

Instructions for Accessing Clinical Guidelines for Medicare Basic Services—Utilization Management

Beginning **Jan. 1, 2024**, Healthfirst members and participating network providers may access clinical guidelines for prior authorization (PA) requests for all Medicare basic healthcare services.

These guidelines will apply to medical services on or after **Jan. 1, 2024**. Healthfirst Medicare Advantage plan members who have questions or need assistance may call Member Services at **1-888-260-1010** (TTY 1-888-542-3821). Healthfirst Signature (HMO) members can call **1-855-771-1081**, and Healthfirst Signature (PPO) members can call **1-833-350-2910**. We are available 7 days a week, 8am–8pm (October through March), and Monday to Friday, 8am–8pm (April through September).

Links to clinical guidelines for Medicare Advantage basic healthcare services:

Healthfirst Services	MCG Transparency Portal
Vision (EyeMed [®])	Medical Necessity Guidelines (eyemed.com)
Cardiovascular & Radiology Laboratory Management Medical Oncology Radiation Oncology	Clinical Guidelines eviCore healthcare (On the eviCore Clinical Guidelines page, select the guideline of interest. On the following page, enter "Healthfirst" in the search field at the bottom.)
Chiropractic (ASH)	ASHLink - Resources - Chiropractic
Pain Management and Spinal Surgery (OrthoNet)	See the Medicare National Coverage and Local Coverage Determinations link below
Medicare National Coverage and Local Coverage Determinations	How Do I Search for an LCD or NCD? (cgsmedicare.com)

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