

## Prior authorization requirement changes — 97535 Self-care/home management training

Effective March 1, 2022, prior authorization (PA) requirements will change for CPT® code 97535. The medical codes listed below will require PA by Anthem Blue Cross for Medi-Cal Managed Care (Medi-Cal) and L.A. Care members. Federal and state law, as well as state contract language and Centers for Medicare & Medicaid Services guidelines, including definitions and specific contract provisions/exclusions, take precedence over these PA rules and must be considered first when determining coverage. **Noncompliance with new requirements may result in denied claims.**

PA requirements will be added to the following:

- 97535 — Self-care/home management training (for example, activities of daily living and compensatory training, meal preparation, safety procedures, and instructions in use of assistive technology devices/adaptive equipment), direct one-on-one contact, each 15 minutes

To request PA, you may use one of the following methods:

- Web: Once logged in to Availity\* at <http://availity.com>, select Patient Registration > Authorizations & Referrals, then select **Authorizations** or **Auth/Referral Inquiry**, as appropriate
- Fax: **800-754-4708**
- Phone: **888-831-2246**

Not all PA requirements are listed here. Detailed PA requirements are available to contracted providers on the provider website at <https://providers.anthem.com/ca> > Login. Contracted and noncontracted providers who are unable to access Availity may call one of our Medi-Cal Customer Care Centers at **800-407-4627** (outside L.A. County) or **888-285-7801** (inside L.A. County) for assistance with PA requirements.



**Email is the quickest and most direct way to receive important information from Anthem Blue Cross.**



To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (<https://bit.ly/3ILgko8>).

\* Availity, LLC is an independent company providing administrative support services on behalf of Anthem Blue Cross.

<https://providers.anthem.com/ca>

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