PRE-CERTIFICATION INSTRUCTIONS

The following must be pre-certified with IMG within 48 hours of treatment:

1. Hospital Admission or Inpatient hospital treatment
2. Surgery
3. Interfacility Ambulance Transfer
4. Radiation Therapy
5. Evacuation
6. Return of Mortal Remains

HOW TO PRE-CERTIFY

If Wi-Fi is available, you can pre-certify online:
www.imglobal.com/member/precertification

Email: precertification@imglobal.com

Call: IMG at +1-317-655-4500 (Press 4)

For phone calls, provide this information:

1. Your name
2. That this is an emergency and you need to speak with the nurse on call
3. Tell the nurse on call the information below
4. After sharing medical information, ask the nurse on call if they can begin the Guarantee of Payment process

Information to Collect for Pre-Certification:

- Name of Insured
- Insured ID Number or Date of Birth (ID# is found on the medical ID card)
- Country you are in
- City where the hospital is located
- Hospital Name
- Reason for Admission/Diagnosis
- Doctor's Name if possible
- Contact email and/or phone number of the hospital medical personnel
- Contact email and/or phone number of the business/finance office personnel
- Phone number of in-county person/contact