



November 2023

Dear Valued Provider,

Integra Partners has been managing DME Utilization Management (UM) services for MetroPlusHealth Plan since 12/1/2018. Integra will assume responsibility for utilization management determination, prior authorizations and appeals for all lines of business, except for MLTC. MetroPlusHealth is responsible for addressing grievances for all members.

All prior authorization requests for DME services, excluding MLTC, are managed through Integra. Instructions on how to request prior authorization can be found on Integra's website, <https://accessintegra.com/> under Resources/Forms and Training.

**Prior Authorization Requests can be faxed to:**

- Medicaid/Marketplace Exchange/Essential Plan/CHP/Gold/Medicare – (212) 908-5185
- MLTC – (212) 908-5282

For prior authorization inquiries, please call:

- Integra at 866-679-1647

To view the full list of prior authorization requirements, go to the Provider Forms page [here](#), under Provider Services on the MetroPlusHealth website.

Once again, MLTC will continue to be managed by MetroPlusHealth directly.

For all questions, providers should contact 800-303-9626 or your Provider Relations Representative at 212-908-3636.

Thank you for your continued participation in MetroPlusHealth Plan and thank you for the services you provide our members.

Sincerely,

MetroPlusHealth Plan