

Provider Network Fax Blast

Friday, October 12, 2018



nh healthy families.

2 Executive Park Drive
Bedford, NH 03110

PT/OT/ST Prior Authorization Update

NH Healthy Families would like to notify Physical Therapy, Occupational Therapy and Speech Therapy providers of a new process that has been implemented for obtaining prior authorization approval for patients approaching the 80 unit CAP limit.

We understand that due to the timing of when claims are submitted and processed in our system, there has been a difference between the number of units displayed in our system and the number of units used per the practice records.

Effective immediately, if a practice indicates that a patient is approaching their CAP limit, our prior authorization team will review the request for medical necessity, regardless of the number of units displayed in our system.

As a reminder, prior authorization is not required for therapy services under the 80 unit CAP. A post therapy review will be completed by National Imaging Associates (NIA).

We appreciate your feedback and continued partnership.

Please contact Provider Services at 1-866-769-3085 with any questions.

Sincerely,

NH Healthy Families

NH Healthy Families thanks you for being a partner in our network.

866-769-3085/TTY 855-742-0123

NHHealthyFamilies.com