



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