

## **IdealCare Provider Manual Updated**

The Sendero Health Plans IdealCare Provider Manual has been updated effective for dates of service beginning 4/1/2019. 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*

#### **Outpatient Services/Treatment**

- Removed: Treatment for Autism Spectrum Disorder

### *Prior Authorization List – Behavioral Health*

#### **Inpatient Services**

- Added for clarification: Residential treatment

#### **Behavioral Health Services/Substance Use Disorder Services**

- Removed: Ambulatory detoxification
- Added for clarification: Residential treatment

#### **Behavioral Health Services/Treatment**

- Removed: Diversionary services
- Removed: Extended outpatient sessions
- Removed: Home based therapy appointments

- Chapter 3.7 Primary Care Provider & Specialist Accessibility and Appointment Standards
  - Updated appointment standards
- Chapter 6.3 Referrals
  - Updated information on Facility referrals
- Chapter 7.3 Electronic Claims Submission
  - Updated claims submission information for claim dates of service 1/1/2017 – 12/31/2018
- Chapter 7.4 Submitting Paper Claims to Sendero IdealCare
  - Updated claims submission information for claim dates of service 1/1/2017 – 12/31/2018

- Chapter 7.5 Timeliness of Billing
  - Updated information on rejected claims
- Chapter 7.21 Filing a Reconsideration or Appeal for Non-payment of a Claim
  - Updated claim appeals submission information for claim dates of service 1/1/2017 – 12/31/2018

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