



On behalf of Horizon Blue Cross Blue Shield of New Jersey, CareCentrix® manages skilled nursing facility (SNF), subacute rehabilitation facility (SAR), subacute rehabilitation facility with ventilator (SARV), transitional care unit (TCU) and inpatient rehabilitation facility (IRF) authorizations for Horizon Medicare Advantage, Braven HealthSM, and Horizon Commercial Fully Insured Members.

| SNF, SAR, SARV, TCU & IRF Authorization Requests & Inquiries | For Horizon Medicare Advantage & Commercial Fully Insured Members | For Braven Health Members |
|--|--|------------------------------|
| Phone | 1-833-592-1075 | 1-833-592-1077 |
| Fax | 1-877-249-9054 | 1-877-249-9054 |
| Requests for Peer-to-Peer Reviews & Reconsiderations | 1-833-592-1075 | 1-833-592-1077 |
| Requests for Utilization Review Criteria | 1-833-592-1075 | 1-833-592-1077 |
| NOMNC Fax | 1-877-250-2410 | 1-877-250-2410 |
| Days and Hours of Operation | | |
| Monday through Sunday and Holidays: 8 am to 8 pm Eastern Time (except Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day) | | |
| Outside Normal Business Hours including Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day): CareCentrix on-call clinical staff are available at the numbers listed above for urgent prior authorization requests. Callers should follow the prompts to leave a message. On-call clinical staff are notified and will return the call within one hour. | | |
| Type of Request | Required Information and Documentation to Support Medical Necessity | |
| All Prior Authorization Requests | <ul style="list-style-type: none"> • Patient first and last name • Patient date of birth • Patient home address • Patient phone number with area code • Member ID number | |
| Initial Authorization Requests | <p>In addition to the information in the “All Prior Authorization Requests” listed above, initial prior authorization requests must include:</p> <ul style="list-style-type: none"> • Start of care date • Ordering physician (name and phone number) • Diagnosis to support requested services • History and physical • Medication List • Prior level of function • Prior living situation • Current cognitive status • Most recent physician, nursing and therapy notes (completed within 48 hours of the submission of an IRF request and within 72 hours of the submission of a SNF/SAR/SARV/TCU request) • Rehabilitation consult completed and signed by rehabilitation physician or IRF preadmission screening completed and signed within the 48 hours immediately preceding the IRF admission <p><i>Note: SNF Preadmission Screening and Resident Review (PASRR) is not required by CareCentrix; however, you should continue to follow your standard process for submission.</i></p> | |
| Continuation of Services Requests | <p>In addition to the information in the “All Prior Authorization Requests” listed above, continuation of services requests must include:</p> <ul style="list-style-type: none"> • Level of care requested • Most recent physician, nursing and therapy notes including progress towards goals (completed within 72 hours of the submission for a continuation of services request) • Therapy treatment logs • Changes in clinical status • Discharge plan • Most recent interdisciplinary team meeting care plan note • Anticipated discharge date • Current functional status • Current medication list <p><i>Note: Continuation of Services Requests should be submitted at least 72 hours prior to the expiration of the current authorization.</i></p> | |
| Additional Information may be required to support decisions | <ul style="list-style-type: none"> • Most recent completed Minimum Data Set (MDS) • Other documentation to support clinical needs • Wound care treatment plan and notes | |

CareCentrix, Inc. and CareCentrix of New Jersey, Inc. are independent companies that provide utilization and other management services to Horizon Blue Cross Blue Shield of New Jersey and Braven Health. CareCentrix, Inc. and CareCentrix of New Jersey, Inc. are independent from, and not affiliated with Horizon Blue Cross Blue Shield of New Jersey, Braven Health, or the Blue Cross Blue Shield Association. Horizon Blue Cross Blue Shield of New Jersey and Braven Health are each independent licensees of the Blue Cross Blue Shield Association.