Anthem Blue Cross and Blue Shield

Skilled Nursing Facilities, Home Health, and Long-term Care Facilities: Contact OrthoNet for OT and PT Precertifications

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

Effective April 1, 2016, OrthoNet will accept precertification requests for outpatient and home-based occupational therapy and physical therapy from skilled nursing facilities, home health providers and long-term care facilities. SNF and LTC 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 from skilled nursing facilities, home health providers and long-term care facilities must be reviewed by OrthoNet for precertification.

- Physical therapy
- Occupational therapy

Precertifications can be obtained at the following phone or fax numbers:

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

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

57786WPPENMUB 12/11/2015
Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. In Ohio: Community Insurance Company. In Virginia (serving Virginia excluding the city of Fairfax, the town of Vienna and the area east of State Route 123): Anthem Health Plans of Virginia, Inc. In Wisconsin: Blue Cross Blue Shield of Wisconsin ("BCBSWi") underwrites or administers the PPO and indemnity policies; Compcare Health Services Insurance Corporation ("Compcare") underwrites or administers the HMO policies; and Compcare and BCBSWi collectively underwrite or administer the POS policies. Independent licensees of the Blue Cross and Blue Shield Association. * ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.