

PROVIDER Bulletin



June 24, 2020

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

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

Submitting Claims-Massage Therapy

Effective July 1, 2020, PHP (Medicare) Plan has updated billing guidelines to expedite claims processing for massage therapy services.

The following general guidance is required when billing professional claims for all massage therapy service:

- 1 unit billed per 1-hour therapeutic massage

Please Note:

For members who have been diagnosed with AIDS-related neuropathy, we cover 2 one-hour therapeutic massages each month to increase blood circulation with \$0 copay for therapeutic massage services.

In addition, Prior authorization is required for services. For more information surrounding PHP's authorization process and requirements, please refer our Provider Manual which may be found at www.positivehealthcare.org.

TO SUBMIT A CLAIM:

PHP's [Provider Web Portal](#)

Paper claims for Positive Healthcare members must be sent to the following address:

PHP & PHC Claims

P.O. Box 7490 La Verne, CA, 91750

Providers may submit claims electronically via Change Healthcare

PHP & PHC Payor ID: 95411

Contracted providers are required to submit claims in accordance with the Florida Prompt Pay Statute, or according to the time frame specified in the provider contract.

Thank you for being a participating provider of PHP.

This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed Agreement with AHF or PHP. If you have any questions contact the Provider Relations Department. Florida providers please email Provider Relations Department FLPR@phcplans.org. California providers please email the California Provider Relations Department at CAPR@aidshhealth.org. Georgia providers please email GAPR@positivehealthcare.org.