



MASSACHUSETTS

Blue Cross Blue Shield of Massachusetts is an Independent
Licensee of the Blue Cross and Blue Shield Association

Clinical Exception Process (Individual Consideration)

Medical Policies

All our medical policies are written for the majority of people with a given condition. Each policy is based on medical science. In rare instances a patient's unique clinical circumstances may require individual review in light of current scientific literature.

When a physician is requesting a clinical exception related to BCBSMA medical policy, relevant clinical information needs to be supplied to BCBSMA.

Prior to providing a service, physicians may contact:

Blue Cross Blue Shield of Massachusetts

Case Creation/Medical Policy

One Enterprise Drive

Quincy, MA 02171

Tel: 1-800-327-6716

Fax:

- Commercial Medical/Surgical: 1-888-282-0780
- Behavioral Health: 1-888-641-5199
- Medicare Advantage: 1-800-447-2994

If a claim has already been submitted for the service and was rejected due to medical policy, please contact:

Blue Cross Blue Shield of Massachusetts

Provider Appeals

PO Box 986065

Boston, MA 02298