

Therapy Services

December 30, 2010

Dear Phoenix Health Plan (PHP) Providers,

PHP is adopting a policy to refer all physical, speech and occupational therapy for our enrollees to facilities that are specifically contracted for therapy services. A list of those facilities is found in our online ancillary directory under PHYSICAL / SPEECH / OCCUPATIONAL THERAPY.

Facilities such as hospitals that have a contract for inpatient and certain outpatient services but are not listed under the therapy category in our directory will be considered non-preferred for this service.

As a reminder, our current prior authorization for physical/occupational/speech therapy is as follows:

PA required for -

- All evaluation visits at non-preferred facilities
- All follow-up visits
- Occupational and speech therapy covers only members under 21 years of age
- Speech therapy requires PA for both evaluation and follow-up visits

Hospital-based therapy sites not listed in our ancillary directory are considered non-preferred for these services and therefore incoming authorization requests for these sites will be redirected to preferred facilities.

This policy has been adopted to ensure medically necessary care is being delivered in the most cost effective setting and is consistent with our mission of being good financial stewards for AHCCCS and CMS funds.

The effective date of this policy is February 1, 2011.

Check our provider directory on or after February 1, 2011 to ensure you have the most current list of facilities that are contracted for therapy services.

If you have any questions, please contact your Provider Relations Representative directly or the department number shown below.

THANK YOU

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Visit our websites at www.phoenixhealthplan.com & www.abrazoadvantage.com