



DATE: January 21st, 2025
TO: All Sendero Health Plans Network Providers
RE: Updated Preauthorization Policies Effective January 27th, 2025

Dear Sendero Physicians and Providers,

Sendero is sensitive to balancing the administrative burdens of preauthorization with the managed care responsibility to promote clinically appropriate, cost-effective services for our members. To this end, we perform an ongoing review of the criteria of services requiring preauthorization. Our aim is to limit this list to services that have a significant benefit to pre-review from a member risk, clinical appropriateness, and/or cost perspective.

Below is a summary of the changes to the Sendero preauthorization list, **effective 01/27/2025**. **The full list of preauthorized healthcare service codes is found at <https://senderohealth.com/preauthorizationsearch/>.**

Change in the Preauthorization requirement for Physical Therapy and Occupational Therapy

We are reducing the preauthorization requirement for Physical Therapy and Occupational Therapy. Effective 01/27/2025, Physical Therapy and Occupational Therapy will not require preauthorization unless the quantity for the calendar year for the Member exceeds 12 visits.

As a reminder, Physical Therapy evaluations and re-evaluations, and Occupational Therapy evaluations and re-evaluations do not require preauthorization.

Additional Notes:

- The *Preauthorization List and Guidance* document pertains to health care services requiring both notification to Sendero and those requiring preauthorization. This document is also found at www.senderohealth.com/providers on the preauthorization tab.
- All covered services must be medically necessary, whether they require preauthorization. As such, they may be subject to periodic retrospective reviews for medical necessity.
- Sendero publishes an interactive healthcare service code lookup tool containing the specific healthcare service codes requiring preauthorization, as well as the criteria used to determine medical necessity or benefit coverage at <https://senderohealth.com/preauthorizationsearch/> and linked from the Preauthorizations tab at www.senderohealth.com.