

Med-Care Administrators

Expert Medical Billing and Practice Management Services

www.MedCareAdmin.com

February 25, 2021

Effective January 1, 2021 Physical, Occupational, and Speech Therapy Preauthorization Process Change

We remind you that effective January 1, 2021, Excellus BlueCross BlueShield now requires preauthorization for all physical, occupational and speech services requested for our members who have **Medicaid Managed Care** and **Health and Recovery Plan (HARP)** coverage. **This includes: HMOBlue Option, Blue Choice Option, Premier Option, Blue Option Plus and Premier Option Plus.**

Excellus notified providers of this change in a bulletin issued September 17, 2020.

Also beginning January 1, 2021, preauthorization requests for the following services and CPT codes must be made through our CareAdvance Provider® web portal for members who have coverage under one of the plans listed above:

- All physical therapy authorization requests (CPT 97164)
- All occupational therapy authorization requests (CPT 97168)
- All speech therapy authorization requests (CPT 92507)

Additional visits must be requested through CareAdvance Provider using the same reference number.

Refer to our [CareAdvance Provider Navigation Guide](#) for additional assistance using the online preauthorization tool.

<https://provider.excellusbcbs.com/resources/news/article?articleId=7628975&classPK=2860114>
67