

IdealCare Provider Manual Updated

The Sendero Health Plans IdealCare Provider Manual has been updated effective for dates of service beginning 1/1/2019. Sendero reviews and revises the Provider Manual at regular intervals throughout the year. Please be sure you are familiar with information in the manual, including the following:

- Chapter 1.0 – IdealCare Prior Authorization List

Prior Authorization List - Medical

Surgeries/Procedures

- Removed: Robotic Radiosurgery (cyber knife and others)
- Removed: Proton Beam therapies
- Removed: Anesthesia for upper/lower GI endoscopic procedures

Outpatient Services/Treatment

- Changed: PT, ST or OT (including initial evaluation for ST) **to** PT, ST or OT (excluding initial evaluation)
- Removed: Allergy Testing & Injections

Ancillary/Specialty/Lab Services

- Removed: Tumor Marker laboratory tests

DME/Orthotics/Prosthetics

- Changed: DME (rental or purchase) and medical supplies >\$500 per item **to** DME (rental or purchase) and medical supplies >\$500 per line item
- Changed: Orthotics or Prosthetics devices purchase price >\$250 per item **to** Orthotics or Prosthetics devices purchase price >\$250 per line item

Radiology

- Changed: OB ultrasounds >2 unless done by Maternal-Fetal Medicine specialist (MFM) **to** OB ultrasounds >4 unless done by Maternal-Fetal Medicine specialist (MFM)

Home Health

- Removed: Private duty nursing is not a covered benefit

Prior Authorization List – Behavioral Health

- Added list effective 1/1/2019

- Chapter 3.0 Guidelines for Providers
 - 3.6 Primary Care Provider Panel Changes – changes effective on the date the change is requested
- Chapter 5.0 Behavioral Health Services
 - Changed: Contact for prior authorization requests from Beacon Health Options to Sendero Health Services Department.
- Chapter 7.0 Billing and Claims
 - For 2019 claim dates of service: updated claim/appeal submission information, updated corrected claim submission timeline.
- Appendix A
 - Updated EFT form and Sendero ID Cards

Paper copies of the Provider Manual are available upon request by contacting Sendero Network Management at 1-855-895-0475.