

## Provider Bulletin

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|-------------------------|---|------------------------|-----------------|
| <b>Attention:</b>       | <b>Participating Providers</b>            |                        |                 |
| <b>Subject:</b>         | Specialty Care Authorization Requirements |                        |                 |
| <b>Program:</b>         | District Cares (Option 1)                 | <b>Bulletin Date:</b>  | October 9, 2019 |
| <b>Bulletin Number:</b> | 19-011                                    | <b>Effective Date:</b> | October 9, 2019 |

### Notice:

This bulletin serves to notify participating providers of important updates to the Gatekeeper Model for Specialty Care **effective October 9, 2019**.

- Authorization requests for **advanced diagnostic** testing (MRI/CT/PET/SPECT) and **procedures** rendered in a facility setting must be obtained by the Specialty Care provider via the PlanLink provider portal.
- Initial Specialty Care referrals are made by the C. L. Brumback Primary Care provider for up to three (3) visits.
- If additional Specialty Care visits are needed, please **include in the treatment plan** of your office/consult notes and/or operative/procedure reports. Please **DO NOT send** a request for **authorization form**.
- There is a Specialty Care visit limit of six (6) visits per specialty per calendar year, excluding Oncology and Ophthalmology.
- Referrals for initial Physical Therapy evaluations are made by the C. L. Brumback Primary Care provider for one (1) visit. Additional Physical Therapy visits must be obtained by the Physical Therapy provider via the PlanLink provider portal.
- **All Specialty Care office/consult notes and operative/procedure reports must be faxed to the referring C. L. Brumback Primary Care provider for all encounters.**

| C. L. Brumback Primary Care<br>Clinic Locations | Phone Number | Fax Number   |
|---|--------------|--------------|
| Belle Glade                                     | 561-996-6156 | 561-439-4185 |
| Boca  | 561-370-1363 | 561-370-1397 |
| Delray Beach                                    | 561-279-2665 | 561-439-4212 |
| Jupiter   | 561-370-1360 | 561-370-1398 |
| Lake Worth                                      | 561-370-1326 | 561-370-1390 |
| Lantana   | 561-582-5559 | 561-439-4384 |
| Lewis Center                                    | 561-966-7158 | 561-804-5843 |
| Mobile Clinic                                   | 561-842-7383 | 561-439-4446 |
| West Palm Beach                                 | 561-842-7383 | 561-439-4446 |



- Participating providers may obtain authorization status via the PlanLink provider portal or the HCD Customer Service Department at (866) 930-0035.

**PlanLink Provider Portal Registration is available at:**

<https://www.hcdpbcc.org/for-providers/provider-portal-planlink-registration>

**Questions:**

Please contact the Provider Services Department at (866) 930-1002.

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**Please insert the bulletin into your Provider Handbook. The policies and procedures in this bulletin supersede any related policies and procedures in the handbook.**