

Commitment to Communication

From your Provider Relations Team



nh healthy families™

2 Executive Park Drive
Bedford, NH 03110

Change for Therapy Services Beginning March 1, 2019

January 9, 2019

You Spoke and We Listened

Dear NH Healthy Families Provider:

As a result of feedback from our provider network, NH Healthy Families is changing our therapy management process. **Effective March 1, 2019**, physical medicine services (physical therapy, occupational therapy and speech therapy) will no longer be managed through a post-service review process for NH Healthy Families.

We remain committed to ensuring that physical medicine services provided to our members are consistent with nationally recognized clinical guidelines. Therefore, beginning March 1, 2019, NH Healthy Families will implement a prior authorization of outpatient physical medicine services for its Medicaid membership. This prior authorization program will continue to be managed by NIA. Under terms of the agreement between NH Healthy Families and NIA, NH Healthy Families will oversee the NIA Physical Medicine Prior Authorization program and continue to be responsible for claims adjudication.

You will be able to obtain prior authorization via the website www.RadMD.com or through the dedicated NIA toll-free phone number at 1-866-769-3085.

Please keep in mind you will need to ensure that the member's therapy benefit has not been exhausted prior to providing services, even if an "Approved Authorization" has been obtained. This can be accomplished by calling NH Healthy Families Provider Services at 1-866-769-3085.

We appreciate your support and look forward to your assistance in assuring that NH Healthy Families members receive quality Physical and Occupational Medicine services delivered in a clinically appropriate manner.

Should you have questions, please contact NH Healthy Families Provider Services at 1-866-769-8035.

Sincerely,

NH Healthy Families Provider Network Services

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#NHhealthy



1-866-769-3085

TDD/TTY: 1-855-742-0123

NHhealthyfamilies.com