



Healthfirst to Manage Some Outpatient Authorization Requests Formerly Handled by OrthoNet

Effective Jan. 1, 2024, Healthfirst will resume responsibility for management of prior authorization (PA) requests for all **Physical, Occupational, and Speech Therapies; Podiatry Services, and Vascular Surgery**.

The following FAQ will help you understand how this change might affect you. For more information, call Healthfirst Provider Services at **1-888-801-1660**, Monday to Friday, 8:30am–5:30pm.

When can I start submitting prior authorization (PA) requests to Healthfirst?

Starting Jan. 1, 2024, you can submit PA requests for these services to Healthfirst for dates of service on or after Jan. 1, 2024.

What should I do if a member was approved by OrthoNet past Jan. 1, 2024?

A new prior authorization request **does not need to be** submitted to Healthfirst for any approved dates of service occurring on or after Jan. 1, 2024 **if a prior authorization was previously issued by OrthoNet**.

How do I initiate a prior authorization request?

- **Log in** to the Healthfirst Provider Portal at hfproviderportal.org
- **Go to** the Online Authorization tab
- **Select** Authorization Request from the dropdown menu
- **Select** Begin to initiate your request

For which services is PA changing?

The following outpatient services will require PA from **Healthfirst** as of Jan. 1, 2024:

- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Podiatry Services

Frequently Asked Questions

- Vascular Surgery

The following outpatient services will continue to require PA from **OrthoNet**:

- Pain Management
- Spinal Surgery

How do I determine which services require PA?

Log in to the [Healthfirst Provider Portal](#), navigate to the Online Authorization tab, and select Procedure Code Lookup Tool from the dropdown menu.

How do I sign up to use the Healthfirst Provider Portal?

You can create an account on the Healthfirst Provider Portal by visiting hfproviderportal.org and selecting Create your account. You can also contact your Healthfirst account manager.

What features are available under the Online Authorization tab?

- Authorization Request
- My Request
- Authorization Search
- Procedure Code Lookup Tool
- Clinical Guidelines

How do I check the eligibility and benefits of a member?

Click on the Eligibility Search tab on the Healthfirst Provider Portal.

I am a professional Physical Therapist, Occupational Therapist, or Speech Therapist. How will this change impact me?

As of Jan. 1, 2024, PA will need to be requested from Healthfirst, not OrthoNet.

I am a podiatrist. How will this change impact me?

As of Jan. 1, 2024, PA will need to be requested from Healthfirst, not OrthoNet.

Frequently Asked Questions

I am a vascular surgeon. How will this change impact me?

As of Jan. 1, 2024, PA will need to be requested from Healthfirst, not OrthoNet.

I am a pain management doctor/spinal surgeon. How will this change impact me?

These services will continue to require PA from OrthoNet.

What if there are claims disputes/appeals?

There are no changes to current processes for submitting or reviewing claims disputes/appeals. They will continue to be managed by Healthfirst.