

January 2023

New Carelon Rehabilitation Program Effective May 1, 2023

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) is pleased to announce that effective May 1, 2023, we will transition the review of rehabilitation services (physical therapy, occupational therapy, and speech therapy) for Healthy Blue members to Carelon Medical Benefits Management (Carelon). Carelon works with leading insurers to improve healthcare quality and manage costs for today's most complex and prevalent tests and treatments, helping to promote care that is appropriate, safe, and affordable.

Carelon will manage rehabilitation medical necessity reviews using the Carelon Outpatient Rehabilitative and Habilitative Services clinical guidelines. Any Healthy Blue provider acting within the scope of their license who intends to provide therapy services is required to obtain a prior authorization from Carelon.

The Rehabilitation Program takes into account multiple individual clinical details to continuously monitor and adjust the number of authorized visits on a request. Progress is measured based on condition management and patient outcomes, with additional visits approved as clinically appropriate.

Detailed prior authorization requirements are available online at <https://www.availity.com> through the Precertification Lookup Tool accessed under Payer Spaces | Applications or on the website at <https://provider.healthybluenc.com/north-carolina-provider/prior-authorization-lookup>.

Healthy Blue providers are strongly encouraged to verify they have obtained prior authorization before scheduling and performing services.

Prior authorization review requirements

For therapy services scheduled to begin on or after May 1, 2023, all Healthy Blue providers must contact Carelon to obtain prior authorization review for the following nonemergency services:

Rehabilitation services:

- Physical therapy
- Occupational therapy
- Speech therapy

Notes:

- Carelon Medical Benefits Management, Inc. is an independent company providing utilization management services for Healthy Blue providers on behalf of Blue Cross and Blue Shield of North Carolina.
- Availity, LLC is an independent company providing administrative support services for Healthy Blue providers on behalf of Blue Cross and Blue Shield of North Carolina.

<https://provider.healthybluenc.com>

Healthy Blue is a Medicaid plan offered by Blue Cross and Blue Shield of North Carolina. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross Blue Shield Association. ® Marks of the Blue Cross Blue Shield Association. All other marks are the property of their respective owners.

NCHB-CD-017559-23 January 2023

Members included in the new program

All Healthy Blue members are included in this program scope.

Training webinars

To help you prepare for this program, Carelon and Blue Cross NC are hosting a series of live webinar training sessions and Q&A-only webinar sessions that are designed for providers and office staff who will be requesting prior authorization.

Live webinar training sessions with Q&A will cover topics such as:

- How the program and prior authorization request process work
- Which members and services will require prior authorization
- Demonstration of the **ProviderPortal**SM and how to enter order requests
- Additional resources
- Q&A

We strongly encourage you to participate in one of the webinars, even if you are already familiar with Carelon and the Carelon **ProviderPortal**.

How to access the webinars

With your registration, Carelon Rehabilitation Solution specific training content will be made available to you and prior to attending a webinar session. Reviewing the material ahead of the training will allow your facility to bring relevant questions to be addressed during the training.

Solution	Type of training	Date	Meeting information
Rehabilitation solution	Full webinar session with Q&A	Tuesday, March 28, 2023, 3 p.m. ET	Registration link
Rehabilitation solution	Q&A only session	Tuesday, April 11, 2023, 3 p.m. ET	Registration link
Rehabilitation solution	Q&A only session	Tuesday, April 25, 2023, 3 p.m. ET	Registration link
Rehabilitation solution	Q&A only session	Tuesday, May 9, 2023, 3 p.m. ET	Registration link

How to submit a request for review

Carelon will begin accepting prior authorization requests, and verifying order numbers on April 17, 2023, for dates of service on or after May 1, 2023, using one of the following methods:

1. **Online:** The Carelon **ProviderPortal** is available 24/7, fully interactive, and processes requests in real-time using *Clinical Criteria*. Visit the **ProviderPortal** to register.
2. **By phone:** Call Carelon toll free at **866-745-1788**, Monday through Friday between 8 a.m. to 5 p.m. ET.

Adding a new health plan to your existing **ProviderPortal** account

If you currently have a Carelon **ProviderPortal** login account with another health plan, there is a quick and easy way for your facility to add another health plan to your user account after

April 17, 2023. This will enable your facility to enter requests as you typically do on **ProviderPortal** for Healthy Blue members.

From the **ProviderPortal** home page:

- Select **Provider Management**
- Select **Add Provider Identifier**
- Select the appropriate provider identifier from the drop-down list (for example, TIN, NPI) and input the identifier value for your facility
- Confirm the health plans your facility is associated with by placing a check box by the health plan name
- Choose **Save**

For more information:

- **Online:** The [Rehabilitation Program website](#) helps you learn more about the program and provides access to useful information and tools such as order entry checklists, clinical guidelines, and FAQ.
- **Email:** Contact your Healthy Blue Provider Relationship Account consultant directly or email us at NC_Provider@healthybluenc.com.

Blue Cross NC values your participation in our Healthy Blue network, as well as the services you provide. We look forward to working with you to help improve the health of our members.



Email is the quickest and most direct way to receive important Healthy Blue information from Blue Cross and Blue Shield of North Carolina.

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (healthyblue.ly/NCmp).

