



Utilization Management Review Process for
Coventry Medicare Members in Florida

Purpose of this communication:

To inform providers, that effective 6/1/2019, CareCentrix will be delegated to perform Utilization Management (UM) for home health services for all Coventry Medicare/DSNP members in Florida.

What do I need to know?

Effective 6/1/2019, CareCentrix is delegated for UM approvals and denials for Coventry Medicare/DSNP Coventry members for all home health nursing and therapy requests in Florida.

- For all initial service requests, the request limit is one evaluation visit in four days.
- For Registered Nurse (RN), Physical Therapist (PT), Occupational Therapist (OT), and Speech Therapist (ST) visits, the request limit is three visits in seven days.
- For all re-authorization requests, CareCentrix will review for medical necessity.

What do I need to do?

Please continue to submit service requests for Coventry Florida members through the CareCentrix provider portal: HomeBridgeSM.

If you already submitted requests for services with dates of service beyond 6/1/2019, CareCentrix may reach out to you for additional clinical information.

Please note that all requests for services that extend beyond 6/1/2019 will be reviewed for medical necessity.

Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to your Network Management representative.