

November 2018

Dear Providers:

Re: Medicaid Therapy –PT, ST, OT

HHSC Quality and Improvement Services for STAR and CHIP have required all MCOs to obtain accurate and comprehensive information regarding therapy services provided to members.

Therapy providers **must** report to Aetna Better Health of Texas Provider Relations Department when a therapy provider is experiencing one or all of the following occurrences when treating an Aetna Better Health of Texas Medicaid member:

- Your office cannot treat the patient at the frequency assessed
- Your office cannot provide appropriate services for the patient needs
- Your office is not accepting new patients
- Your office creates or maintains a “wait list” for Medicaid members

If you have any questions regarding this notification please contact our Provider Relations Department at 800.306.8612 (Tarrant) or 800.248.7767 (Bexar). Thank you in advance for your partnership and support as we work to ensure our members have access to care.

TX-18-11-03