



Carelon Medical Benefits Management | Home Health

Dear Provider,

This is a reminder to always include the required documentation for both initial and reauthorization requests. It is imperative that we receive this information at the time of the request to avoid any potential delays in care or increased outreaches to your agency. If we do not receive the required clinicals, our reviewers will outreach for the information - failure to receive a valid order may result in a dismissal of your request.

Documentation for Requests: Below are the documentation requirements that Carelon requires with all authorization requests for contracted, fee for service providers:

- **Initial Requests:** Please provide one piece of clinical documentation (H&P, office visit note, discharge summary, etc.) **Verbal or written orders are required if staffing is needed on an Initial Request.**
 - Carelon Initial Request form (Fax only)
 - Member name, ID number (required), and DOB
 - Primary ICD-10 code (at least one)
 - Ordering Physician phone, fax, address, and NPI (required)
 - Ordered Services (SN,PT, etc.)
- **Reauthorization Requests:** Oasis, Plan of Care, clinical documentation (verbal or signed MD order, all visit notes, discipline evaluations, wound measurements), and HIPPS code (if available). Once start of care/initial evaluations are completed, all reauthorization requests should have orders that contain the frequency and duration.
 - Recertifications: verbal or written order, signed Plan of Care, and recert Oasis, HIPPS Code (if available)
 - ROC's: Order to ROC and ROC Oasis
 - Carelon Reauthorization Request form (Fax only)
 - Primary ICD-10 code (at least one)

Provider Portal: As a reminder, our provider portal is the quickest and most efficient way to request authorization. If you have not already done so, we encourage you to sign up for the Carelon Provider Portal by [clicking here](#).

If you are not a contracted provider with Carelon, please reach out to our Home Health Provider Relations team and we are happy to provide documentation requirements for your agency.

Please contact the Provider Relations team by email at HHprovider_relations@carelon.com if you have any questions.

Carelon Post Acute Solutions

Phone: 844-411-9622

Carelon Website

Provider Portal

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