

December 1, 2018

Dear Memorial Hermann Provider,

The purpose of this letter is to share information regarding prior authorization updates.

**Effective January 1, 2019:**

- Advanced imaging requests will require prior authorization when performed in an outpatient and/or office setting. Advanced imaging includes:
  - CT
  - CTA
  - MRI
  - MRA
  - PET Scan
- Acute inpatient rehabilitation admissions will require prior authorization.

**Reminder of recent prior authorization updates:**

- Prior authorization of all skilled nursing facility (SNF) admissions is required.
- Requests submitted directly by laboratories are no longer accepted. All requests for laboratory studies that require prior authorization, including genetic testing, are to be submitted by the requesting physician.
- Requests for sleep studies performed in the office or home setting require authorization. Requests for non-emergent Covered Services out of network require prior authorization.

**Unlisted A, J, and Q Pharmacy Code Authorization Requests**

To assist in streamlining the pharmacy authorization process of unlisted codes, please include the following information in your request:

- Drug Name
- NDC number
- Dosage administered (e.g. 5 mg, 10 mg, etc)
- Number of units being administered (e.g. 5 mg=1 unit, 10 mg=5 units, etc.)
- Strength of drug administered (e.g. 25 mg/1 ml, 10 mg/10 ml, etc)
- Single dose or multi-dose vial

**Telephonic Prior Authorization Requests <(1-855-645-8448)>**

Please have the following information available:

- Member name and ID number
- Requesting physician name and NPI number
- Telephone and fax numbers of requesting physician
- Servicing provider or facility name and NPI number
- Telephone and fax numbers of servicing provider or facility

- Member's diagnosis (ICD-10) or clinical indication
- Name of test or procedure being requested (CPT or HCPCS code)
- Level of service (inpatient/outpatient/office/home)

Prior authorization forms are available on the Memorial Hermann Health Plan website in the Resource Center. The Texas Standard Prior Authorization Request Form for Health Care Services is to be used for Commercial authorization requests and the Prior Authorization Form for Memorial Hermann *Advantage* HMO is to be used for Medicare *Advantage* members.

Commercial: [<healthplan.memorialhermann.org/providers/resource-center/>](http://healthplan.memorialhermann.org/providers/resource-center/)

Medicare: [<healthplan.memorialhermann.org/medicare/resource-center/>](http://healthplan.memorialhermann.org/medicare/resource-center/)

Authorization forms may be faxed to:

- Commercial: 713-338-6494
- Medicare *Advantage*: 713-338-6982

Questions regarding this information may be directed to Medical Management at 855.645.8448, Monday-Friday 8 a.m. to 5p.m.

We hope you find this information helpful.

Sincerely,

Jason P. Nichols, MD  
Medical Director  
Memorial Hermann Health Plan