Anthem Blue Cross

Outpatient Part B Nursing and Long-Term-Care Facilities: Contact OrthoNet for OT and PT Prior Authorizations

Anthem Blue Cross is collaborating with OrthoNet, LLC to conduct medical necessity reviews for outpatient physical therapy (PT) and occupational therapy (OT) for our individual PPO Medicare Advantage members.

Effective July 1, 2016, OrthoNet will accept precertification requests for outpatient occupational therapy and physical therapy from outpatient Part B therapy providers (nursing and long-term care facilities). Outpatient Part B Therapy providers, please note: Inpatient PT/OT services rendered as part of a Skilled Nursing level of care are excluded from this authorization process.

What does this mean to you?
As previously communicated, the following outpatient services/treatment requests for residents of nursing and long-term care facilities must be reviewed by OrthoNet for prior authorization.

- Physical therapy
- Occupational therapy

Prior authorizations can be obtained at the following phone or fax numbers:

Physical and Occupational Therapy
Fax 1-844-340-6419
Phone 1-844-340-6418

Prior authorization guidelines can be found at the Provider Forms section of the Anthem Medicare Advantage Public Provider Portal www.anthem.com/ca/medicareprovider.

Detailed prior authorization requirements for individual Medicare Advantage members are available to the contracted provider by accessing the Provider Self-Service Tool within Availity. Go to Auths and Referrals/Authorizations from the left navigation menu. Select Anthem Medicare Advantage from the drop down box. You will be directed to the Medicare Advantage Precertification site which includes the precertification submissions and inquiries link and Patient360, which can be found under the Patient Information tab. Providers will find precertification requirements there as well via the Precertification look-up tool.

To verify member eligibility, benefits or account information, please call the telephone number listed on the back of the member's identification card.

59721MUPENMUB 04/15/2016

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