



An important
message from
Provider Relations



Outpatient Physical, Occupational and Speech Therapy Prior Authorization updates – Effective June 1, 2019

Allwell from Home State Health remains committed to ensuring that physical medicine services provided to our members are consistent with nationally recognized clinical guidelines. Therefore, beginning with dates of service June 1, 2019, Allwell from Home State Health will implement prior authorization of outpatient physical medicine services, managed by National Imaging Associates (NIA). As the nation's leading specialty health care management company, NIA delivers comprehensive and innovative solutions to improve quality outcomes and optimize cost of care. Under terms of the agreement between Home State Health and NIA, Home State Health will oversee the NIA Physical Medicine Prior Authorization program and continue to be responsible for claims adjudication.

Beginning May 28, 2019, providers may obtain prior authorization for dates of services June 1, 2019 and after via NIA's website, www.RadMD.com, or by calling Allwell from Home State Health HMO at 855-766-1452 or D-SNP 833-298-3361, between 8am and 5pm, Monday through Friday.

For additional details and information please visit our website at www.HomeStateHealth.com as indicated below:

For Providers/Allwell Provider Materials/News and Announcements

Documents- Frequently Asked Questions (FAQ), Quick Reference Guide (QRG) and Physical Medicine Tip Sheet/Checklist will be posted March 15, 2019.

Provider Webinars- NIA will be hosting provider webinars in May, 2019 to review the new prior authorization process. Dates and registration details will be posted May 1, 2019.

For Providers, Pre-Auth Needed, Medicare

Allwell from Home State's Pre-Auth Needed tool will be updated May 1, 2019 to reflect codes included in this program and therefore requiring prior authorization for dates of service on or after June 1, 2019.

Please keep in mind you will need to ensure that the member's benefit has not been exhausted prior to providing services, even if an "Approved Authorization" has been obtained. The purpose of NIA is to verify medical necessity of physical medicine services, and not to manage the member's benefits.

We appreciate your support and look forward to your assistance in assuring that Allwell from Home State Health Plan members receive Physical, Occupational and Speech Medicine services delivered in a quality, clinically appropriate manner. If you have questions, please contact Allwell's Provider Services team at 855-766-1452 for HMO or 833-298-3361 for D-SNP.

➤ **Keep Up with Our Latest News and Announcements!** All of Home State's News and Announcements are located on our website at www.HomeStateHealth.com. Here you can also find our annual provider manual, provider training opportunities, quarterly provider newsletters, and so much more!

Questions? Contact Provider Relations

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Allwell.HomeStateHealth.com