



RE: Carelon Post Acute Solutions, LLC Partnering with Regence for home health authorizations for Medicare Advantage members Effective January 1, 2024

Dear Home Care Provider:

Carelon Post Acute Solutions, LLC is excited to announce the partnership with Regence BlueShield, Regence BlueShield of Idaho, Regence BlueCross BlueShield of Oregon, and Regence BlueCross BlueShield of Utah for the management of home health services for Medicare Advantage members in the states of **Idaho, Oregon, Utah, and Washington** effective **January 1st, 2024**.

Carelon is a care and benefits management company working with providers to manage and deliver home and community-based services more effectively. Carelon's goal is to improve health outcomes, reduce unnecessary hospital readmissions, and foster health and independence for members and their families living in your community.

Prior authorization requests for all home health related services for in-home skilled nursing, physical therapy, occupational therapy, speech therapy, home health aide, and medical social worker will be reviewed by Carelon for dates of service **January 1st, 2024**, and after.

Beginning December 18th, 2023, prior authorization requests for Regence members who are anticipated to require home health services January 1st, 2024 and after can be submitted via the Carelon Post Acute Solutions portal. Please visit the Carelon Post Acute Solutions website below for the provider portal and program information:

Website: <https://providers.carelonmedicalbenefitsmanagement.com/postacute/provider-materials/cambia/>

Phone: 877-291-0509

You're invited to join a webinar covering the Carelon Post Acute Solutions program and prior-authorization process. Enclosed you will find the registration information. Although not mandatory, Regence and Carelon encourage your staff to attend one of the sessions.

Sincerely,

Carelon Provider Relations Team



Carelon Post Acute Solutions | Orientation Information

During the next few weeks, Carelon will lead informational sessions designed to orient you and your staff with our services. There will be several dates and times available for a web orientation session with the Carelon Provider Relations team. Each session will last approximately one hour.

This session will cover the following topics:

- Authorization process
- Clinical documentation requirements
- Carelon contacts

Web Orientation Sessions

If you and/or your staff wish to attend one or more of our web orientation sessions, you must register online. To register for an orientation session, please visit the following website and select the date and time of your choice:

<https://providers.carelonmedicalbenefitsmanagement.com/postacute/provider-materials/cambia/>

After you have registered for an orientation, you will receive an e-mail invitation including:

1. Confirmation for the date and time you selected
2. A link to join the online orientation with full video and audio capabilities
3. Reminder e-mails will also be sent if you registered in advance

Date	Time
11/30/2023	Thursday, 2pm CT/3pm ET
12/5/2023	Tuesday, 2pm CT/3pm ET
12/7/2023	Thursday, 2pm CT/3pm ET
12/13/2023	Wednesday, 2pm CT/3pm ET
12/19/2023	Tuesday, 2pm CT/3pm ET
12/21/2023	Thursday, 2pm CT/3pm ET
12/26/2023	Tuesday, 2pm CT/3pm ET
12/28/2023	Thursday, 2pm CT/3pm ET
1/2/2024	Tuesday, 2pm CT/3pm ET
1/4/2024	Thursday, 2pm CT/3pm ET
1/9/2024	Tuesday, 2pm CT/3pm ET
1/11/2024	Thursday, 2pm CT/3pm ET
1/17/2024	Wednesday, 2pm CT/3pm ET

If you have any questions regarding the orientation sessions, please contact a Carelon Provider Representative by e-mail at HHprovider_relations@Carelon.com. Recordings of sessions will also be available upon request.