



Timely Documentation = Timely Therapy Treatment

Attention Primary Care Providers: To ensure EPH Medicaid and CHIP members receive the therapy services they need without delays, it is critical to send required request documents to therapy providers as soon as possible.

Why it matters:

- Therapy services (PT, OT, ST) require prior authorization.
- Missing or late documents can delay critical treatments.
- Timely care means better outcomes and healthier futures.

What You Can Do:

- Submit all evaluation referrals and supporting medical records promptly.
- Respond quickly to any requests for additional documentation.
- Double-check that forms are complete and signed before sending.

Quick Tips for Success:

- Assign a point person to track therapy requests.
- Set a standard goal to send documents within 48 hours of request.
- Communicate directly with therapy providers if questions arise.

If you have any questions or concerns regarding this communication please contact our Provider Relations Team!