

PROVIDER Bulletin



September 21, 2017

This Provider Bulletin applies to the lines of business and provider types checked below:

PHP (Medicare) Primary Care Physicians Specialists
 PHC (Medicaid) Ancillary Hospitals

Due to the impact from Hurricane Irma, PHP/PHC's Utilization Management Department is issuing a moratorium on the prior authorization requirement for consults and follow up visits for **IN-NETWORK Specialist Physician Referrals** during the month of September.

It is our goal that PHP/PHC members and participating Providers not experience any delays in receiving necessary care and consults as a result of the Hurricane Irma - State of Emergency. If an In-Network PCP is referring a PHP/PHC member to an In-Network Specialist physician for consultation or follow-up visit, prior authorization is not required. The In-Network PCP may direct Plan member to an In-Network specialist. In-Network specialist claim(s) for consult and/or follow up visits will be adjudicated accordingly.

Prior authorization is required for Out-of-Network Specialist referrals and Out-of-Network Facility requests.

Please continue to follow the standard versus expedited criteria to allow the most efficient handling of requests. Please remember, authorizations are able to be processed more timely if all the necessary information is supplied at the time of request. To avoid having to resubmit your request which may delay authorization, please submit all necessary information with the Authorization Request Form.

The following CPT codes impacted are:

New patient

99201-99205
92002, 92004

Existing patient

99211-99215
92012-92014

Emergency department

99281-99285

We remain committed to our Members and Providers. It is our hope that this temporary moratorium of the Plan's prior authorization requirements associated with consults and follow up visits for in-network specialty physicians relieves the administrative burden on our participating Providers as they recover from the disruption of Hurricane Irma.

Authorization and/or referral request, please fax to: 888.972.5340.

Please do not hesitate to contact your Provider Relations Representative should you have any questions surrounding this moratorium.

This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed Agreement with AHF, PHP or PHC. If you have any questions or suggestions contact the Provider Relations Department at 954.522.3132 or email to remon.walker@positivehealthcare.org.