



August 2008

Dear Provider (Primary Care Practitioner/Pediatrician/Other Specialist):

As you may be aware MassHealth and its contracted Managed Care Organizations (MCOs) have primary responsibility for payment of enteral-nutrition products (special formula) that are medically necessary and are not covered by the Massachusetts Department of Public Health's (DPH) Women, Infants and Children (WIC) nutrition program.

In an effort to provide a more streamlined and standardized process for requesting Prior Authorization (PA) for special formula, the MassHealth MCOs: Boston Medical Center's HealthNet Plan (BMCHP), Network Health (NH) Fallon Community Health Plan (FCHP) and Neighborhood Health Plan (NHP), have collectively adopted a standardized, slightly revised version of the MassHealth *Medical Necessity Review Form for Enteral Nutrition Products (Special Formula)*; please see hard copy attached.

The primary purpose of this standard Prior Authorization (PA) process is a quality improvement initiative with the anticipated outcome of expediting referrals for members. Historically, each of the individual MCOs applied their own processes for special formula referrals and authorizations. We are confident that there will be many advantages to using a standardized form, including:

- Less administrative burden for providers - one common form supports administrative simplification across payors;
- Consistency in the provision of information shared between providers/prescribers and the MCOs and their contracted vendors (i.e DME companies or DME pharmacies); and
- Clear and consistent PA information request and exchange, resulting in timely collaboration and better service delivery of special formula to members in an expeditious manner.

Attached please find a listing by MCO Plan of the DME companies or DME pharmacies (contact information including name, address and telephone number) that provide enteral products (special formula) by member service area. Should you have any questions about the enclosed form, or our approach to this quality initiative, please do not hesitate to contact any of the individuals listed below.

MassHealth and its contracted MCOs would like to acknowledge your concerns and thank you for your patience as we continue to seek ways to streamline administrative processes and improve member access to covered services. The anticipated implementation date of this combined request for PA for special formula will be **September 1, 2008**.

Sincerely,

Enclosures

Boston Medical Center HealthNet Plan
Contact Person: *Adalgisa Garcia*
Title: *Health Service Operations Supervisor*
Tel: *617-748-6136*

Fallon Community Health Plan
Contact Person: *Jessica Riley*
Title: *Provider Services Representative*
Tel: *508-368-9091*

Network Health
Contact Person: *Linda Going, RN, BSN*
Title: *Manager of Care Management*
Tel: *888-257-1985*

Neighborhood Health Plan
Contact Person: *Ramona Bourguignon*
Title: *Director, Provider Relations & Credentialing*
Tel: *617-772-5674*