

September 15, 2023

<Provider Name>
 <Provider Address 1>
 <Provider Address 2>
 <Provider City> <State> <zipcode5-zipcode4>

Dear Provider:

The Michigan Department of Health and Human Services (MDHHS) is transferring the telephone prior authorization process effective October 1, 2023, from the Admissions and Certification Review Contractor (ACRC) to the MDHHS Program Review Division (PRD) for the following services:

- Prior Authorization Certification Evaluation Review (PACER)
- Ventilator Dependent Care Units (VDCU)
- Long Term Acute Care Hospital (LTACH)
- Distinct Part Rehab Unit
- Freestanding rehabilitation hospital
- Durable Medical Equipment and Supplies limited to: enteral/parenteral nutrition/supplies, negative pressure wound therapy, home infusion therapy and home uterine activity monitors

Authorization Type	On or before September 30, 2023 Telephone: 1-800-727-7223	On and After October 1, 2023 Telephone: 1-844-PACERMI (1-844-722-3764)
Prior Authorization Certification Evaluation Review (PACER) for: <ul style="list-style-type: none"> • Inpatient hospital – elective admissions and readmissions within 15 days 	Admissions & Certification Review Contractor (ACRC)	MDHHS Program Review Division* Telephone: 1-844-PACERMI (1-844-722-3764)

<ul style="list-style-type: none"> • Long Term Acute Care Hospital – (LTACH) admissions and continued stays • Distinct Part Rehab Unit and Freestanding Rehabilitation Hospital – admissions and continued stays • Transfers 		<p>MDHHS Program Review Division* Telephone: 1-844-PACERMI (1-844-722-3764) Days/hours of Operation: Monday-Friday 8:00AM - 5:00PM</p>
<p>Ventilator Dependent Care Units (VDCU) – admissions and continued stays</p>	<p>MDHHS Medicaid Prior Authorization Contractor</p>	<p>MDHHS Program Review Division* Telephone: 1-844-PACERMI (1-844-722-3764) Days/hours of Operation: Monday-Friday 8:00AM - 5:00PM</p>
<p>Specified Durable Medical Equipment & Supplies:</p> <ul style="list-style-type: none"> • Enteral/parenteral nutrition/supplies • Negative pressure wound therapy • Home infusion therapy • Home uterine activity monitors 	<p>MDHHS Medicaid Telephone Prior Authorization Contractor</p>	<p>MDHHS Program Review Division* Telephone: 1-844-PACERMI (1-844-722-3764) Days/hours of Operation: Monday-Friday 8:00AM - 5:00PM</p>

*The 1-844-PACERMI telephone number is for requesting authorizations of the above services/items only and must not be used to request prior authorization of other services/items not included above. Refer to specific policy requirements in the MDHHS Medicaid Provider Manual (www.michigan.gov/medicaidproviders) for prior authorization processes for other services/items.

After September 30, 2023, the contractor will stop accepting telephone authorization requests for Medicaid fee-for-service and will transfer records of all telephone prior authorizations to the MDHHS Program Review Division. Providers will not need to act unless requesting changes to active approved authorizations.

All policy standards of coverage, telephone prior authorization processes and documentation requirements remain unchanged. Providers should reference this letter until instructed otherwise. MDHHS will incorporate the new telephone number into the Medicaid Provider Manual in a future Provider Manual update bulletin.

These changes apply only to Medicaid and Children’s Special Health Care Services (CSHCS) fee-for-service. For beneficiaries enrolled in a Medicaid Health Plan (MHP) or Integrated Care Organization (ICO), the provider must check with the beneficiary’s MHP/ICO for prior authorization requirements.

Providers with further questions regarding this letter may contact Provider Support by calling 1-800-292-2550 or by email at: providersupport@michigan.gov.

An electronic version of this document is available at www.michigan.gov/medicaidproviders >> Policy, Letters & Forms.

Sincerely,

A handwritten signature in black ink that reads "Meghan E. Groen". The signature is written in a cursive, flowing style.

Meghan E. Groen, Director
Behavioral and Physical Health and Aging Services Administration