



April 2, 2018

Dear Prestige Health Choice network provider

You recently received a communication advising that management of durable medical equipment (DME), Home Health, and Home Infusion services would transition to Coastal Care Services effective 4/1/18. Please be advised that Coastal Care Services will be managing all services provided in the home with the exception of those listed below. When rendered in place of service 12 (home), these specific excluded services should be authorized by and billed to Prestige Health Choice:

- Communication Boards.
- ALL Contraceptive Medications & Supplies.
- Cranial Helmets.
- ALL End Stage Renal Disease (ESRD) services rendered in the home.
- Implantable Device Supplies (examples include supplies related to Cochlear Implants, Permanent Birth Control, or Urogynecologic Surgical Mesh Implants, etc.).
- Inhalation Solution (solution/drug should be obtained through member's pharmacy benefit).
- OBGYN Home Health Services (Services provided by Optum Women and Children).
 - Please contact Optum directly by phone at 1-800-999-0225 or via fax at 1-678-355-4711 prior to providing these services.
- Orthotics/Prosthetics.
- Vision, Hearing and Speech Pathology Services (HCPCS in the "V" series).

All services not rendered in place of service 12 (home) should be billed to Prestige Health Choice.

For services managed by Coastal, authorization should be obtained by contacting Coastal's Utilization Management department at **1-855-481-0505**.

For services managed by Prestige authorization should be obtained by contacting Prestige's Utilization Management department at **1-855-371-8074**.

If you have any questions, please contact Provider Services at **1-800-617-5727**.