



Chiropractic Therapy

Preauthorization requests for chiropractic therapy, including manipulative therapy, submitted for patients with Humana Healthy Horizons (Medicaid) plans are reviewed by Tivity, a utilization management company. Tivity will review for medical necessity of the service and will request any needed medical records.

Preauthorization requirements

Preauthorization for chiropractic services is required for all Humana Healthy Horizon (Medicaid) members.

For Kentucky Medicaid, please refer to the Chiropractor Fee Schedule on the [Kentucky Cabinet for Health and Family Services Fee Schedule](#).

Submitting preauthorization requests

All chiropractic services on the KDMS fee schedule require prior authorization through Tivity.

To submit a request by phone

- Call 855-800-9804, Monday – Friday, 8:30 a.m. – 5:30 p.m., Eastern time

To submit a request via online portal

- Use the [Tivity online portal](http://www.wholehealthpro.com/). (www.wholehealthpro.com/)
- Call **855-800-9804**, Monday – Friday, 8:30 a.m. – 5:30 p.m., Eastern time
- Fax **888-492-1025**

Please attach all clinical records, including:

- Initial history and examination findings and any reevaluation history and examination findings for this episode of care (if not previously submitted)
- Goal-oriented treatment plan
- Diagnostic test results (MRI, labs, X-rays, etc.), if applicable
- Daily treatment notes including current and prior outcomes measures

- Other relevant clinical findings or pertinent information that will support the diagnosis(es)

Please note: In addition to records specific to the dates of service under review, you can submit other documentation that may be helpful in developing a more complete and accurate clinical picture of the patient's condition.