

## Durable medical equipment, home health, home infusion and injectables

Authorization requests for durable medical equipment (DME) and home care services, which include home health, home infusion and injectables, wound care supplies, and enteral nutrition are handled by our Coordinated Care Unit (CCU). Please reference the list below when submitting your requests.

- Authorization request requirements
  - Complete orders should use the appropriate request form, and include the date orders were written, member name, service requested, diagnosis, length of need, requesting provider signature and NPI
  - Patient demographic information
  - Clinical documentation to support the need of the service(s) being requested
- CCU fax numbers (DME, Home Health and Home Infusion Therapy)
  - Discharge requests can be faxed to **1-844-412-7885**
  - Routine requests can be faxed to **1-855-398-5610**
- The CCU Provider Forms below can be located at [www.prestigehealthchoice.com](http://www.prestigehealthchoice.com), under Provider Resources / Forms
  - DME prior authorization request form
  - Home care services prior authorization request form
  - Hospital discharge prior authorization request form
  - Notice of patient non-admit form
  - Notification request form

Members requiring assistance upon discharge, or with any home care services, can be directed to reach out to the CCU Rapid Response line at 1-855-371-3960.

## Zika virus update: Insect repellent added to expanded benefits list

In consideration of the current health concern with the mosquito-borne Zika virus, and its threat, in particular, to pregnant women, Prestige has added several insect repellent products to our approved over-the-counter (OTC) expanded benefits list. The adjacent table lists the new items added to the Expanded OTC benefits list.

According to the Centers for Disease Control and Prevention (CDC):

*Zika virus disease is spread primarily through the bite of an infected Aedes species mosquito. The most common symptoms of Zika are fever, rash, joint pain, and conjunctivitis (red eyes). The illness is usually mild with symptoms lasting for several days to a week after being bitten by an infected mosquito. People usually don't get sick enough to go to the hospital, and they very rarely die of Zika. For this reason, many people might not realize they have been infected. However, Zika virus infection during pregnancy can cause a serious birth defect called microcephaly, as well as other severe fetal brain defects.*

Product Name	Ounces	UPC
OFF! Family Care	2.5 oz.	46500710377
OFF! Deep Woods	4 oz.	46500717642
OFF! Deep Woods	6 oz.	46500018428
OFF! Active	6 oz.	46500018107
Cutter Skinsations	6 oz.	16500540106
Cutter Backwoods	6 oz.	71121962805
Repel Insect Sportsmen	6.5 oz.	11423941375
Repel Sportsmen Max Formula	6.5 oz.	11423003387

## Non-emergency transportation for members

Prestige offers non-emergency transportation for members who need assistance visiting provider offices for their scheduled appointments.

Providers are encouraged to refer members requiring transportation services to our transportation vendor to ensure the member does not miss his or her scheduled regular checkups or fall behind with any ongoing treatment. Transportation should be scheduled at least 24 hours prior to the member's appointment, with 48 hours prior preferred, to ensure promptness and availability.

Please contact our transportation vendor at **1-855-371-3968**. For questions about non-emergency transportation, please contact Member Services at **1-800-355-9800**.

**Fraud Tip Hotline**  
**1-866-833-9718.**  
**24 hours a day,**  
**7 days a week.**  
**Secure and**  
**confidential.**  
**You may remain**  
**anonymous.**

