



**TO: Physicians, Advanced Practice Registered Nurses (APRNs), and Physician Assistants**  
**RE: Addition of Criteria for Facial Feminization Procedures to the Gender Reassignment Surgery Policy**

Effective June 1, 2017 and forward, the Connecticut Medical Assistance Program (CMAP) will be adding criteria for facial feminization procedures to the current Gender Reassignment Surgery Policy. The criteria will be used when reviewing prior authorization (PA) requests for facial feminization procedures performed as part of male to female gender reassignment. The policy is available on the HUSKY Health Web site at [www.ct.gov/husky](http://www.ct.gov/husky). Providers may access the policy by clicking on ***“For Providers”*** followed by ***“Policies, Procedures and Guidelines”*** under the ***“Medical Management”*** menu item.

**NOTE: The criteria are guidelines only.** Should the criteria ever conflict with the Department of Social Services (DSS) definition of medical necessity, the definition of medical necessity shall prevail.

**PA Submission Process**

There are no changes to the PA submission process. Providers will continue to submit PA requests using the Outpatient Prior Authorization Request form 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.

In addition to the PA request form, providers must submit clinical information supporting the medical necessity of the requested service. PA requests lacking sufficient clinical information to support the decision-making process will be pended until all the requested information is received by Community Health Network of Connecticut (CHNCT). It is the responsibility of the provider initiating the PA submission to

respond to requests for additional information in a timely manner. PA requests that pend for 20 business days without receipt of all requested documentation are subject to denial.

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