

Introducing the Carelon Medical Benefits Management Rehabilitation Program

Supporting your therapy practice and your patients

Carelon recognizes the key role that you and other medical practices play in the delivery of care for patients. Developed in collaboration with your patients' health plans, our Rehabilitation Program helps support quality care that is consistent with evidence-based medicine. That's good news for your practice and the patients you serve.

The Carelon Rehabilitation Solution provides a clinical appropriateness review process that encompasses the appropriate duration of rehabilitation services at the appropriate place of service, with the goal of maximizing the patient's functional improvement, while at the same time enhancing and simplifying the provider's experience in the delivery of care.

Our process

Carelon is here to assist in your efforts to deliver the best quality and affordable care for your patients. The clinical information you submit is reviewed against Carelon clinical guidelines and health plan specific medical policies to ensure alignment with current best practices. Providers benefit by having a central location to obtain authorizations required by your patients' health plans.

The Rehabilitation Program ensures that patients receive the right care, at the right place, for the right duration. We couple clinical appropriateness review with member engagement to address the most common challenges associated with rehabilitative medicine.

Our program takes titration into account for each visit as opposed to program models that approve a standard number of visits upfront. We measure based on condition management and patient outcomes. Additional visits are approved as clinically appropriate.

Unlike models that offer a one-size-fits-all approach, our program reviews based on multiple clinical factors.

Contact Carelon to obtain pre-service review for the following non-emergency modalities:

Therapies included

- Physical therapy
- Occupational therapy
- Speech therapy

Note: Review requirements and modalities may vary by health plan. Please verify with the patient's health plan if you have any questions.

How to participate

The Rehabilitation Program is administered by Carelon on behalf of your patients' health plans. Carelon collaborates with you to improve health care quality and manage costs for some of today's complex tests and treatments.

Registration

The first step in participating is to register as a user on the Carelon ***ProviderPortalSM***, an online application. The ***ProviderPortal*** allows you to initiate a review for your patients who are covered by participating health plans. We call this the "order request" process.

Each member of your staff who enters review requests will need to register.

Powered by our pioneering ***ProviderPortal*** technology, your requests are processed in real time, with most requests approved at intake.

For requests that require additional consideration, our team of nurses and physicians are available to consult with your practice.

The ***ProviderPortal*** allows you to:

- Submit a new order request
- Update an existing one
- Retrieve your order summary

Getting your practice ready

Our dedicated [rehabilitation provider website](#) offers you all the tools and information you need to get started.

