



MONTEFIORE CARE MANAGEMENT

## PT/OT Policy Change Notice

Effective October 1, 2017, pre-certification will no longer be required for physical and occupational therapy (PT/OT) services provided in an outpatient setting for members of HIP Health Plan of NY (an Emblem Health company) managed by CMO, Montefiore Care Management. This policy change applies to Montefiore IPA and Emblem Health direct participating providers only. Any out of network providers will continue to require a pre-certification in order for the claim to be paid.

We recommend that you confirm your patient's eligibility and benefits in the Tapestry Link portal before any service is provided as every product line has its own benefit limitation. Should you require a reference number for your records, you can obtain one through the Tapestry Link portal. Fax and phone requests for reference numbers will not be accepted after September 30, 2017 for participating providers.

Please note we reserve the right to retrospectively monitor your PT/OT utilization patterns. Any outliers will be brought to your attention for review.

### CMO Tapestry Link Portal:

Tapestry Link is CMO's electronic eligibility verification and authorization system. Providers who do not have access to Tapestry Link can call CMO Quality and Network Management at 914-377-4477 or email [CMOProviderSupport@montefiore.org](mailto:CMOProviderSupport@montefiore.org) to register for Tapestry Link access and training.