

MEMORANDUM

TO: RightCare Participating Providers
FROM: RightCare from Scott & White Health Plan (“RightCare”)
SUBJECT: Health & Human Services Commission (HHSC) Therapy Cost Containment Notification
DATE: 08/6/2017

Dear Participating Providers:

RightCare would like to make you aware of the following notifications located on the RightCare website.

On May 1, 2016, HHSC implemented a new physical, occupational, and speech therapy medical policy for children and adults per the cost-containment medical policy initiatives outlined in Rider 50. However, some cost-containment items were postponed.

HHSC is now pursuing the initiatives outlined in the attached. The changes will ensure compliance with federal billing guidelines. The changes will also ensure reimbursement rates accurately reflect the level of the professional delivering a service and refine the billing and coding design to accurately reflect the amount of time spent with a client.

September 1, 2017 is the effective date for all initiatives. Please visit the RightCare for a comprehensive list of changes and frequently asked questions at <http://rightcare.swhp.org/en-us/prov/provider-home>.

Providers can contact RightCare Customer Service at 1-855-TX-RIGHT (1-855-897-4448) 8 a.m. to 5 p.m. Central Time, Monday through Friday (except for state-approved holidays), if additional information is needed.