

Adult Day Health Care (ADHC) – Authorization Changes

Important Notice:

We have implemented some important changes to the authorization process for Adult Day Health Care (ADHC) – Medical Model services. **As of December 1, 2016, no continued service authorizations will be granted unless all the necessary documentation, outlined below, is supplied to Healthfirst within 30 days of the patient’s referral to the ADHC Center.**

Healthfirst will provide an initial authorization for two days within the first 30 days to allow for the completion of the assessment and care plan.

The Healthfirst Utilization Management team will review the documentation submitted by the ADHC and make a determination for the level of service that will be approved. Authorizations that are approved for new and continued services will be for a 90-day period, and the ADHC Center will need to contact Healthfirst Medical Management to start a new authorization every 90 days.

What providers need to do:

Below are the guidelines that ADHC Centers should follow:

- Ensure that the Patient Assessment and current Comprehensive Care Plan for all new members are completed within 30 days of the referral to the ADHC Center
- Provide the following required documentation within 30 days of the patient’s referral to the ADHC Center and at the start of every authorization period:
 - Current Patient Assessment and Comprehensive Plan
 - Individual patient attendance records for the past 90 days
 - Current order from the physician with expected goals for the core service, and any applicable clinical data supporting core services such as progress therapy notes, attendance in specific core services and nursing /medical/mental health progress notes, vital signs and lab work.
 - **Initial Request:** Call, email or fax to request for new authorization and submit an updated provider order form
 - **Reauthorization Request:** Call, email or fax required information. Please submit request 30 days before the end of the prior authorization with the required documentation
 - Fax: **1-646-313-4603**
 - Email: **ADHC@healthfirst.org**
 - Call the appropriate phone numbers below per member’s line of business (LOB)

Healthfirst Medicaid and Medicare 1-888-394-4327 Monday to Friday, 8:30am–5:30pm	Healthfirst CompleteCare 1-866-237-0997 Monday to Friday, 8am–6pm	Senior Health Partners (SHP) Provider Services 1-877-737-2693 Monday to Friday, 8:30am–5:30pm
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Resources:

If you have any questions regarding this process, please contact Healthfirst Ancillary Services Contractor Lizette Arthur at **1-212-401-8543** or via email at **Larthur@healthfirst.org**.