CSINetworkServices™
An Option Care Health Company

AUTHORIZATION GUIDE-KENTUCKY

Reference the Provider Portal Guide for step-by-step instructions on submitting a new referral and requesting authorizations via the CSI AlayaCare Portal. When the portal is not available you can Fax the authorization request to 440.550.8835

The Information listed in this guide is to serve as a general guideline about payer specific authorization requirements, individual plans may vary; CSI will notify your agency if added payer specific information is needed

Please note - *Authorization is NOT a guarantee of payment. Reimbursement is subject to medical necessity and patient's eligibility with the Payer at the time the service is rendered*

Helpful info:

- All referrals managed by CSI (**non- Carelon**) must be entered onto the CSI AlayaCare portal for benefit verification and authorization (when needed) prior to the SOC.
- For payers managed by Carelon go to the Carelon portal to start your authorization, CSI will capture the patients' data from a daily roster, YOU MUST choose CSI as the Provider Network (tab4) to show on our roster
- To check the status of a pending authorization (**non-Carelon**) use the mail message form on the portal or call 440.717.1700 option 2 for CSI, option 1 for Referral/Authorization
- Review your Provider Authorization Form for specific plan information which is faxed or emailed to your agency
- It is the responsibility of the agency to request the initial and ongoing authorizations and track the number of visits used against the authorization
- When possible, please provide CSI with a copy of the patient's medical insurance ID Card
- Review the patient's medical insurance periodically and notify CSI immediately of any changes or discrepancies using the mail message form on the AlayaCare portal indicating in the comment box what is needed, new policy update information can be added as well
- After the initial benefit check CSI will only recheck benefits at your request
- Any payer not requiring prior authorizations for service, ensure that Medicare Guidelines for medical necessity are being followed for Medicare Advantage Plans
- When a patient is hospitalized during an authorization period, notification to CSI is needed as some payers may require a new auth upon resumption of care
- If applicable CSI will supply any payer specific insurance forms needing completed
- To reduce processing delays with payers, provide the documents needed located below unless indicated differently in that payer specific section

Documentation needed for initial, ongoing authorization and Resumption of Care unless otherwise indicated in the Payer Specific Authorization Requirements

Initial Authorization:

- Home Health Care orders
- Discharge summary- if patient is coming from a facility
- Updated clinical documentation/history and physical
- ST, MSW, and HHA are not considered for initial authorizations; please request these services with ongoing authorization after initial home health evaluation is completed
- Payer's initial authorizations may be for limited visits or eval visit only, this allows your agency to collect clinical information to present additional authorization requests

Ongoing Authorizations and Recertifications:

- **Date to start the ongoing auth request includes each discipline with the number of additional visits needed for that certification period**
- Current signed Plan of Care (485) and any subsequent order
- SOC Oasis
- Recert OASIS
- Discipline specific Evaluations
- Recent (2-3) visit notes for each discipline
    - For PDN includes last 7-14 days of visit notes, for all other services include last 3-5 days of visit notes
- CSI will notify your agency if a payer has any additional requirements

***All claims for HHA must include the SN or PT on the same claim, this is a requirement of payers to ensure oversight of HHA visits**

When all documents are not received on your initial or ongoing AUTH request, CSI will FAX to your agency an additional clinicals request, listing specific documents that are needed. Please understand this also could delay the payers processing time and some payers will restart the clinical review once all documents are received

CSINetworkServices™
An Option Care Health Company

Payer Specific Requirements

AETNA

Home Health and Hospice

Aetna Commercial Plans

- Initial and ongoing authorizations are not required for SN, PT, OT, ST, MSW, or HHA
- Private Duty Nursing (PDN) IV Nursing (99601/99602) and Hospice Services require both initial and ongoing authorization

Third Party Aetna Plans (i.e., Meritain)

- Initial and ongoing authorizations are required for all Home Health and Hospice Services

***For all Aetna Plans**

- Skilled Nursing must differentiate between RN (G0299) and LPN (G0300)

Some plans ongoing auth request are based on date range i.e., Third Party Aetna, CSI's auth team will advise your agency if it is NOT by certification period for future requests

CARELON

Plans managed by Carelon are:
Aetna Medicare Advantage Plans (most) in Kentucky
Anthem Medicare Advantage Plans in Kentucky for the following prefixes K2W, VOP, XTH, XTG, ZVZ

- Go directly to Carelon to submit your referral and request authorizations, you do not need to submit the patient referral to CSI for any plans Carelon manages authorizations for
  - access the Carelon portal to request authorizations at: **https://portalct.mynexuscare.com/**

- Be sure to select "**CSI**" as the Provider Network on the Carelon portal
  - On tab 4 – ***service provider***, choose **CSI** from the Provider Network drop down menu. If your agency is only contracted with CSI for Carelon, the Provider Network should default to CSI Network
  - In the event you need to fax an authorization request to Carelon, be sure to indicate that the Provider Network is **CSI**

- For any authorizations associated with CSI as the Provider Network on the Carelon portal, CSI will capture the patient referral information directly from Carelon and load this data into our system. Once benefits/ eligibility is verified we will fax/email the benefits to the agency.
  - CSI will not have access to any patient referral information if the authorization is not under the CSI Network (tab 4) Provider Network on the Carelon Portal

- Do not wait on CSI for benefit verification to start your authorization process with Carelon
  - The time limit for accepting a backdated authorization request under CSI is five (5) business days
  - If Carelon does not show a patient in their portal you are attempting to request authorization on, submit the referral to CSI to verify if the plan goes through Carelon

- Carelon will communicate directly with your agency on any clinical questions and provide you with your initial and ongoing authorizations

- Per CMS guidelines Carelon will make ***two*** outreach attempts for additional information required for clinical review. Please ensure the required documentation is submitted to Carelon for proper review

- For any out-of-scope plans not managed by Carelon, submit the patient's referral directly to CSI for benefit verification to confirm if we can accept the plan

- **Effective May 16, 2025, Carelon Medical Benefits Management will be introducing a standardized 30-day review period for all home health authorizations**
  - **When requesting initial authorizations in the portal, your authorization request will automatically be assigned to a 30-day date range, instead of a 60-day date range as it does today**

- **Approved visits within a review period cannot be moved to another 30-day review period**

Remember to Discharge a patient's case when services are completed to avoid delays if future services are needed

Visit our website https://optioncarehealth.com/csi