



## 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.