

Revised Payment Policies for Physical and Occupational Rehabilitation Services and Speech Therapy Services

April 30, 2021

Neighborhood Health Plan of Rhode Island (Neighborhood) has made several recent changes to the payment policies for both Physical and Occupational Rehabilitation Services, as well as, Speech Therapy Services. We apologize for any confusion this may have caused. We respect the recent feedback we received from our valuable provider partners and we hope the following new guidance will help you in caring for Neighborhood members.

- For claims with dates of service on or after April 1, 2021, Neighborhood is removing the benefit limit for physical therapy (PT), occupational therapy (OT), and speech therapy (ST) services for Neighborhood's **Medicaid** and **Commercial** lines of business.
- For the **INTEGRITY** line of business, PT, OT, and ST continues to be covered without prior authorization for 24 sessions per calendar year. Any additional sessions will require a prior authorization.

Providers should continue to follow the guidance in Neighborhood's Clinical Medical Policies (CMPs), as applicable. Neighborhood will be conducting a periodic audit of PT, OT, and ST services throughout the remainder of 2021. Neighborhood will be revisiting prior authorization and benefit limit policies at the conclusion of 2021.

Please see the following questions and answers for more guidance regarding the revised payment policies:

What if I already submitted an appeal for a denied PT, OT, ST service?

- Appeals submitted prior to 4/1/2021 will continue to be processed for dates of service prior to 4/1/2021.
- If you submitted an appeal on or after 4/1/2021 and have not yet received a determination, you will receive a dismissal letter from Neighborhood's Grievance and Appeals Unit (GAU). This letter will indicate the request is not eligible for appeal because there is no benefit limit for PT, OT, ST services for claims with dates of service on or after 4/1/2021.

What if I already submitted an appeal which was upheld or partially upheld?

- For providers that previously submitted an appeal for a date of service prior to 4/1/2021, which was upheld or partially upheld, that determination will stand.

Has the benefit limit for PT, OT, and ST for INTEGRITY members been removed?

For the INTEGRITY line of business, the applicable payment policies for PT, OT, and ST remain unchanged. PT, OT, ST for INTEGRITY members is covered without prior authorization for 24 sessions per calendar year. Any additional sessions will require a prior authorization.

How do I find the revised payment policies for PT, OT, and ST services?

All Neighborhood payment policies can be found on the Neighborhood website in the [Billing Guidelines and Payment Policies](#) section for providers.

How do I find Neighborhood's Clinical Medical Policies (CMPs)?

All CMPs are published on Neighborhood's website, www.nhpri.org. Neighborhood's CMP for [Outpatient Rehab Therapies for Adults](#) was recently revised on April 19, 2021.