

HealthPartners Outpatient Rehabilitation Guide

THANK YOU FOR SERVING A HEALTHPARTNERS MEMBER IN YOUR CLINIC!

Here are some things that you may find helpful in working with patients that have HealthPartners insurance coverage.

- Therapies are counted on a calendar year. The start of the calendar year is January 1st.
- The first 20 visits of PT and 20 visits of OT in a calendar year do not require prior authorization.
- All PT and OT visits billed without a modifier will be counted against Physical therapy visits.
- Prior authorization is needed for the 21st visit and beyond for PT and OT services
- **Effective January 1st 2010, Pool is counted as a modality under physical therapy.**
- The provider is liable for services rendered when no prior authorization was obtained exceeding the limits stated above.

GETTING STARTED

The Provider must follow the steps 1 and 2 listed below on **all** HealthPartners members prior to providing care. Providers must obtain prior authorization for the 21st visit and beyond regardless of the payer (i.e. workmen comp, auto etc). Faxed and or verbal requests for authorization for PT/OT will be forwarded to the medical policy coordinator who is assigned to your clinic. Please follow the 3 simple steps.

3 Simple Steps

1. Contact Member Services for benefit information.
2. Contact Claim Customer Services for 20th visits information.
3. Fax in Prior Authorization Form for the 21st visit and beyond.

NOTE: If another provider has not yet billed at the time you make you phone call to Claims Customer Service, the count may be inaccurate. In this situation HealthPartners will honor the count that was given on the date of the call. Please document your call on the new Fax authorization form.

KEY PHONE NUMBERS FOR OUTPATIENT REHABILITATIVE SERVICES

QUESTIONS	DEPARTMENT	PHONE NUMBER
Benefit information	Member services	952/883-5000
Number visits have been done prior to this episode of care.	Claims Customer Service	952/883-7755
To fax in Prior Authorization Form	Medical Policy fax line	952/853-8712
To speak to the nurse assigned to your clinic	Medical Policy Triage line	952/883-6333

Electronic access to HealthPartners is available on-line at www.healthpartners.com/provider. User name and password are only required for specific information.