

Guidelines update for therapy precertification requests

Summary of update: Effective September 23, 2019, Dell Children's Health Plan updated our precertification approval maximum time frame for chronic therapy services targeting developmental delays. Dell Children's Health Plan now approves up to 180 days for initial and ongoing requests for medically necessary physical, occupational and speech therapies. Date spans that exceed 180 days from the requested authorization start date will **not** be processed.

What is the impact of this change?

Dell Children's Health Plan updated our precertification requirements to meet the *Texas Medicaid Provider Procedures Manual* guidelines. For all reauthorization requests, we will require an updated plan of care showing progress toward functional goals along with a progress update on a home exercise program. Reauthorization requests should not be submitted earlier than 10 days prior to the end of a current authorization.

Every 180 days, we will require norm-referenced standardized test scores for developmental delay therapy services. For further guidance on standardized test requirements and re-evaluation requirements, reference the Physical Therapy, Occupational Therapy, and Speech therapy Services Handbook section of the [Texas Medicaid Provider Procedures Manual](#).

As a reminder, submit therapy precertification requests through the Availity Portal at <https://www.availity.com> or fax to 1-844-756-4608.

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.