

**\*PRECERTIFICATION is required for inpatient hospital stays, outpatient surgical procedures, and mental & nervous benefits.**

**For inpatient hospital stays or outpatient surgical procedures, your provider must obtain precertification through PrimeDx T.P.A. at 1-800-477-4625, prior to your hospitalization or procedure. It is the employee's responsibility to call PrimeDX T.P.A. to confirm precertification. Precertification is required, or a 50% reduction in benefits will occur.**

**For outpatient mental health care, you must access the Employee Assistance Program (E.A.P.) first. Call Deer Oaks Employee Assistance Program at 1-866-327-2400 for assistance. Should you need to access the P.P.O. network after your 8 free visits, the E.A.P. will coordinate your benefits with the P.P.O., if your diagnosis qualifies under the medical plan. [www.Deeroaks.com](http://www.Deeroaks.com)**

**\*Remember Precertification is not a guarantee of payment of claims. Eligibility of benefits will be determined when the claim is received by the Third Party Administrator.**