



## Personalized Recovery Oriented Services Update

**Effective Nov. 21, 2022, Healthfirst, in accordance with the State of New York, will no longer require prior authorization for Personalized Recovery Oriented Services (PROS).**

In addition, concurrent authorizations will no longer be required for PROS but may be done based on utilization management criteria described in the guidance.

For additional guidance, please refer to **Guidelines for Medicaid Managed Care Organizations regarding Utilization Management for Personalized Recovery Oriented Services**, which can be accessed here: [omh.ny.gov/omhweb/bho/docs/pros-utilization-management.pdf](https://omh.ny.gov/omhweb/bho/docs/pros-utilization-management.pdf).

### Questions?

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