



Provider Newsflash

August 2016

Physical Therapy Authorization Update

Purpose of this communication

- The purpose of this communication is to inform providers about a change to the CareCentrix authorization policy for physical therapy visits, specifically an expansion in the number of visits authorized upon initial request. This change will apply to all of the health plans where CareCentrix authorizes physical therapy services. These changes are the result of ongoing communication and feedback we have received from our provider network.

What do I need to know?

- Effective August 1, 2016, initial authorization requests for covered and medically necessary physical therapy visits will be approved up front for six (6) visits unless a lesser amount is requested.
- The initial authorization will remain in effect for 14 days.
- You will be responsible for ensuring the visits have been prescribed by an authorized party, per state and/or federal regulations, and that they are medically necessary.
- If additional visits are ordered beyond the six (6), you will need to submit another request for authorization.
- Providers must verify eligibility and benefits with the patient's Health Plan prior to providing any service, equipment or supply item regardless of where the referral came from (CareCentrix or another referral source).
- This change applies to all the health plans that CareCentrix authorizes physical therapy services for.
- This initial authorization expansion does not apply to nursing, social work or home health aide services.
- If you receive an initial authorization for physical therapy services that does not have six (6) visits noted on your Service Authorization Form (SAF) please contact our Care & Services Center (CSC).

What else should I know?

- CareCentrix is continuing to evaluate our authorization practices and will continue to enhance our system.
- While CareCentrix does not authorize services for Blue Card, we are investigating options that may be helpful to providers in the future.

Thank you in advance for your cooperation and continued partnership.

If you have any questions, please reach out to your assigned network management analyst for assistance.