGY

TRANSPLANTS