

For Wellpoint reviews	For Carelon reviews	For CarelonRx reviews
Wellpoint Member Services 800-442-9300 (TTY: 711) 800-848-3623 (fax) contact.ma@wellpoint.com	Carelon Medical Benefits Management (CMBM) 866-766-0247 www.providerportal.com	CarelonRx 833-293-0659 (toll free) www.covermymeds.com/main/prior-authorization-forms/

Office visit copays

See the member's ID card for office visit copays.

- Total Choice** members have a \$20 copay for PCP visits and a \$45 copay for specialists.
- PLUS** members have three copay tiers for PCPs (\$10/20/40) and specialists (\$30/60/75).
- Community Choice** members have a \$20 PCP copay and three copay tiers for specialists (\$30/60/75).
- Medicare Extension** members have a \$10 copay for office visits.

Preauthorization (preapproval) reviews

- Total Choice, PLUS, and Community Choice** – Preauthorization reviews are conducted by Wellpoint's Medical Management department, or by **Carelon Medical Benefits Management (CMBM)** or **CarelonRx**, which are both Wellpoint-affiliated companies that provide support for preauthorization.
- Medicare Extension** – Services for Medicare Extension members may need preauthorization if the service is not covered by Medicare, if the provider isn't a Medicare provider, or if Medicare benefits are exhausted.

Utilization management policies and guidelines

Our utilization management (UM) decisions are based on the appropriateness of care and service needed, as well as the member's plan coverage. To view Wellpoint's medical policies and guidelines, go to www.wellpointmass.com/medical-policies/ or contact Wellpoint Provider Services at contact.ma@wellpoint.com or 800-442-9300.

Notification requirements

The notification requirements for medical and behavioral health services are listed in Table 1 and Table 2. Compliance with these requirements is essential to complete preauthorization reviews. Failure to meet these requirements may result in a reduction of benefits of up to \$500. If the services provided are then determined to be not eligible for benefits, the charges for the entire treatment or service may be disallowed.

- Medical services (Table 1)** – This table identifies who to notify (Wellpoint, Carelon Medical Benefits Management, or CarelonRx) and how much notice is required.
- Behavioral health services (Table 2)** – Notify Wellpoint when behavioral health preauthorization is required. This table lists the notification requirements for contracted and non-contracted behavioral health providers.

Table 1: Medical services and procedures	Notify	Notice required
Ambulance transportation (non-emergency)	Wellpoint	1 business day
BPAP and CPAP equipment / supplies After the equipment rental period (rent-to-own) is complete, supplies require preauthorization review annually.	CMBM	1 business day
Cardiology services <ul style="list-style-type: none"> ▪ Arterial duplex ▪ Diagnostic coronary angiography with or without catheterization ▪ Percutaneous coronary intervention (PCI) ▪ Physiologic study arterial 	Wellpoint	3 days (contracted) 7 days (non-contracted)
<ul style="list-style-type: none"> ▪ Diagnostic cardiac catheterization ▪ Resting transthoracic echocardiography ▪ Stress echocardiography ▪ Transesophageal echocardiography 	CMBM	3 days (contracted) 7 days (non-contracted)
Cleft palate and cleft lip services	Wellpoint	3 days (contracted) 7 days (non-contracted)
Colonography (virtual colonoscopy)	CMBM	3 days (contracted) 7 days (non-contracted)
Durable medical equipment (DME) costing more than \$1,000 (not required for oxygen equipment)	Wellpoint	1 business day
Enteral therapy	Wellpoint	1 business day
Gender reassignment surgery	Wellpoint	When surgery evaluation is recommended
Genetic testing Go to www.wellpointmass.com/providers/preapprovals for a list of genetic tests needing preauth.	CMBM	3 days (contracted) 7 days (non-contracted)
High-tech imaging <ul style="list-style-type: none"> ▪ CT/CTA scan ▪ MRI/MRA scan ▪ Nuclear cardiology ▪ PET scan ▪ SPECT scan 	CMBM	3 days (contracted) 7 days (non-contracted)
Home health care	Wellpoint	1 business day
Hospice services	Wellpoint	1 business day
Hyperbaric oxygen therapy	Wellpoint	3 days (contracted) 7 days (non-contracted)
Inpatient admissions <ul style="list-style-type: none"> ▪ Elective 	Wellpoint	7 days
<ul style="list-style-type: none"> ▪ Emergency admissions ▪ Skilled nursing facility admissions 	Wellpoint	Within 24 hours or next business day
<ul style="list-style-type: none"> ▪ Maternity admissions 	Wellpoint	<ul style="list-style-type: none"> ▪ Vaginal: Stays longer than 2 days ▪ C-section: Stays longer than 4 days

Table 1: Medical services and procedures	Notify	Notice required
Musculoskeletal services <ul style="list-style-type: none"> Interventional pain management Joint surgery Spine surgery 	CMBM	3 days (contracted) 7 days (non-contracted)
Occupational therapy / physical therapy Required after 30 visits except with autism diagnosis	Wellpoint	1 business day
Prosthetics and orthotics	Wellpoint	1 business day
Radiation therapy <ul style="list-style-type: none"> Brachytherapy CyberKnife IMRT Proton beam Traditional radiation 	CMBM	3 days (contracted) 7 days (non-contracted)
Sleep studies	CMBM	3 days (contracted) 7 days (non-contracted)
Specialty drugs Go to www.wellpointmass.com/providers/preapprovals for lists of oncology and non-oncology drugs needing preauthorization. These lists may change during the year.		
<ul style="list-style-type: none"> Chemotherapy Supportive oncology drugs 	CMBM	3 days (contracted) 7 days (non-contracted)
<ul style="list-style-type: none"> Non-oncology drugs Other non-oncology specialty drugs require review under the prescription drug benefit. Contact CVS Specialty Pharmacy at 866-814-5506.	CarelonRx	3 days (contracted) 7 days (non-contracted)
Speech therapy	Wellpoint	1 business day
Surgery <ul style="list-style-type: none"> Cardioverter-defibrillator implantation Sinus surgery (including endoscopy) Upper gastrointestinal endoscopy Vertebroplasty 	Wellpoint	3 days (contracted) 7 days (non-contracted)
Transplants (not required for cornea transplants)	Wellpoint	When transplant evaluation is recommended
Varicose vein treatment (including sclerotherapy)	Wellpoint	3 days (contracted) 7 days (non-contracted)

Table 2: Behavioral health services	Contracted providers	Non-contracted providers
Inpatient services for mental health treatment		
<ul style="list-style-type: none"> Acute residential treatment Transitional care units (TCU) 	Needs preapproval	Needs preapproval
<ul style="list-style-type: none"> Community-based acute treatment (CBAT) Inpatient psychiatric services 	<ul style="list-style-type: none"> In Massachusetts: Notify Wellpoint within 72 hours Outside Massachusetts: Needs preapproval 	<ul style="list-style-type: none"> In Massachusetts: N/A Outside Massachusetts: Needs preapproval
<ul style="list-style-type: none"> Crisis stabilization units (CSU) 	Needs preapproval for stays over 5 days	Needs preapproval for stays over 5 days

Table 2: Behavioral health services	Contracted providers	Non-contracted providers
Inpatient services for substance use disorders (adults and adolescents)		
<ul style="list-style-type: none"> ▪ Acute residential withdrawal management (ASAM level 3.7 detox) ▪ Clinical stabilization services (CSS) (ASAM level 3.5) ▪ Dual diagnosis acute treatment (DDAT) (ASAM level 3.5) ▪ Inpatient substance use disorder services, medically managed (ASAM level 4 detox) 	<ul style="list-style-type: none"> ▪ In Massachusetts: Notify Wellpoint within 72 hours ▪ Outside Massachusetts: Needs preapproval 	<ul style="list-style-type: none"> ▪ DPH-licensed providers in Massachusetts: Notify Wellpoint within 72 hours ▪ All other non-contracted providers: Needs preapproval
<ul style="list-style-type: none"> ▪ Crisis stabilization units (CSU) 	Needs preapproval for stays over 5 days	Needs preapproval for stays over 5 days
Outpatient services		
<ul style="list-style-type: none"> ▪ Acupuncture withdrawal management ▪ Community support programs (CSP) ▪ Day treatment 	N/A	Needs preapproval
<ul style="list-style-type: none"> ▪ Applied Behavioral Analysis (ABA) ▪ Dialectical behavioral therapy (DBT) ▪ Family stabilization teams (FST) ▪ Family support and training ▪ In-home behavioral services ▪ Intensive care coordination ▪ Mobile crisis intervention ▪ Partial hospitalization programs for mental health conditions (PHP) ▪ Psychiatric visiting nurse services ▪ Therapeutic mentoring services ▪ Transcranial magnetic stimulation (TMS) 	Needs preapproval	Needs preapproval
<ul style="list-style-type: none"> ▪ Partial hospitalization programs for substance use disorders (PHP) (ASAM level 2.5) 	<ul style="list-style-type: none"> ▪ In Massachusetts: Notify Wellpoint within 72 hours ▪ Outside Massachusetts: Needs preapproval 	<ul style="list-style-type: none"> ▪ DPH-licensed providers in Massachusetts: Notify Wellpoint within 72 hours ▪ All other non-contracted providers: Needs preapproval
<ul style="list-style-type: none"> ▪ Intensive outpatient programs (IOP) ▪ Structured outpatient addictions programs (SOAP) 	Notify Wellpoint within 72 hours	<ul style="list-style-type: none"> ▪ DPH-licensed providers in Massachusetts: Notify Wellpoint within 72 hours ▪ All other non-contracted providers: Needs preapproval