



[Date]

Corrected information: OrthoNet medical necessity reviews

This bulletin corrects information previously communicated to providers regarding OrthoNet medical necessity reviews, including phone and fax numbers. Effective for dates of service on or after **July 1, 2015**, Anthem Blue Cross and Blue Shield (Anthem) is working with OrthoNet to conduct medical necessity reviews for:

- Speech, physical and occupational therapy
- Back pain management
- Spine care management

What this means to you

Effective for dates of service on or after **July 1, 2015**, requests for speech, physical and occupational therapy, as well as back pain and spine care, must be reviewed by OrthoNet for prior authorization (PA). Please share this information with office staff and other providers in your practice.

How do I submit requests to OrthoNet?

You may request PA by submitting complete clinical information to OrthoNet by:

- Phone:
 - Medicaid speech, physical and occupational therapy: **1-844-735-2621**
 - Back pain/spine care: **1-844-246-3443**
- Fax:
 - Medicaid speech, physical and occupational therapy: **1-844-795-3183**
 - Back pain/spine care: **1-844-232-1909**

Requests submitted with incomplete clinical information may result in a denial. Appropriate therapy evaluations must be completed and submitted with PA requests. The initial evaluation and re-evaluations do not require PA.

How will OrthoNet determine medical necessity?

OrthoNet will use Anthem medical policies and clinical utilization management guidelines to determine medical necessity of the requested therapies. You may access these medical policies and clinical guidelines at **www.anthem.com**. If no Anthem clinical utilization management guideline is applicable, OrthoNet clinical review criteria will be applied.

www.anthem.com/wimedicaidoc

Note: Authorization requests sent directly to Anthem on or after **July 1, 2015**, will delay medical necessity determination.

What if I need assistance?

If you have questions about this communication, received this fax in error, or need assistance with any other item, contact Provider Services at **1-855-558-1443**. You may also contact OrthoNet at **1-844-586-1056** for Medicaid speech, physical and occupational therapy or **1-844-321-2473** for back pain and spine care therapies.