

Quick Reference Guide and Preauthorization List Guidance

Effective 3-13-2023

www.SenderoHealth.com

DEPARTMENT PHONE NUMBERS

Customer Service 1-844-800-4693

Behavioral Health Services
1-855-765-9696

Claims
1-844-800-4693

Network Management
1-855-895-0475

**Pediatric Dental
Services – Liberty**
1-866-609-0426

**Health Services
Medical Management**
1-855-297-9191

Pharmacy Services - Navitus
1-877-908-6023

Vision Services –Envolv
1-855-279-9680

SELF REFERRALS

In-network only: Self referrals for covered health care services

- Behavioral health services
- Obstetric services
- Well-woman gynecological services
- Vision care, including covered eye glasses

ONLINE TOOLS

Website

<https://idealcare.mediview.net>

CLAIM RECONSIDERATION / APPEALS

**Initial (Level 1) Claim
Reconsiderations:**

Sendero Health Plans
ATTN: Sendero Reconsiderations
PO Box 759, Austin, TX 78767

*File claim appeals within 120 days from the date of the explanation of payment

Subsequent (Level 2) Claim Appeals:*

Sendero Health Plans
ATTN: Sendero Appeals
2028 E. Ben White Blvd. Suite 400
Austin, TX 78741

*A Level 2 Appeal cannot occur unless an earlier reconsideration has been submitted and denied. File Level 2 appeals within 30 calendar days of the reconsideration decision.

CLAIMS

Paper Claims

Mailing Address:
Sendero Health Plans
ATTN: CLAIMS
PO Box 759
Austin, TX 78767

*Submit claims within 95 days of the date of service

Electronic Claims

Payer ID: SCS17 through
Change Healthcare or MV440
through Cognizant

ADVERSE DETERMINATION APPEALS*

Submit by mail to:

Sendero Health Plans
ATTN: Health Services Dept
2028 E. Ben White Blvd. Suite 400
Austin, TX 78741

Submit by Fax: 512-901-9724

Submit by telephone:

Sendero Health Services Dept.
Phone: 1-855-297-9191

*Providers must file Adverse Determination Appeals within 30 calendar days after the date on the written notification of an adverse determination

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REQUIRED NOTIFICATIONS ****SUBMIT NOTIFICATIONS VIA FAX NUMBER 1-512-901-9724****

Sendero Health Plans (Sendero) processes claims for covered health care services subject to plan requirements for notification and preauthorization. The following require prior notice to Sendero for determination of benefit coverage.

Relative to Texas Insurance Code 4201, Subchapter N, **required notifications apply to all providers, regardless of provider preauthorization exemption status.**

Inpatient Admissions

All facilities must notify the health plan within one business day after each admission.

(See also the Elective Inpatient Services preauthorization requirements in the next section)

Inpatient Special Situations:

- Notify Sendero of maternity and newborn stays exceeding two days for vaginal delivery or four days for cesarean section delivery.
- Notify Sendero for inpatient breast cancer treatment exceeding 48 hours after mastectomy or 24 hours after lymph node dissection.

Providers not in the Sendero Network

Submit requests at least (2) weeks before the start of service

All elective out-of-network services are considered Excluded Services and are not covered by Sendero unless approved through preauthorization.

PREAUTHORIZATION LIST GUIDANCE **1, 2, 3, 4, 5**

The following health care services must be submitted to Sendero for medical necessity review and approved before rendering the service(s). Submit requests at least five business days before the start of service online at <https://idealcare.mediview.net> or via fax number 1-512-901-9724.

Include the following with each request: clinical records that support medical necessity, including member history, physical exam findings and outcomes from any previous treatment(s) for the condition, relevant diagnostic test results, and social determinants of health information (if applicable to the request). For out-of-network requests, include the reason that the Sendero Member is being referred out-of-network and any attempts taken to locate services within the Sendero network.

Behavioral health services

- Applied behavioral analysis
- Intensive outpatient program
- Partial hospitalization
- Neuropsychological testing
- Residential treatment

DME/Orthotics/Prosthetics

- DME (rental or purchase) and medical supplies >\$500 per line item
- Orthotics or Prosthetics devices over \$250 per line item
- Hearing Aids
- Amino acid-based elemental formulas or formulas for the treatment of heritable diseases, or any canned nutrition

Drugs administered in an Office, Home, or Outpatient Setting

- Injectables over \$500 per line item

High-Tech Imaging

- CT/CTA Scans
- MRAs, MRI, MRS
- PET and SPECT scans

Providers not in the Sendero Network

All non-emergency out-of-Network services are excluded and not covered unless preauthorized by Sendero.

Elective (pre-planned) Inpatient Services, including those received in the following settings:

- Acute care hospitals
- Behavioral health hospitals
- Inpatient hospice facilities
- Long-term acute care hospitals
- Rehabilitation hospitals
- Residential treatment facilities
- Skilled nursing facilities

Continued stays after admission approval (i.e., concurrent reviews)

Each facility is responsible for providing admission notifications and records for continued stay concurrent reviews to Sendero.

PREAUTHORIZATION LIST GUIDANCE ^{1, 2, 3, 4, 5} (CONTINUED)

Other Health Care Services requiring Preauthorization²

- Ambulance, non-emergency, air or ground
- Any treatment for acquired brain injury that exceeds normal benefit limits⁵
- Cochlear implants
- Dental anesthesia and oral surgery procedures related to accidents or trauma
- External or implanted infusion pumps
- Facility or lab-based sleep studies
- Home health services
- Implantable pumps and devices over \$500
- Joint replacements
- Neuropsychological testing
- Organ or tissue transplant(s) and associated services, including initial evaluations
- Orthognathic surgery
- Osteochondral allograft of autologous chondrocyte implantation
- Potentially investigational or experimental services, including new and emerging technologies
- Reconstructive or potentially cosmetic services
- Therapies: Outpatient physical, occupational, and speech therapy (after initial evaluation)
- TMJ surgery and treatments
- Treatment for varicose veins
- Vagal nerve stimulators

Spine and Pain Management Procedures including but not limited to:

- Anesthesia services for Interventional pain procedures
- Decompressions
- Discectomies
- Epidural steroid injections
- Facet injections
- Intradiscal procedures
- Radiofrequency joint ablation / Denervation
- Regional sympathetic blocks
- Sacroiliac joint procedures
- Spinal cord stimulators
- Trigger point injections

Providers not in the Sendero Network

Submit requests at least (2) weeks before the start of service

All elective out-of-network services are considered Excluded Services and are not covered by Sendero unless approved through preauthorization.

Drugs on the Pharmacy Benefit

Refer to the "Navitus PA Drug List" document on [senderohealth.com](https://www.senderohealth.com)

¹ This document provides a quick reference to identify preauthorization and notification requirements.

² Not every health care service code in a specific category may require preauthorization. Providers should use the Sendero Health Care Service Code Lookup tool found on the Preauthorization tab of the Sendero website provider page (<https://www.senderohealth.com/providers/>) to check preauthorization requirements for any specific health care service code that will be submitted on a medical claim. Failure to obtain pre-approval for the above services specified in the code lookup tool will lead to claim denial.

³ Sendero follows the State of Texas requirement to notify providers at least 60 days before amending or adding new preauthorization requirements to the preauthorization list of codes.

⁴ Screening criteria: To determine the medical necessity of healthcare services, Sendero uses evidence-based InterQual criteria published by Change Healthcare. Because these criteria are proprietary, they are not available for public view. However, Sendero will provide a copy of the criteria for any specific authorization upon request.

⁵ For Members with acquired brain injury, obtain preauthorization for any service on this list. In addition, over-the-limit requests will be reviewed for medical necessity.