

## **!!! ATTENTION PROVIDERS: !!!**

In order to better serve our Medicaid members and to provide more efficient service to you as a Medicaid provider, please be aware:

Effective **Thursday, OCTOBER 1, 2015**, APS Healthcare will begin performing **ALL** Utilization Management functions associated with both Medical and Long Term Care Prior Authorizations, including Clinical Operations, which had previously been performed by a subcontractor.

Please take the time to review the attached forms and begin utilizing them effective IMMEDIATELY. **Please note that fax numbers have changed and any request or correspondence faxed to WVMI on or after October 1, 2015 will not be processed.**

A contact sheet has also been attached for your review. If you have ANY questions regarding the transition process, please feel free to call or email any of those individuals listed, and they will be happy to provide you with the information you need.

Long-Term Care Department	
Aged and Disabled Waiver, Personal Care and Nursing Home PAS Phone #	Call 844-723-7811
Aged and Disabled Waiver and Personal Care Fax #	Fax 866-212-5053
Aged and Disabled Waiver General Email Box (and to submit additional information for ADW PAS)	<a href="mailto:WVADWaiver@apshealthcare.com">WVADWaiver@apshealthcare.com</a>
Nursing Home PAS Fax #	844-633-8425
Nursing Home PAS General Email Box	<a href="mailto:WVPAS@apshealthcare.com">WVPAS@apshealthcare.com</a>

Aged and Disabled Waiver	
ADW Service Continuation Request	Submit in ADW CareConnection©
ADW Service Level Change Request	Submit in ADW CareConnection©
Initial Medical Necessity Evaluation Requests (MNER)	Fax 866-212-5053
Annual Medical Necessity Evaluation Requests (MNER)	Submit in ADW CareConnection©
Questions about ADW prior authorizations, scheduling an appointment, or other	Call 844-723-7811
Personal Care	
Questions about Personal Care prior authorizations or other	Call 844-723-7811
Personal Care Requests (Specialized Family Care, Dual, and regular Personal Care requests)	Submit in PC CareConnection©
Nursing Home PAS	
Request for Nursing Home Prior Authorization	Submit in NH PAS System or fax to 844-633-8425
Questions about NH PAS	Call 844-723-7811

Medical Contact and Fax Information	
Medical Toll Free Telephone Number	Call 800-346-8272
Medical Services Email	<a href="mailto:wvmedicalservices@apshealthcare.com">wvmedicalservices@apshealthcare.com</a>
C3 Medical Website for Submitting Authorizations	<a href="https://providerportal.apshealthcare.com">https://providerportal.apshealthcare.com</a>
C3 Medical Website for Org. Manager Functions	<a href="https://c3wv.apshealthcare.com">https://c3wv.apshealthcare.com</a>

Medical Fax Numbers	
Bariatric, Inpatient (Acute), Inpatient Rehab Under 21, Organ Transplants	Fax 844-433-8426
Outpatient Surgery	Fax 844-633-8427
Imaging/Radiology, Lab	Fax 844-633-8428
Cardiac & Pulmonary Rehab, DME, Orthotics & Prosthetics	Fax 844-633-8429
Home Health, Hospice, Private Duty Nursing	Fax 844-633-8430
Audiology/Speech, Chiropractic, Dental/Orthodontic, Podiatry, PT/OT, Vision	Fax 844-633-8431
Modification Requests, EPSDT, Out of Network	Fax 866-209-9632