

Provider Manual Change Control Record

Date	Section	Page	Change
01/01/23	Medicaid Managed Care overview	2	Added: New section — Prohibited Payments
01/01/23	Population Health Department Utilization Management Program	18	Added: Medical necessity definition in accordance with 42 CFR 438.210 (a)(5),
01/01/23	Inpatient admissions/ outpatient admissions or procedures	35	Added: Authorization requests may also be submitted via the NaviNet Provider Portal. Approvals, requests for additional information, and status updates will be communicated within the portal. Registration is required in order to utilize the provider portal. To register, visit: https://navinet.navimedix.com/sign-in?ReturnUrl=/Main .
01/01/23	Appeal of Utilization Management decisions	41	Revised: Member advocates will provide written acknowledgment of receipt of an appeal, including appeals that are withdrawn, to the member and/or member's authorized representative within one five business days.
01/01/23	First Choice member information — member access guidelines	46	Revised: The following guidelines apply to scheduling procedures at all health care professionals/providers' Primary Care Provider offices:
01/01/23	Member rights and responsibilities	49	Revised: Select Health provides members with both written and verbal information regarding their rights and responsibilities as members of First Choice. Member rights and responsibilities are communicated via: <ul style="list-style-type: none"> • Member handbook. (Members may receive a hard copy upon request). • Member newsletters. • Member Services representatives outreach to member households to discuss plan benefits and member rights and responsibilities. • Plan website in the Information for You section, Member Rights and Responsibilities.
01/01/23	Adult vaccine claims	56	Added: To the list of vaccines: <ul style="list-style-type: none"> • Pneumococcal 15-valent conjugate vaccine (PCV15) — effective 09/15/22. • Pneumococcal 20-valent conjugate vaccine (PCV20) — effective 09/15/22.

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01/01/23	Synagis	58	Revised: Synagis is reimbursed on a fee-for-service basis. The administration fee is included in the reimbursement. Effective-October 1, 2020, prior authorization is no longer required for Synagis. Prior approval is not required for up to six doses as long as they are given at least 30 days apart and meet the guidelines of the American Academy of Pediatrics (AAP) for Synagis administration. Any dose over the limit of six or administered after the RSV season (October – March) will require prior approval.
01/01/23	Exhibits	90	Revised: First Choice Member ID card
01/01/23	First Choice Prior Authorization Information	92	Revised: Change year to 2023 — no content changes
02/01/23	School-based Mental Health Initiative	33	Revised: Services Eligible in the School-based Setting Crisis Management (H2011) — 15 minutes = 1 unit; 16 units/day; 80 units/year. Notification required. Must be submitted within 2 business days post-event via the Crisis Intervention Notification form located on the Select Health website.
02/01/23	Health care professional/provider disputes	40	Added: Information on the arbitration process if any dispute remains unresolved following the exhaustion of the provider dispute process.
02/01/23	Vision care services	87	Added: Robertson's Optical utilizes an online portal for ordering eyeglasses for members under the age of 21. For information on order submissions, providers should visit the Robertson's Optical website at: http://www.robertsonoptical.com/ordering
02/01/23	Exhibits	114	Replaced: SBIRT Screening Tool with the most recent version.



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