

Therapy Management Quick Reference Guide

Oklahoma Health Care Authority has partnered with MedSolutions, Inc. (MSI) to administer a prior authorization program for Medicaid members for Physical Therapy, Occupational Therapy and Speech Language Pathology for outpatient and school-based services.

To obtain prior authorization

Three options to request prior authorization:

- Web: <http://triadhealthcareinc.com/providers>
 - Choose Provider Portal in the Provider tab
- Fax: 888.328.3662
- Phone: 888.693.3281 (8:00 am-6:00 PM CST)

Program Website

<http://www.triadhealthcareinc.com/soonercares>

Website includes important information about the Therapy Management Program:

- CPT code list that requires prior authorization
- Forms available:
 - Prior Authorization
 - Change of Provider
 - Parental Consent
- Fax & Phone number
- Medical Policies
- Frequently Asked Questions

Membership included in program

- SoonerCare (Medicaid members)

Prior authorization

For SoonerCare members that require prior authorization for outpatient and school-based therapy services, including:

- Physical Therapy
- Occupational Therapy
- Speech Therapy

Prior authorization is not required for adults (21 years or older).

Medical records are required with each authorization submission. To avoid a delay in review or an adverse determination, include the following:

- Signed Provider Referral
- Referring Provider notes
- Exam narrative/office notes
- Diagnostic Test Results
- Detailed documentation of visits with parental participation
- Parental Consent Form

Turnaround Time

- 2 business days if complete medical records submitted
- 14 calendar days if additional records are requested

Retrospective Reviews

- ONLY allowed for TEFRA members
 - Providers have 30 days from the parents award letter to submit for services previously rendered
 - Award letter must be included

Post-Determination Options

- Peer-to-Peer Discussion: call 888.693.3281 to schedule
- Appeal: call OHCA 800.522.0114