

Prior authorization update for physician order requirements

As a reminder, a signed physician order is required for services such as home health services (private duty nursing; skilled nurse visits; durable medical equipment; therapy, including all ancillary services). This requirement will be enforced differently effective May 1, 2019, and any outpatient request submitted for prior authorization for a service not directly provided by the prescribing physician, will be returned as incomplete if it is missing the physician's signature. Please ensure the physician's signature is included on all of these requests so that we may process the requests timely.

What is the impact of this change?

In order to process a prior authorization request for the services described above, a signed physician order is needed. If the request submitted does not have the signed physician order, the request will be returned as an incomplete request and will not be processed. Telephone orders, stamped physician orders or electronic signatures that comply with industry standards will be accepted. In order for members to receive timely services, providers must ensure that complete documentation is submitted for review.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-888-821-1108.