



celticare healthTM

Home Health Services and PT,OT and ST requests

Authorization process updates

12/15/2015



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Home Health Services Update:

Authorizations-What Providers Need to Know

As of January 1, 2016 , All Home Health Services for Physical, Occupational and Speech Therapy for Celticare Health members will be authorized through Cenpatico Specialty Therapy and Rehab Services. Providers will continue to get the first 6 visits (1 evaluation and up to 5 treatments) by providing notification. All subsequent requests for additional visits require prior authorization and will be approved per medical necessity.(see link below for instructions)

Providers are required to submit a Cenpatico/STRS Prior Authorization Form to begin the process. The form can be found at:

<http://www.cenpatico.com/providers/massachusetts/ma-provider-tools/ptotst-resources/?state=Massachusetts>

Home Health Services and Prior Authorizations At-A-Glance:

- The first 6 (six) PT, OT and ST Home Health Services are approved with notification
- Cenpatico requires notification on or before the day of the 6th visit. Notify Cenpatico by faxing in: the Cenpatico Outpatient Treatment Request Form(OTR) and Doctor's order or documentation of the signed verbal order(valid for 30 days)
- All subsequent requests will require prior authorization and the required clinical documentation (OTR, MD orders, Therapy evaluation and plan of care) for approval.

Questions? Please contact Celticare Health at 1-855-678-6975

Home Health Services Update- Authorization Questions

Where do I fax Authorizations?

- **Medical Management/Nursing Authorizations:**

Celticare Health:

Phone # 1-855-678-6975 Fax#: 866-614-1950

Questions: please call Celticare Health

- **Physical/Occupational and Speech Therapy Authorizations:**

Cenpatico:

Phone # 1-855-678-6975 Fax # 1-855-279-9640

Questions: Please call Cenpatico Clinical Provider Trainer

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Where do I find the Authorizations forms and Training Materials?

- <http://www.celticarehealthplan.com/careplus/provider-resources/documents-forms/>