



February 2, 2017

THANK YOU FOR YOUR FEEDBACK AND SUPPORT!!!!

On January 2, 2017, we implemented a process that allows CHG contracted providers to render (in office) services without an authorization.* The feedback from our providers has been excellent; thank you for your support and partnership!

Below are a couple of points that merit clarification as we have received these questions from many providers:

Question: Can CHG members self-refer to a specialist?

Answer: No. The member needs to be referred by his primary care physician.

Question: Will my claims get paid without an authorization?

Answer: Yes. We have configured our system to identify those services that do not require an authorization.

Question: What happens if I request an authorization for a service that does not require one?

Answer: You will not receive an authorization and your request will be closed with a message stating that an authorization is not required.

Thank you again for your continued support. If you have any questions, please contact me at npinta@chgsd.com.

Nora A. Pintado
Director of Claims Administration

***Exceptions**

1. **Services Requiring an Authorization:** Please refer to section below for a list of services that still require an authorization. Use our online authorization system to request an authorization for these services.
2. **California Children's Services (CCS):** Services covered by CCS are not CHG's financial responsibility. These services must be authorized and paid by CCS. If an authorization is issued for a service that is later determined to be the responsibility of CCS, the authorization cannot be honored and payment must be obtained from CCS. Please remember CCS services only apply to children under 21 years of age.
3. **Authorization Required for Certain Providers:** Please refer to Page 2 for a list of providers for whom you need to request an authorization from CHG, even for services rendered in office. Use our online authorization system to request an authorization for these services.
4. **Children under the age of 18:** Authorization for specialty services for children under the age of 18 is the responsibility of Children's Specialists of San Diego (CSSD). Please continue to contact them to access these services. Their telephone number is 1 (877) 276-4543.

Services Requiring an Authorization*

Last Updated: 10/13/2016

- Acupuncture
- Advanced Imaging: MRI, MRA, PET, CT, SPECT (service requires distinct prior authorization)
- Ambulatory Surgery
- CCS eligible conditions
- Chiropractic (only covered at community clinics contracted with CHG to provide this service)
- Cosmetic, Plastic & Reconstructive Procedures
- Specialty services for children under 18 years of age; these services are the responsibility of Children's Specialists of San Diego (CSSD)
- Dental/oral surgery services for coverage under the medical benefit (procedural sedation/dental anesthesia)
- Any medical service requiring procedural sedation
- Durable medical equipment other than those items for which no prior authorization is required (see CHG's no prior authorization list on our web portal)
- Experimental/investigational services
- Hyperbaric Therapy
- Injectables with a payable amount greater than \$200.00 (and not included as part of PCP's capitation)
- Mental Health, Behavioral Health, Alcohol & Chemical Dependency services
- Neuropsychological and Psychological Evaluation
- Occupational Therapy
- All Oncology and Oncology Related Services
- Orthognathic surgery
- Orthotics and Prosthetics
- Physical Therapy (prior authorization required after initial 12 visits)
- Podiatry
- Radiation Therapy
- Sleep Studies
- Speech therapy
- TMJ services
- Transportation Services

Authorization Required for Certain Providers: An authorization is always required for referrals to the following providers: Dr. Kenneth Carr, Dr. Payam Merhanpour, Dr. Michael Michlaski, Dr. Ritvik Mehta, Dr. Angela Chang, Dr. Audrey Calzada, Dr. Alez Battaglia, Dr. Sara Matson, Dr. Natasha Fischang, Dr. Michael O'Leary, Dr. Brian Weeks, Dr. Perry Mansfield, Dr. Vikram Udani, Dr. Jeffrey Schweitzer, Dr. Ian Purcell, Dr. John Qian and Dr. Sasha Salloum.

* This list is not all-inclusive; rather, it is designed as a resource for commonly requested services which are not included in the basic in-office authorization. Reimbursement for services rendered is based on member's eligibility on date of service, benefit limitations/exclusions, and evidence of medical necessity.