

Certain medical and behavioral health services require pre-certification (<https://tinyurl.com/Aetna-precert>) for students covered by Aetna. Specific requirements (depending on the service) can be found in our Aetna Medical Policy Bulletins (<https://tinyurl.com/Aetna-policybulletins>).

All services begin at Student Health. If you need a service that requires pre-certification you will need to meet with a Student Health provider to get the process started.

Who can start a pre-certification?

- **In network** inpatient (i.e. surgery) and outpatient (i.e. wisdom tooth removal) procedures can be requested by the provider performing the procedure, the referring provider or the student.
- **Out of network** procedures can be requested by the providing physician or the student.
- The following information will be needed to request pre-certification: Student ID number, physician's name, physician's phone number, procedure codes and diagnosis codes.

How do I start the pre-certification process?

In network providers

- Obtain a referral to desired provider (only required for providers located within a 50 mile radius of UCSB Student Health). Assistance finding a provider can be found on the Aetna Student Health website: <https://tinyurl.com/Aetna-UCSB>
- In network providers should be aware they need to contact the Aetna Pre-certification Line (877-480-4161) in order to get services covered.
- Verify with the provider that the pre-certification was approved (could take up to 15 calendar days).

Out of network providers

- Obtain a referral to desired provider (only required for providers located within a 50 mile radius of UCSB Student Health). Assistance finding a provider can be found by calling Aetna Pre-certification Line (877-480-4161). It is always best to research in network providers first.
- In some cases, out of network providers may be willing to arrange a discounted fee with Aetna called a "single case agreement." If you have a provider in mind, please let an Aetna Pre-certification Representative know so they can arrange this with the provider.
- Ask the provider performing the procedure to contact the pre-certification line to request pre-certification. You may also request pre-certification yourself*.
- Follow-up with the provider (or contact the pre-certification line) to get the status of the request prior to obtaining any services. Out of network providers aren't contracted with Aetna so this step is very important.

*You must also verify the provider is willing to perform the procedure through Aetna prior to requesting pre-certification.

All students not covered by Aetna (Gaucha Health Insurance) should contact their **own** insurance carrier to inquire about the pre-certification process.

Any questions or concerns? Please Email SHSinsurance@sa.ucsb.edu or Call (805) 893-2592 to speak with a UCSB Student Health Insurance Advisor.