



PROVIDER BULLETIN

May 16, 2022

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

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

New Authorization Process Notification

As part of our on-going committed to improve our services and tools, we are proud to announce our revised authorization process for PHP California only.

Effective immediately we will be launching a new provider authorization process for our Plan providers.

Our in-network providers **will not** be required to submit authorizations for the following routine services:

- PCP VISITS
- SPECIALTY OUTPATIENT OFFICE VISITS
- CHIROPRACTIC SERVICES
- ACUPUNCTURE SERVICES
- DIAGNOSTIC TESTS (example: MRI, CT, X-Rays, Ultra-sounds, biopsy, mammograms)
- SCREENING EXAMS (screening colonoscopy*, pap-smear, glaucoma screening,)
- SLEEP STUDIES
- EMERGENCY CARE
- AMBULANCE SERVICES
- LABS (ONLY FROM LABCORP)
- MENTAL HEALTH EXAMS (Including alcohol misuse screening)
- FAMILY PLANNING SERVICES
- STD SERVICES
- URGENT CARE
- ROUTINE EYE EXAM
- CARDIAC TESTING

Please Note: The following services **will continue to require authorization** from the Plan as a result of PHP's clinical/care management oversight requirements:

- DURABLE MEDICAL EQUIPMENT (DME)
- HOME HEALTH
- PHYSICAL, OCCUPATIONAL AND SPEECH THERAY (REHAB)
- SURGICAL PROCEDURES* exceptions below
- INPATIENT HOSPITALIZATIONS
- DIALYSIS except for out of area dialysis (example, when the member is traveling out of state)
- SKILLED NURSING FACILY
- PET SCANS
- CHEMOTHERAPY AND RADIATION
- PART B DRUGS
- PROSTHETICS AND ORTHOTICS
- MEAL DELIVERY SERVICES

Please continue to utilize EQSuite to submit authorizations requests to 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.



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If you have any questions or concerns regarding this authorization process change, please contact the California Provider Relations department for further assistance at capr@aidshhealth.org.

Thank you for your attention and cooperation.

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