



August 16, 2019

Dear Providers,

Effective 09/01/2019 per the Uniformed Managed Care Contract Section 8.1.3.1, Cook Children's Health Plan (CCHP) will begin requiring the initial evaluation of members to be completed within 21 calendar days from order receipt date. If a prior authorization request for therapy treatment is then submitted and approved, initiation of therapy treatment services should occur within 21 calendar days from the evaluation completion date in order to ensure that members are receiving timely access to therapy services. If there is an interruption in service in which the therapy provider cannot staff services for the member during ongoing therapy services, the agency should notify CCHP within five business days and provide an update as to when services will resume for the member. The therapy provider should notify CCHP and/or Texas Health and Human Services (HHSC) that the member is on a waitlist should the therapy provider not be able to comply with the above timeframes.

In addition to reporting the above therapy waitlist occurrences, CCHP is required by Rider 57 to report monthly to HHSC complaints regarding:

- Providers that are not accepting new members
- Providers terminated from the CCHP's network

CCHP has implemented the above requirements to provide timely reporting to HHSC. If any of these situations occur, providers should submit notification to CCHP Network Development Department. Therapy providers no longer accepting new patients should send written confirmation of the change by [e-mail](#). If a therapy provider cannot meet the service needs of the patient(s), the provider should send a list of the Members affected by attaching the [Therapy Notification to CCHP](#) document to CCHP by [e-mail](#). This information may also be found on our website: <http://www.cookchp.org/English/Providers/Pages/Therapy-Information.aspx>

Questions regarding this update may be addressed by calling Cook Children's Health Plan Provider Line at 888-243-3312 and asking to speak with a Network Development representative or emailing CCHPnetworkdev@cookchildrens.org. Providers may also contact cchppriorauthorizations@cookchildrens.org for further questions specific to authorization matters related to access to care.

Sincerely,
Cook Children's Health Plan



Letter of Attestation – Therapy Waitlist Provider Notification

August 16, 2019

Dear Cook Children's Health Plan,

In accordance with Uniformed Managed Care Contract Section 8.1.3.1, initial evaluation of Members must be completed within 21 calendar days from order receipt date. If a prior authorization request for therapy treatment is then submitted and approved, initiation of therapy treatment services should occur within 21 calendar days from the evaluation completion date in order to ensure that Members are receiving timely access to therapy services.

I hereby attest that I am in receipt of the attached document, Therapy Waitlist Provider Notification. I have read and understand the requirements related to timely access to therapy services and by signature noted below will comply with the requirements.

I declare the above statement to be true and accurate.

Signature

Date

Provider Name

Tax ID