Post Acute care utilization management reviews returning to Security Health Plan

Security Health Plan will be transitioning the post-acute care utilization management reviews from Optum Home and Community, formerly naviHealth, back to Security Health Plan starting in December. Post-Acute care utilization review includes Long Term Acute Care (LTAC), Acute Inpatient Rehab, and Skilled Nursing Facility (SNF).

- All initial and concurrent authorization requests received on or before Dec. 15 will continue to be reviewed and managed by Optum Home and Community.
- Security Health Plan will begin taking new initial post-acute care utilization review requests on Dec. 16 for all products.
- Any concurrent reviews that Optum Home and Community was following will continue to be reviewed by Optum through Dec. 31.
- As of Jan. 1, all reviews, initial and open concurrent authorizations, will be reviewed and completed by Security Health Plan.

If you have post-acute authorization requests and clinical documentation for both initial and concurrent reviews, please submit them through the Security Health Plan Provider Portal.

To use the Provider Portal, follow these steps:

- Contact your clinic or facility's portal administrator to see if you have been granted access. If not, please connect with your portal administrator to have them add you to the list of staff needing access.
- If your staff/facility does not have provider portal access, please complete and fax the SHP Provider Portal Access Request. This form is also available on the Security Health Plan website under Providers, then Document Library. If you have any questions, please contact Security Health Plan at 715-221-9640.

If you would like instructions on how to submit a prior authorization on the Provider Portal, log into the Security Health Plan Provider Portal and review the following training documents:

- The "Provider Portal Reference Guide" provides helpful hints on how to log in and navigate through the provider portal.
- The "SHP Training-ProAuth Post Acute Care Requests" document covers steps to create and submit a post-acute care request authorization.

In order to submit an authorization request via our tool ProAuth, you will need to enter a CPT code for the services. We recommend using the following CPT codes:

- 99233 LTAC and acute inpatient rehab
- 99307 for SNF and Swing bed

Security Health Plan will perform post-acute reviews using Change Healthcare InterQual, Medicare NCD/LCD and Medicaid ForwardHealth criteria as appropriate to make determinations.

- Post-acute prior authorization is required for LTAC, acute inpatient rehab, swing bed and SNF for Commercial, SAS, Marketplace Plans, and Medicare/DSNP via SHP Provider Portal.

- Post-acute prior authorization is required for LTAC, acute inpatient rehab for Medicaid and Medicaid SSI via SHP Provider Portal.
    - For Medicaid/Medicaid SSI members going to the SNF, prior authorization for nursing home services is not required; however, to assist Security Health Plan Care Managers in care coordination, we request that skilled nursing facilities provide the member's name, date of birth, date of admission and reason for admission. You can submit this information via fax at 715-221-6612 or you can send an email to shp.health.sevices@securityhealth.org.