

Prior Authorization/Notification Requirements

This document, outlining common services that require prior authorization or Plan notification, is for use by participating WellSense providers and vendors.

Prior authorization/notification requirements apply to Plan products (MassHealth, Senior Care Options, and Clarity plans (formerly known as Qualified Health Plans/Commercial)

as indicated by the symbol ♦.

Please note that all non-emergent out-of-network requests require prior authorization.

The Plan and contracted vendors evaluate requests for covered services and determine medical necessity through the use of InterQual® criteria (nationally recognized commercially purchased) or internal medical policies that are evidence-based.

Prior to scheduling a service, please refer to Covered Services list (MH), (SCO), and Clarity plans (formerly known as QHP) and the Plan's Provider Manual, Clinical Coverage or Reimbursement Policies, and Provider Communications for coverage and/or processing requirements for the service in question. Check the Lookup Tools for Prior Auth requirements for specific CPT and HCPCS codes. These documents and tools can be found on the Plan's website www.wellsense.org.

NOTE: The guidelines included in Plan policies on www.wellsense.org are applicable to members enrolled in Senior Care Options only if there are no criteria established for the specified service in a Centers for Medicare & Medicaid Services (CMS) national coverage determination (NCD) or local coverage determination (LCD) on the date of the prior authorization request.

If the requested service is of an urgent nature, as defined in the Provider Manual, Section 8.7, please indicate "URGENT" on your request.

As of 09/10/23, the Plan follows InterQual® 2023 criteria sets.

With any questions, contact the Plan's Prior Authorization Department at:

1-888-566-0008, option 3 "Medical Services, Authorizations and Notifications other than Behavioral Health or Pharmacy" or the appropriate vendor as listed below.

Effective 04/01/2024 Page 1 of 19



The Plan has contracted with vendors to manage the following services:

Service	Types of Services	Vendor	Contact Information
Behavioral Health	Inpatient/diversionary/intermediate services for mental health and addiction treatment Outpatient mental health and addiction services	Carelon Behavioral Health (formerly known as Beacon Health Strategies)	Phone: 1-866-444-5155 http://www.carelonbehavioralhealth.com
Durable Medical Equipment, Prosthetics, Orthotics and Medical Supplies (DMEPOS)	 Durable Medical Equipment Prosthetics/Orthotics Medical Supplies Please click the link below here for more information regarding Provider Types managed and exclusions from Prior Authorization. Northwood Information 	Northwood, Inc. (Northwood)	Phone: 1-866-802-6471 Fax: 1-877-552-6551
Genetic, Molecular and Genomic Testing	Genetic, Molecular and Genomic Testing	eviCore	Phone: 1-800-918-8924 https://www.evicore.com/
Musculoskeletal Procedures	 Outpatient pain management services Joint Surgeries Spine Surgeries Spinal Implants Spinal Cord Stimulators Pain Pumps 	eviCore	Phone: 1-800-918-8924 https://www.evicore.com/
Non-Emergency Transportation	Manages the travel arrangements for non-emergent sea transport, non-emergent air transport, and non-emergent ground transportation for MassHealth ACO, MCO, and Senior Care Options members.	WellSense Health Plan transportation line	Masshealth Phone: 1-800-841-2900 SCO Phone: 1-855-833-8125



Service	Types of Services	Vendor	Contact Information
Radiology (Non-Emergent Outpatient, Excluding Those Associated with Observation or Emergency Department Visits)	 MRI/MRA CT/CTA Nuclear Cardiology Imaging Studies PET Scans 	eviCore	Phone: 1-800-918-8924 https://www.evicore.com/



S	ervice	Prior Authorization Responsible Party	Notification Responsible Party	MassHealth Products	Senior Care Options Products If Medicare member, check NCD/LCD first	Clarity plans (formerly known as Qualified Health Plans) Products	See Medical or Reimbursement Policy/Provider Manual/Covered Services List or EOC	Comments
Acupunctur	re	Servicing Provider		* *	* *	Not a covered benefit	Medical Policy	Contact Carelon at 1-866-444-5155 or http://www.carelonbehavioralh ealth.com for coverage related to substance abuse treatment and for prior authorization when acupuncture used for withdrawal from substances. For MassHealth members, prior auth is not required for other covered indications for acupuncture (pain relief or anesthesia), as specified in the Medical Policy. For SCO members, prior auth is required for other covered indications for acupuncture (low back pain), as specified in the Medical Policy.
Administrat Day(s) (AND	ively Necessary O), Inpatient	Servicing Facility		*	Not a covered benefit	Not a covered benefit	Medical Policy	Discussion/submission during concurrent review process



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Ambulatory Monitoring Devices							
Ambulatory Cardiac Monitors	PCP or Servicing Provider		♦	•	•	Medical Policy	
 Continuous Glucose Monitoring Systems, Artificial Pancreas Device Systems, and Insulin Delivery Systems 	PCP or Servicing Provider		*	♦	*	Medical Policy	At least 5 calendar days before requested DOS
Autism Spectrum Disorders	PCP or Servicing Provider		See specific service	Not a covered benefit	*	Medical Policy (Clarity plans formerly known as QHP)	At least 5 calendar days before requested DOS
Balloon Sinus Ostial Dilation as a Stand-Alone Procedure	PCP or Servicing Provider		*	*	*	Medical Policy	At least 5 calendar days before requested DOS
Bariatric Surgery	PCP or Servicing Provider		*	*	•	InterQual [®]	At least 5 calendar days before requested DOS
Biofeedback in an Outpatient Setting to Treat Incontinence or Constipation	PCP or Servicing Provider		•	♦	•	Medical Policy	At least 5 calendar days before requested DOS



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Breast/Chest Procedures							
Breast Reconstruction	PCP or Servicing Provider		♦	♦	•	Medical Policy	
Breast Reduction Surgery	PCP or Servicing Provider		♦	♦	•	Medical Policy	At least 5 calendar days before requested DOS (See policy for Cancer related
Mastopexy	PCP or Servicing Provider		♦	♦	•	Medical Policy	diagnosis waivers)
Gynecomastia Surgery	PCP or Servicing Provider		♦	♦	•	Medical Policy	
Capsule Endoscopy (see Surgical Procedures)	PCP or Servicing Provider		*	*	•	InterQual [®]	At least 5 calendar days before requested DOS.
CAR T-Cell Therapy to Treat Hematological Malignancies	PCP or Servicing Provider		*	♦	♦	Medical Policy	At least 5 calendar days before requested DOS
Cervical Artificial Disc Replacement	PCP or Servicing Provider		♦	♦	♦	eviCore	At least 5 calendar days before requested DOS.
Chronic Back and Neck Pain Treatment:							
Facet Joint Nerve Injections	PCP or Servicing Provider		*	♦	*	<u>eviCore</u>	
Percutaneous Radiofrequency Denervation	PCP or Servicing Provider		*	*	•		At least 5 calendar days before requested DOS.
Sacroiliac Joint Injections	PCP or Servicing Provider		*	*	•		



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Clinical Trials	PCP or Servicing Provider		*	•	•	Medical Policy	At least 5 calendar days before requested DOS
Cochlear Implants	PCP or Servicing Provider		*	*	*	Medical Policy	At least 5 calendar days before requested DOS
Contact Lens and Scieral Lens for Certain Medical Conditions	PCP or Servicing Provider		♦	Not Applicable	•	Medical Policy	At least 5 calendar days before requested DOS
Cosmetic, Reconstructive & Restorative Services	PCP or Servicing Provider		*	♦	*	Medical Policy	At least 5 calendar days before requested DOS
Dental Services, Medically Necessary Facility/Hospital Services to Provide Dental Services (Due to a Serious Medical Condition)	PCP or Servicing Provider		*	*	*	Medical Policy	At least 5 calendar days before requested DOS
Drug Screening/Testing for Illicit Drugs and/or Controlled Substances	Servicing Provider		*	♦	♦	Medical Policy Reimbursement Policy	At least 5 calendar days before requested DOS
Electric Tumor Treatment Fields (TTF)	PCP or Servicing Provider		♦	♦	♦	Medical Policy	At least 5 calendar days before requested DOS



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Enteral Nutrition (Tube Feeding) Products Supplied and Billed by Home Infusion Providers and Digestive Enzyme Cartridges	PCP or Servicing Provider		*	*	•	Medical Policy	At least 5 calendar days before requested DOS
Experimental and Investigational Treatment:							
Experimental and Investigational Treatment General Policy	PCP or Servicing Provider		♦	♦	*	Medical Policy	
Actigraphy	PCP or Servicing Provider		♦	♦	♦	Medical Policy	
Endoscopic Procedures or Magnetic Esophageal Sphincter Augmentation to Treat Gastrointestinal Reflux Disease (GERD) in the Outpatient Setting	PCP or Servicing Provider		*	*	*	Medical Policy	At least 5 calendar days before requested DOS
Pelvic Floor Stimulation for the Treatment of Incontinence and/or Overactive Bladder	PCP or Servicing Provider		*	*	*	Medical Policy	
Prolotherapy	PCP or Servicing Provider		*	*	*	Medical Policy	
Whole Body Integumentary Photography	PCP or Servicing Provider		*	*	*	Medical Policy	



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Gender Affirmation Surgeries	PCP or Servicing Provider		*	*	*	Medical Policy	At least 5 calendar days before requested DOS
Genetic, Molecular and Genomic Testing (Please see the below examples, for specific codes authorization requirements please consult the plan's Code Look up tool here Code Look-Up Tools)							
Fragile X-associated Disorder	PCP or Servicing Provider		*	*	*	<u>eviCore</u>	
Gene Expression Profiling Cancer Recurrence (e.g., Oncotype DX)	PCP or Servicing Provider		*	*	•		
Genetic/Genomic Testing and Pharmacogenetics	PCP or Servicing Provider		*	*	*		At least 5 days before requested DOS
Hereditary Breast and Ovarian Cancer Syndrome	PCP or Servicing Provider		*	*	•		
Hereditary Colorectal Cancer	PCP or Servicing Provider		♦	♦	•		



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Home Health Care: • Routine Services:							
 Home Health Aide Med Administration* Nutrition Home Care Services Occupational Therapy Physical Therapy Respiratory Therapy Skilled Nursing Social Worker Speech Therapy 	PCP or Servicing Provider		•	*	•	Medical Policy use Medical Policy with InterQual for medical necessity reviews	Request to initiate services following evaluation no later than 5 calendar days from date of evaluation. Request for continuing services at least 5 calendar days before requested DOS. * Medication Administration services apply to MassHealth and SCO only.
Post-Partum Visits	PCP or Servicing Provider		*	Not a covered benefit	*	Provider Manual	
Hospice Care	PCP or Servicing Provider		*	♦	•	Reimbursement Policy	Request to initiate services following evaluation at least prior to the first requested DOS. Request for continuing services at least 5 calendar days before requested DOS. Policy applies to SCO Medicaid-only members. For Dual SNP members, hospice services are managed and paid for by Original Medicare.



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Hyperbaric Oxygen Therapy (HBOT) or Topical Oxygen Therapy (TOT)	PCP or Servicing Provider		*	♦	♦	Medical Policy for dx codes that waive auth requirements; InterQual® for medical necessity review	At least 5 calendar days before requested DOS.
Implantable Bone-Conduction (Bone-Anchored) Hearing Aids	PCP or Servicing Provider		\	\	*	Medical Policy	At least 5 calendar days before requested DOS
Infertility:							
Diagnostic Evaluation	PCP or Servicing Provider		Not a covered benefit	Not a covered benefit	No authorization required	Covered Services List (MH)	At least 5 calendar days
Treatment	PCP or Servicing Provider		Not a covered benefit	Not a covered benefit	*	Covered Services List (MH), Medical Policy (Clarity plans formerly known as QHP)	before requested DOS



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Inpatient Care at an Acute							
Hospital:							
Elective Admission	Servicing Facility or Treating Physician		♦	♦	•	Provider Manual	At least 5 calendar days before requested DOS
Emergent or Urgent Admission	Servicing Facility or Treating Physician		♦	♦	*	Provider Manual	Within 1 business day following admission date
Following Observation Admission	Servicing Facility		*	*	*	Provider Manual	Within 1 business day following admission date, not to exceed 4 business days from the first observation day
Maternity:							
Elective C-Section	Servicing Facility	Servicing Facility	*	Not a covered benefit	♦	<u>Provider Manual</u>	Within 1 business day following admission date
Emergent C-Section and Routine Delivery	Servicing Facility	Servicing Facility	♦	Not a covered benefit	*	Provider Manuall	Within 1 business day following admission date
Newborn Birth	Servicing Facility		♦	Not a covered benefit	*	Provider Manual	Within 1 business day of birth
 Newborn Continued Stay Post Mother's Discharge 	Servicing Facility		•	Not a covered benefit	*	Provider Manual	Prior to mother's discharge
Newborn Admission to NICU or Level 2 Nursery	Servicing Facility		*	Not a covered benefit	*	Provider Manual	Within 1 business day following admission to NICU/ Level 2 Nursery



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Inpatient Care at Other Type of Facility:							
Chronic Disease Hospital	Servicing Facility or Treating Physician		*	*	*	Provider Manual	
Long-Term Acute Care (LTAC)	Servicing Facility or Treating Physician		*	*	*	Provider Manual	Prior to admission
Rehabilitation Hospital	Servicing Facility or Treating Physician		*	*	*	Provider Manual	Phol to admission
Skilled Nursing Facility	Servicing Facility or Treating Physician		*	*	*	Provider Manual	
Inpatient Readmission	Servicing Facility		♦	*	*	Medical Policy	Applies to inpatient readmission
Intensity Modulated Radiation Therapy (IMRT)	PCP or Servicing Provider		*	*	*	Medical Policy	At least 5 calendar days before requested DOS
Lumbar Artificial Disc Replacement	PCP or Servicing Provider		♦	*	♦	<u>eviCore</u>	At least 5 calendar days before requested DOS
Mechanized Spinal Distraction Therapy	PCP or Servicing Provider		•	•	*	Medical Policy	At least 5 calendar days before requested DOS



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Medical Respite Care	PCP or Servicing Provider		Not a covered benefit*	Authorized through Care Management; contact member's Care Manager	Not a covered benefit	EOC	*For Special Kids Special Care members, contact the assigned Care Manager
Minimally Invasive Procedures and Associated Devices used to Treat Back Pain (Including Thermal Intradiscal Procedures, Interspinous Spacers, Interlaminar Stabilization Devices, Facet Arthroplasty, Lysis of Adhesions, and Minimally Invasive Surgical Procedures for Spinal Fusion and/or to Remove Disc Material)	PCP or Servicing Provider		\	\	•	<u>eviCore</u>	At least 5 calendar days before requested DOS
Nerve Repair for Peripheral Nerve Injury	PCP or Servicing Provider		*	•	*	Medical Policy	At least 5 calendar days before requested DOS
Osteochondral Defects of the Knee Treatments	PCP or Servicing Provider		*	•	*	<u>eviCore</u>	At least 5 calendar days before requested DOS
Out-of-Network Services	PCP or Servicing Provider		*	•	*	Medical Policy	At least 5 calendar days before requested DOS



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Panniculectomy and Redundant Skin of the Abdomen Surgical Procedures	PCP or Servicing Provider		*	•	*	Medical Policy	At least 5 calendar days before requested DOS
Peripheral Nerve Stimulation (includes criteria formerly in Occipital Nerve Stimulation, Percutaneous Tibial Nerve Stimulation (PTNS), and Sacral Nerve Stimulation policies)	PCP or Servicing Provider		*	•	*	Medical Policy	At least 5 calendar days before requested DOS
Pharmacy	PCP or Servicing Provider		•	•	*	Provider Manual	2 calendar days before requested therapy start date
Photochemotherapy, Phototherapy, or Excimer Laser Therapy for Dermatological Conditions	PCP or Servicing Provider		•	*	•	Medical Policy	At least 5 calendar days before requested DOS
Pregnancy		Obstetrics Provider	*	Not a covered benefit	*	Provider Manual	Within 3 business days of pregnancy confirmation
Preimplantation Genetic Testing (Preimplantation Genetic Diagnosis and Preimplantation Screening)	PCP or Servicing Provider		Not a covered benefit	Not a covered benefit	*	Medical Policy	At least 5 calendar days before requested DOS



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Private Duty Nursing Services	PCP or Servicing Provider		* *	Not a covered benefit	Not a covered benefit	Medical Policy	At least 5 calendar days before requested DOS *Covered benefit for members in the Special Kids Special Care program ONLY.
Pulmonary Rehabilitation	PCP or Servicing Provider		*	*	*	InterQual [®]	At least 5 calendar days before requested DOS
Rehabilitation Therapy (Functional Therapy), Outpatient:			Auth only required for members 21 vears and older				
Occupational Therapy (OT)	PCP or Servicing Provider		*	♦	•	Medical policy applied for prior	
Physical Therapy (PT)	PCP or Servicing Provider		*	♦	•	authorization waivers in conjunction with InterQual® criteria Medical Policy	See Product Specific policies for authorization requirements.
Speech Therapy, Language Therapy, Voice Therapy, or Auditory Rehabilitation	PCP or Servicing Provider		*	♦	*	outour ronoy	
Skin Substitutes in the Outpatient Setting	PCP or Servicing Provider		*	♦	*	Medical Policy	At least 5 calendar days before requested DOS



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Specialty Care Office Visit	PCP or Servicing Provider		*	Not Applicable	*	Provider Manual	* PA requirements are paused. The network will be notified when the pause has been lifted.
Sleep Studies Polysomnography (Attended testing only for members age 21 or older)	PCP or Servicing Provider		•	*	•	InterQual [®]	At least 5 calendar days before requested DOS
Stimulators, Neuro/ Neuromuscular/Nerve:							
Gastric Electrical			*	♦	♦	InterQual [®]	
Spinal Cord	PCP or Servicing Provider		*	*	*	InterQual [®]	At least 5 calendar days before requested DOS
Vagus Nerve			*	♦	♦	InterQual [®]	



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Surgical Procedures							
 Inpatient (All Elective Procedures) 	PCP or Servicing Provider		♦	•	*	Provider Manual	At least 5 calendar days before requested DOS
Outpatient (Select Elective Procedures)	PCP or Servicing Provider		♦	•	*	Provider Manual	
Additions/Changes to Existing Authorizations	PCP or Servicing Provider		♦	♦	•	Provider Manual	Within 5 days following the DOS
Temporomandibular Joint (TMJ) Disorder Treatment	PCP or Servicing Provider		*	*	•	Medical Policy	At least 5 calendar days before requested DOS
Transplants (Bone Marrow, Stem Cell, or Solid Organ):							
Lung Transplant	Servicing Facility		♦	♦	*		
Pancreas or Pancreas- Kidney Transplant	Servicing Facility		*	♦	*	Medical Policy	When determined to be a candidate
Small Bowel and Multivisceral Transplant	Servicing Facility		*	*	•		
Other Transplants	Servicing Facility		*	*	•	InterQual® or the Plan's Medically Necessary <u>Medical</u> <u>Policy</u> (OCA 3.14)	



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Transportation, Non- Emergent	Servicing Provider		•	•	Typically not a covered benefit, see benefits/policy for any exceptions		Within 3 business days following DOS No auth required for emergency transport; auth required for certain non-emergent transport options
Video Electroencephalographic (EEG) Monitoring	PCP or Servicing Provider		*	*	*	Medical Policy	At least 5 calendar days before requested DOS
Vision Therapy	PCP or Servicing Provider		♦	*	•	Medical Policy	At least 5 calendar days before requested DOS
Vitamin D Testing	N/A		♦	♦	•	Medical Policy	Service must be billed with a valid diagnosis per Policy.