

# NOTICE:

## PA Grid & Process Updates

Dear Provider:

Effective 10/1/17, a new Prior Authorization Grid will be in place for Health Choice Arizona and Health Choice Integrated Care. See [www.HealthChoiceAZ.com](http://www.HealthChoiceAZ.com) or [www.HealthChoiceIntegratedCare.com](http://www.HealthChoiceIntegratedCare.com) under Providers/Prior Authorizations.

There are a few changes, which include:

- Occupational Therapy-(new benefit for ages 21 and older) all services require prior authorization
- Podiatry-all services require a prior authorization, except routine diabetic foot care
- Nerve Conduction Studies-can ONLY be performed by Neurologists and/or Physical Medicine & Rehab (PM&R) physicians
- J0202 (Injection, alemtuzumab, 1 mg) and J2796 (Injection, romiplostim, 10 micrograms) require prior authorization

Also effective 10/1/17, for all prior authorization requests:

- Prior Authorization requests MUST be submitted prior to the date of service.
- Incomplete Prior Authorization requests will be returned to the provider via fax with a missing information letter. If the information is not received within 24 hours for expedited or 72 hours for standard, the request will be denied for lack of clinical information.
- Prior Authorization requests must be submitted on the correct request form which can be found on the HCA and HCIC website at [www.HealthChoiceAZ.com](http://www.HealthChoiceAZ.com) or [www.HealthChoiceIntegratedCare.com](http://www.HealthChoiceIntegratedCare.com) under Providers/Prior Authorizations or Provider Resources/Commonly Used Forms, or can be sent to you by your Network Service Representative. Requests submitted on an old prior authorization form will be returned to the provider.
- Peer to Peer requests must be made within 72 hours of a clinical determination, otherwise the provider will need to follow the appeal process.

If you have any questions, please reach out to your Network Service Representative.

Thank you,

Health Choice Prior Authorization Department

