

PROVIDER Bulletin



May 22, 2024

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 (revision notice)

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

Effective immediately our in-network providers will be required to submit authorizations for the following services only as a result of PHC clinical/care management oversight requirements:

- CHEMOTHERAPY, PHOTO & RADIATION THERAPY
- COMMUNITY SUPPORTS/ENHANCED CARE MANAGEMENT (ECM)
- CAM therapies (Acupuncture & Chiropractic Services)
- DIALYSIS (IN SERVICE AREA))
- DURABLE MEDICAL EQUIPMENT (DME)
- ELECTROMYOGRAPHY (EMG), NERVE CONDUCTION STUDIES,
- HEARING AIDS
- HOME HEALTH CARE (Including Skilled Nursing, Rehabilitation and Home Infusion)
- HOSPICE CARE
- IMAGING STUDIES (*Excluding preventative, X-Ray and Ultrasounds or Single/Flat View Studies*)
- INPATIENT CARE (Acute, Subacute, SNF (PASRR required), and Long-Term Care)
- INTERVENTIONAL RADIOLOGY & NUCLEAR MEDICINE
- PHYSICIAN OFFICE ADMINISTERED DRUGS (*Excluding Immunizations*)
- ORTHOTICS AND PROSTHETICS
- OUTPATIENT HOSPITAL SERVICES, SURGERY, AND REHABILITATION (Including PT/OT/ST)
- WOUND CARE
- OUT-OF-NETWORK SERVICES

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

The revised Prior Authorization request Form has been attached to this notice for your reference. You can also locate the current version of this form via the Plan's website (link/file path is included below).

[Microsoft Word - PHP-CA PHC-CA Authorization Request Form 3-2016.doc \(positivehealthcare.net\)](#)

If you have any questions or concerns regarding this authorization process change, please contact Provider Relations department for further assistance CAPR@aidhealth.org.

Thank you

This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed Agreement with AH, PHC or PHP. If you have any questions contact the Provider Relations Department at CAPR@aidhealth.org.



Prior Authorization Request Form



Instructions

Prior authorization is required for all services listed in the tables below. Please submit the request via the portal at <https://positivehealthcare.net/california/for-providers-portals/>. **Inpatient** requests/notifications may also be faxed to (888) 238-7463 and **outpatient** requests may be faxed to 1-888-272-7656. To confirm authorization status, check the portal or call Utilization Management at (800) 474-1434. Patient eligibility should be verified at time of service (see below for additional information).

Please note that routine visits with network specialists do not require prior authorization. Instead, for PHP members, please provide an order and for PHC members, please complete a Direct Referral Form. Please give order/form to the member to take to their appointment. **Orders/Direct Referral Forms do not need to be sent to the Plan.** Direct Referral Forms are located at:

PHC California <https://positivehealthcare.net/wp-content/uploads/2022/06/Direct-Referral-Authorization-Form-PHC.pdf>

Eligibility Verification for PHP (HMO SNP) (Medicare Advantage Part D plan) & PHC California (Medi-Cal HMO plan)

For eligibility verification, please utilize the portal at <https://positivehealthcare.net/california/for-providers-portals/> or call (800) 263-0067.

Specialty Services Requiring Prior Authorization

PHP (MEDICARE) SERVICES

- Chemotherapy, photo and radiation therapy, PET Scans
- Dialysis (in service area)
- Durable medical equipment (DME)
- EMG, nerve conduction studies
- Hearing aids
- Home health care, including skilled nursing, rehab, and home infusion
- Inpatient care (acute, subacute, SNF, and long-term)
- Interventional radiology & nuclear medicine
- Part B Drugs (Physician Office Administered), **excluding immunizations**
- PET scans
- Orthotics and prosthetics
- Out-of-Network Services
- Outpatient hospital services, surgery, and rehabilitation (incl. PT/OT/ST)
- Wound care

PHC CALIFORNIA (MEDI-CAL) SERVICES

- Chemotherapy, photo and radiation therapy, OET Scans
- Community Supports/Enhanced Care Management (ECM)
- CAM therapies (acupuncture & chiropractic services)
- Dialysis (in service area)
- Durable medical equipment (DME)
- EMG, nerve conduction studies
- Hearing aids
- Home health care, including skilled nursing, rehab, and home infusion
- Hospice Care
- Imaging studies (**excluding preventative, x-ray and ultrasounds or single/flat view studies**)
- Inpatient care (acute, subacute, SNF(**PASRR required**), and long-term care)
- Interventional radiology & nuclear medicine
- Physician Office Administered Drugs, **excluding immunizations**
- Orthotics and prosthetics
- Out-of-Network Services
- Outpatient hospital services, surgery, and rehabilitation (incl. PT/OT/ST)
- Wound care

Date of Request: _____

Check if Urgent

Patient Information

_____		Select Plan Option:	
Patient Name		<input type="checkbox"/> PHP (Medicare)	
_____	_____	<input type="checkbox"/> PHC California (Medi-Cal)	
Member ID Number	Birth Date		
_____	_____	_____	_____
Primary Care Provider Name	Contact	Phone	Fax

Referring Provider Information

_____	_____	_____	_____
Primary Care Provider Name	Contact	Phone	Fax

Indication for Referral

Diagnosis(es)/Code(s) _____

CPT Code(s) _____

List Patient's Clinical Condition, Lab Data, or Other Diagnostic Data _____

Requested Consultation or Service _____

Requested (Refer to) Provider Information

_____	_____	_____
Requested Provider/Facility Name	Phone	Fax

Standard authorization requests are processed within 14 days. **Valid** expedited requests are processed within 72 hours.