

PROVIDER Bulletin



September 2023

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

Authorization Process Notification (reminder notice)

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

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

- PCP VISITS
- SPECIALTY OUTPATIENT OFFICE VISITS (Including Pain Mgmt and/or routine services exclusive of treatment and medication administration)
- CHIROPRACTIC SERVICES
- ACUPUNCTURE SERVICES
- MASSAGE THERAPY
- 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 FACILIY
- PET SCANS
- CHEMOTHERAPY AND RADIATION
- PART B DRUGS
- PROSTHETICS AND ORTHOTICS
- MOM'S MEALS

Please continue to utilize EQSuite to submit authorization request to PHP.

If you have any questions or concerns regarding this authorization process change, please contact Provider Relations department for further assistances: California providers please contact CAPR@aidhealth.org and FL providers please contact FLPR@phcplans.org

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@aidhealth.org.