



IMPORTANT: Change in Level of Service Determinations and Prior Authorizations for Assertive Community Treatment

Effective June 20, 2023, Healthfirst, in accordance with the State of New York, will no longer require Level of Service Determinations (LOSD) or prior authorization for Assertive Community Treatment (ACT).

In addition, concurrent authorizations will no longer be required for ACT but may be done based on utilization management criteria described in the guidance. These new guidelines will improve prior authorizations and claims processes for both the provider and Healthfirst members.

For Additional Guidance

Please refer to [Guidelines for Medicaid Managed Care Organizations regarding Utilization Management for Assertive Community Treatment](#).

Questions?

If you have questions, please contact your Network Account Manager, or call Provider Services at **1-888-801-1660**, Monday to Friday, 8:30am–5:30pm.