MHIL Provider Memo

Molina Healthcare of Illinois | April 4, 2024

PA Requirements for Outpatient Therapy and Home Health Care

Molina Healthcare of Illinois (Molina) is reminding providers that Outpatient Therapy (Physical, Occupational, and Speech Therapy) and Home Health Care **require a separate** Prior Authorization (PA) for all services delivered to Medicaid members**,** as follows:

- Outpatient Therapy **requires a separate** PA for each type of therapy (Physical, Occupational, or Speech) **only after** an evaluation **and** twelve (12) visits have been completed in the calendar year.
- Home Health Care **requires** PA **only after** an evaluation **and** six (6) visits have been completed in the calendar year.
- The members' calendar-year benefits began on January 1, 2024.

Outpatient therapy

No PA is required for any Outpatient Therapy for the evaluation and the first twelve (12) visits for in-network (PAR) providers completed in the calendar year.

Please **only** submit your PA request **before** the 13th visit if additional visits are requested. Each type of therapy (Physical, Occupational, or Speech) requires a **separate** PA form to be submitted.

Home health care

No PA is required for the Home Health Care evaluation and the first six (6) visits for in-network (PAR) providers.

If additional visits are requested, please **only** submit your PA request **before** the seventh (7th) visit.

Requirements for PA request

To ensure timely review, please submit **all** of the following information with your PA request:

- ✓ One (or more) specific diagnosis codes that justify why the member requires services; please avoid non-specific codes as primary diagnoses.
- ✓ Total number of Outpatient Therapy or Home Health Care visits completed in 2024 (if available).
- ✓ Number of visits completed in 2024 for this episode of care (this diagnosis).
- ✓ Dates of first and last visit completed for this episode of care (this diagnosis).
- ✓ Care plan and/or recent clinical information documenting the member's progress (and/or specific goals not met).

Note: For Home Health Care, please include Form CMS-485 (Home Health Certification and Plan of Care) when completed.

Turnaround time

To ensure a timely response, please send a **separate request** for **each type** of service being provided to the member (i.e., skilled nursing; in-home physical therapy, occupational, and speech therapy, etc.).

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Example: Your patient requires both skilled nursing and physical therapy. These PA requests **must** be submitted on two (2) different forms.

Molina's standard turnaround time is **four (4)** calendar days, which is typically sufficient for therapy requests. Do **not** use "urgent" or "expedited" as a tool to obtain a response sooner.

"Urgent" is defined as a treatment or service that is critical in preventing the member from experiencing:

- A serious deterioration of health **or**
- An impact on the ability to regain maximum function.

Our goal is to provide a timely response to those in critical need. Reference this provider memo for additional details.

Inappropriately identifying a request as "urgent" or "expedited" and/or failing to provide all of the necessary clinical information at the time of submission may lead to unwanted and unintended consequences for providers and members.

Questions?

We're here to help. Contact your dedicated Provider Relations Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your dedicated Provider Relations Manager, visit our Service Area page at MolinaHealthcare.com.

Provider portal alert

Providers no longer have direct access to the Molina Legacy Provider Portal. Ensure that you and your staff have access to streamlined claims management, authorizations, eligibility/benefit verification, and more. Get started with the Availity Essentials Portal today!

Get critical updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! Click here to receive updates curated for Molina's Illinois providers.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.