



Provider News Alert

IMPORTANT: **Pre-Authorization Process for Durable Medical Equipment (DME)**

Care Improvement Plus is making changes to our pre-authorization process for durable medical equipment (DME). **Effective July 1, 2008, ALL DME greater than \$1000 will require pre-authorization.**

Durable medical equipment requiring pre-authorization must be reviewed by Care Improvement Plus and an authorization number obtained by the provider before the DME is delivered or shipped to the member. Failure to obtain pre-authorization for DME above \$1000 may result in the claim being denied for lack of authorization. **No pre-authorization is currently required for DME costing less than \$1000.**

When provider representatives call in for pre-authorization, please have the cost of the item available to facilitate the authorization process—**this will help reduce the incidence of pended claims and improve claims payment!**

**Pre-authorize DME today: In Arkansas/Missouri/Texas call: 1-877-625-2201
In South Carolina/Georgia/Maryland call: 1-888-625-2204**

Additional questions? Contact your local Provider Relations representative.

Arkansas/Missouri: 1-866-739-5904
ARprovider@careimprovementplus.com
MOprovider@careimprovementplus.com

South Carolina/Georgia: 1-866-686-2506
SCprovider@careimprovementplus.com
GAprovider@careimprovementplus.com

Maryland: 1-888-858-5175
MDprovider@careimprovementplus.com

Texas: 1-866-679-3119
TXprovider@careimprovementplus.com

You are receiving this communication because you are a Medicare participating provider in the Care Improvement Plus plan service area. If you have received this transmission in error or wish to be removed from our list, please call 1-888-681-5252, enter document #700014 and follow the prompt.