



**TO: Medical Equipment, Devices and Supplies (MEDS) Providers, Occupational Therapists, Physical Therapists and Registered Nurses (RNs)**

**RE: New Clinical Guidelines - Prior Authorization (PA) of Bathing and Toileting Equipment**

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Effective May 1, 2017, new clinical guidelines will be used in conjunction with the CMAP statutory definition of medical necessity to render determinations on prior authorization (PA) requests for bathing and toileting equipment. This new policy is available on the HUSKY Health Web site at: [www.ct.gov/husky](http://www.ct.gov/husky). To access the policy, click on **“For Providers”** followed by **“Policies, Procedures and Guidelines”** under the **“Medical Management”** menu item. Then select **“Bathing and Toileting Equipment”** from the policies found on this page.

**NOTE: The criteria are guidelines only.** Should the criteria ever conflict with the DSS definition of medical necessity, the definition of medical necessity in Section 17b-259b of the Connecticut General Statutes shall prevail.

Providers must submit clinical information supporting the medical necessity of the requested item(s). **This policy includes a detailed list of documentation requirements.** PA requests submitted without sufficient clinical information to support the decision-making process will be held in a pended status until all required information is received by Community Health Network of Connecticut, Inc. (CHNCT). PA requests that pend for 20 business days without receipt of all required documentation are subject to denial.

### **Prior Authorization Submission Process**

There are no changes to the PA submission process. Providers may continue to fax the completed Outpatient PA Request Form or submit the request via the medical prior authorization web portal.

The Outpatient PA Request Form is available on the HUSKY Health Web site at [www.ct.gov/husky](http://www.ct.gov/husky). To access the form, click on **“For Providers”**, followed by **“Prior Authorization Forms and Manuals”** under the **“Prior Authorization”** menu item.

The Web portal may be accessed via the HUSKY Health Web site at [www.ct.gov/husky](http://www.ct.gov/husky). To access the portal, click on **“For Providers”**, followed by **“Medical Prior Authorizations”** under the **“Prior Authorization”** menu item. Once on the **“Prior Authorization”** landing page, click on the **“Medical Authorization Portal”** button.

For questions regarding the prior authorization process, please contact CHNCT at 1-800-440-5071, between the hours of 8:00 a.m. to 6:00 p.m.