

## **14 ANCILLARY PROVIDERS**

### **14.1 ANCILLARY SERVICES**

SHP's ancillary provider network consists of hospitals, freestanding ambulatory surgery centers, freestanding health clinics, vision providers, durable medical equipment, medical supplies and other ancillary providers. A full listing of the SHP provider network can be found in the SHP Provider Directory.

### **14.2 INPATIENT HOSPITAL CARE IN AN ACUTE CARE/GENERAL HOSPITAL**

REQUIRED AUTHORIZATIONS: All elective admissions require pre-admission certification. The admitting provider or hospital must call SHP Care Management at 1-800-250-5007 at least five (5) working days prior to the admission. For emergency and maternity admissions prior authorization is not required, however, the admitting provider or hospital must notify SHP Care Management at 1-800-250-5007 within 24 hours or the next business day after admission.

CLAIMS PROCESSING: For elective admissions, claims are denied unless precertification was obtained. For emergency admissions, claims are denied unless SHP is called within 24 hours or the next business day after admission. All inpatient stays may be subject to retrospective review, which may result in full or partial payment denial. Claim submission on the UB04 claim form must be forwarded to SHP within ninety (90) days of the discharge date.

Claims should be submitted to:

**Suffolk Health Plan (SHP)  
P.O. Box 6008  
Hauppauge, NY 11788-9007**

### **14.3 AMBULATORY SURGERY**

SITES/CONTACTS: SHP participating hospitals and freestanding ambulatory surgery centers.

REQUIRED AUTHORIZATION: A referral voucher is required from the PCP to the SHP participating operating specialist. Prior authorization from SHP is not required for Medicaid, Child Health Plus and Family Health Plus members – with the exception of certain procedures that are potentially cosmetic in nature. See Appendix for a list of these procedures.

## **14.4 INPATIENT AND OUTPATIENT MENTAL HEALTH AND ALCOHOL AND DRUG TREATMENT SERVICES**

### SITES/CONTACTS:

Suffolk Health Plan (SHP) contracted with Beacon Health Strategies to manage the delivery of mental health and substance abuse services for all SHP members. Services **MUST** be provided by a participating provider.

REQUIRED AUTHORIZATIONS: An authorization is required for all non-emergency related admissions. Hospitals, Providers, Members or the Member's Designee should call SHP Behavioral Health at 1-866-969-2661. For emergency admissions, please notify SHP Behavioral Health within one (1) business day.

SHP members may self – refer to a behavioral health professional for one (1) outpatient behavioral health visit. Additional outpatient therapy visits beyond the initial session requires the behavioral health practitioner to complete and submit an Authorization to Beacon Health Strategies.

Authorization requests for continued care **must be submitted** prior to the second session and/or 14 days prior to expiration of current authorization.

CLAIMS PROCESSING: Claims should be submitted directly to Beacon Health Strategies.

## **14.5 OUTPATIENT REHABILITATION THERAPIES**

### **14.5.1 Physical Therapy**

SITES/CONTACTS: SHP participating hospitals, health centers and individual providers.

REQUIRED INITIAL AUTHORIZATION: Physical Therapy does not require a prior authorization or a referral.

### **14.5.2 Occupational Therapy**

SITES/CONTACTS: SHP participating hospitals, health centers and individual providers.

REQUIRED INITIAL AUTHORIZATION: Occupational Therapy does not require a prior authorization or a referral.

### **14.5.3 Speech Therapy**

SITES/CONTACTS: SHP participating hospitals, health centers and individual providers.

REQUIRED INITIAL AUTHORIZATION: The first visit for evaluation by a Speech Therapist does not require a referral or prior authorization. All subsequent visits require prior authorization.

AUTHORIZATION FOR CONTINUED SPEECH THERAPY SERVICES: Call the SHP Care Management (Precertification) line at **1-800-250-5007** or FAX requests for continued services to **1-877-267-7900** *or Mail* requests to:

**SHP Precertification  
4944 Parkway Plaza Boulevard, Suite 110  
Charlotte, NC 28217**

## **14.6 CHIROPRACTIC CARE**

**Chiropractic care is not a covered benefit for Medicaid, Child Health Plus and Family Health Plus members.**

## **14.7 HOME HEALTH CARE SERVICES**

SITES/CONTACTS: SHP participating hospitals, Certified Home Health Agencies, and licensed Home Health Agencies

REQUIRED AUTHORIZATIONS: Prior authorization approval by SHP is required for all home health care services. Call the SHP Care Management line at 1-800-250-5007.

## **14.8 HOME TELEHEALTH SERVICES**

SITES/CONTACTS: Effective September 1, 2009, SHP participating NYSDOH Approved Home Telehealth Agencies are now reimbursed for the provision of services to patients who have conditions or clinical circumstances which require frequent

monitoring; and where the provision of Telehealth services can appropriately reduce the need for an on-site or in-office visit or acute or long term care facility admission. Prior authorization is required.

**As part of the screening process, the NYS approved agency must perform an in-person risk assessment to determine if the member can meet the criteria for the monitoring device. SHP will require a copy of the assessment in advance of approval of Telehealth monitoring services.**

REQUIRED AUTHORIZATIONS: Prior authorization approval by SHP is required for all home Telehealth services. Call the SHP Care Management line at 1-800-250-5007.

## **14.9 LABORATORY SERVICES**

SITES/CONTACTS SHP participating hospitals, participating laboratory providers and any Medicaid approved independent laboratory.

REQUIRED AUTHORIZATIONS: Prior approval is not necessary for lab services. SHP will reimburse non-participating laboratories at the Medicaid payment rate. Child Health Plus members should be made aware that they might be billed for payment above the Medicaid rate if they use a non-participating laboratory.

## **14.10 RADIOLOGY SERVICES**

SITES/CONTACT: SHP participating hospitals and participating independent radiology centers.

REQUIRED AUTHORIZATIONS: MRIs, Sonograms (excluding obstetrical), nuclear medicine, PET scans and CT Scans of the brain/head, pelvis and heart are the only radiology service that requires precertification by calling the Care Management (Precertification) line at 1-800-250-5007. Radiology services must be performed at a participating facility.

## **14.11 HEARING AND HEARING AIDS**

SITES/CONTACTS: Please refer to listing in the SHP Provider Directory.

REQUIRED AUTHORIZATION: The PCP or authorized referral specialist must obtain prior authorization. Prior authorization is required if the hearing aid is over \$250

## 14.12 ROUTINE VISION CARE

SITES/CONTACTS: SHP contracted with General Vision Services (GVS), a managed vision care company with providers located throughout Suffolk County. The SHP preventive vision care benefit is administered exclusively through General Vision Services (GVS). GVS coordinates the provider network.

REQUIRED AUTHORIZATION: Members can self refer to a General Vision Services participating provider. Members can contact General Vision Services at 1-800-847-4661 to locate the nearest participating GVS provider or refer to the provider directory.

## 14.13 DURABLE MEDICAL EQUIPMENT

SITES/CONTACTS: Please see the listing of Durable Medical Equipment (DME) vendors in the Ancillary section of the SHP Provider Directory.

REQUIRED AUTHORIZATION: All equipment with a list price greater than \$250 must be pre-certified. Call the SHP Care Management (Precertification) line at **1-800-250-5007**. Also, all equipment listed below must be pre-certified.

DME EQUIPMENT REQUIRING PRECERTIFICATION	
<ul style="list-style-type: none"><li>• Multi-height and/or electric hospital beds</li><li>• Oxygen concentrators, liquid oxygen delivery systems portable oxygen units</li><li>• Compressors</li><li>• Ultra-sonic nebulizers</li><li>• Customized and/or motorized wheelchairs</li><li>• Patients lift devices</li><li>• Transcutaneous electric nerve stimulators (TENS)</li><li>• Electromagnetic fracture non-union stimulators</li><li>• Service parts and repairs</li><li>• Unlisted equipment</li></ul>	<ul style="list-style-type: none"><li>• Wheeled and heavy duty walkers</li><li>• Dry and gel mattress</li><li>• Powered air flotation bed</li><li>• Volume ventilators</li><li>• Alternating pressure pad replacements</li><li>• Artificial larynx</li><li>• Nasal continuous airway pressure</li><li>• Apnea monitors</li><li>• Certain home glucose monitors</li><li>• Communications systems and devices</li><li>• All rentals</li><li>• Seat - lift chairs</li><li>• Scooters</li><li>• CPM</li></ul>

**NOTE:** Medical / Surgical supplies are not covered by SHP for Medicaid and Family Health Plus members. Medicaid members can receive supplies using their Medicaid card under the Medicaid fee-for-service program. CHP coverage is limited for medical supplies to covered diabetic supplies and supplies that are part of a home health care visit.

#### **14.14 PROSTHETIC AND ORTHOTIC SERVICES**

SITES/CONTACTS: Please see Provider Directory for a listing of Prosthetic and Orthotic Services vendors.

REQUIRED AUTHORIZATION: Prior approval required by SHP when price is over \$250. Call the SHP Care Management (Precertification) line at 1-800-250-5007.

#### **14.15 PRESCRIPTION DRUG SERVICES**

Child Health Plus is covered for prescription drugs through Caremark.