

How to Submit a Home Health (HH) / Durable Medical Equipment (DME) Prior Authorization Request Guide

Home Health Providers

Who to Call

Providers can call Ambetter Medical Management at 1-877-617-0390 to update or check on the status of an authorization request.

Step 1

Complete the <u>Prior Authorization Form</u> (PDF) (**Note:** <u>All highlighted areas must be</u> <u>filled out.</u>)

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Step 2

Complete a Member/Patient Face Sheet (**Note:** Please include with your submission<u>.</u>)

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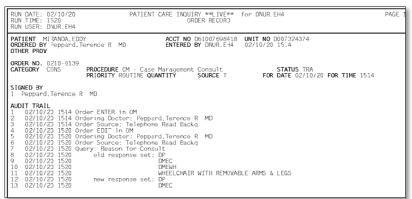
Step 3

Submit a completed, dated order signed by a physician that specifies member's requested Home Health (HH)/Durable Medical Equipment (DME) services.

- DME Order Checklist:
 - Must be electronically/physically signed on same page as the order.
 - Must include a diagnosis with ICD-10 code(s).
 - Must include pertinent CPT and HCPCS codes.

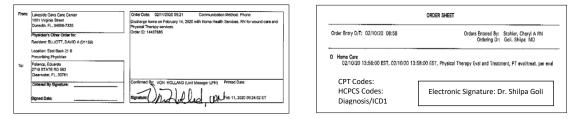


• DME Order Example:



- Home Health (HH) Order Checklist:
 - Must be electronically/physically signed on same page as the order.
 - Must include a diagnosis with ICD-10 code(s).
 - Must include pertinent CPT and HCPCS codes.

• HH Order Example:





Step 4

Submit clinical documentation that supports the needs for requested HH/DME services.

- HH Clinical Documentation Checklist:
 - Physical, occupational, and/or speech therapy services should include evaluations detailing the need for these services in the home.
 - Most recent physicians note(s).
 - Most recent information about member's diagnosis, medication and treatment.
 - Admission report required for discharge request.
- DME Clinical Documentation Checklist:
 - DME request for assistive devices should contain evaluations from the appropriate servicing provider/services detailing the need for this equipment.
 - Most recent physician note(s).
 - Most recent information about member's diagnosis, medication and treatment.
 - Admission report required for discharge request.

Important Contact Information

Service Name	Product	Phone Number	Hours of operation
Medical Management	Ambetter	1-877-617-0390	Monday-Friday from 8 a.m. to 8 p.m. Eastern
Provider Services	Ambetter	1-877-687-1169	Monday-Friday from 8 a.m. to 8 p.m. Eastern

Important Links

- Ambetter Provider Resources | Ambetter from Sunshine Health
- Sunshine Health <u>Resources for Home Health Providers</u>