

Provider Manual and Prior Authorization List Updated

The Sendero Health Plans Provider Manual and Prior Authorization List have been updated effective for dates of service beginning 1/1/2021. Sendero reviews and revises these plan documents throughout the year. Please be sure you are familiar with the following update.

- Chapter 1.0 - Prior Authorization List
Prior Authorization List - Medical

DME/Orthotics Prosthetics

- Updated wording from Hearing Aids to **Hearing Aids \$1500 limit per hearing aid**

Home Health

- Added **Private Duty Nursing**

- Chapter 6.4 - Prior Authorization
 - Updated observation timeframe from 72 hours to up to 24 hours
- Chapter 7.16 - Billing for Hospital Observation Services
 - Updated observation timeframe from 72 hours to up to 24 hours
- Appendix A
 - Removed SelectCare ID cards

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