

## Prior authorization requirements for 97537

Effective May 1, 2020, prior authorization (PA) requirements will change for 97537. The medical codes listed below will require PA by Virginia Medicaid and HealthKeepers, Inc. for Anthem HealthKeepers Plus and Anthem CCC Plus members. Federal and state law, as well as state contract language and Centers for Medicare & Medicaid Services guidelines, including definitions and specific contract provisions/exclusions, take precedence over these PA rules and must be considered first when determining coverage. **Noncompliance with new requirements may result in denied claims.**

PA requirements will be added to the following:

- 97537 — Community/work reintegration training (for example, shopping, transportation, money management, avocational activities and/or work environment/modification analysis, work task analysis, use of assistive technology device/adaptive equipment), direct one-on-one contact, each 15 minutes

To request PA, you may use one of the following methods:

- **Web:** <https://www.availity.com>
- **Fax:**
  - For Anthem HealthKeepers Plus PA, fax: **1-800-964-3627**.
  - For Anthem CCC Plus PA, fax: **1-800-964-3627**.
- **Phone:**
  - For Anthem HealthKeepers Plus Provider Services, call: **1-800-901-0020**.
  - For Anthem CCC Plus Provider Services, call: **1-855-323-4687**.

Not all PA requirements are listed here. Detailed PA requirements are available to contracted providers by accessing the provider self-service tool (<https://www.availity.com>). Contracted and noncontracted providers who are unable to access Availity may call Provider Services at **1-800-901-0020** or Anthem CCC Plus Provider Services at **1-855-323-4687** for PA requirements.

\* Availity, LLC is an independent company providing administrative support services on behalf of HealthKeepers, Inc.