



Provider Alert

Prior Authorization for THSteps-CCP Services

If you provide private duty nursing services to our members, we want to help make it easy for you to secure prior authorization, when needed. The Texas Health Steps – Comprehensive Care Program (THSteps-CCP) provides all medically necessary treatment for correction of any physical or mental problems for qualifying members enrolled in STAR, STAR Kids’ and STAR+PLUS (young adults). Following is an overview of how the prior authorization process works.

Prior Authorization Forms

We accept the same prior authorization forms as used by the Texas Medicaid & Healthcare Partnership. To access the forms Go to tmhp.com > providers > forms > Private Duty Nursing and Prescribed Pediatric Extended Care Center Prior Authorization Forms and Examples > [Private Duty Nursing and Prescribed Pediatric Extended Care Center Prior Authorization Forms and Examples](#).

You can submit completed prior authorization forms by fax to **877-940-1972**. If you’d like to follow up, please call **866-604-3267**.

Supporting Documentation

We may require supporting documentation for initial requests, recertification or revisions. Documentation may include nurse notes, medication administration records, and seizure and ventilator logs. Please submit any information you would like us to consider along with your request.

Medical Necessity Criteria

When we review for authorization of these care services, we don’t utilize nursing acuity tools such as InterQual® and MCG (formerly Milliman Care Guidelines®). Rather, we follow all federal and state laws and rules and the provisions of the “Texas Medicaid Provider Procedures Manual” (TMPPM) and their contracts regarding Private Duty Nursing (PDN) services.

You can learn more about Texas Medicaid’s THSteps-CCP Private Duty Nursing policy at tmhp.com > providers > Medicaid Provider’s Manual > [Home Health and Private Duty Nursing Services Handbook](#) > Section 4 Services, Benefits, Limitations, and Prior Authorization.

We’re Here to Help. If you have questions, please call us at **888-887-9003**, from 8 a.m. - 6 p.m. Central Time, Monday through Friday. Thank you.

