

## Process for initiating and continuing long acting injections from an outpatient setting:

*NOTE: If the patient is already receiving LAI medications OR if the requested medication is haloperidol or perphenazine injection, skip step 1 and go directly to step 3.*

**Step 1.** Complete Behavioral Health Injectable Antipsychotic Prior Authorization Form to request injectable psychotropic medication. The form can be found [here](#). Diagnosis, drug information and attestation is required to make a determination regarding medical necessity.

**Step 2:** Fax to: **702-242-6751** or **1-800-997-9672** OR

Mail to: HPN/SHL Pharmacy Services  
Attn: Medical Necessity  
P.O. Box 15645  
Las Vegas, NV 89114-5645  
Phone: **702-242-7050**, option #6

**Step 3:** Submit prescription(s) request to Genoa Healthcare.

Fax to: **702-997-1767**  
Pharmacist in Charge: Jeannie Barrett, PharmD  
Address: 2500 W. Washington Ave., Suite 103  
Las Vegas, NV 89106  
Phone: **702-410-8746**

**Step 4:** Genoa will coordinate with the prescriber's office to schedule delivery of injectable medication.

## Provider responsibilities:

**Step 1.** Verify the patient's insurance coverage.

**Step 2.** Complete Behavioral Health Injectable Antipsychotic Prior Authorization Form to request injectable psychotropic medication. The form can be found [here](#).

**Step 3:** Write and fax LAI prescription(s) request to Genoa.

Fax to: **702-997-1767**

Allow up to 7 days for processing and delivery prior to injection appointment. Most requests for LAI medications are processed within 3 days.

- a. Injection scheduled after 7-day turnaround is a **ROUTINE** request.
- b. Injection scheduled before 7-day turnaround is a **STAT** request. Write STAT on the prescription request and note the date of scheduled injection.

**Step 4.** Accept delivery of the medication and sign for the delivery.

**Step 5.** Administer the medication to the patient and bill applicable CPT codes.

- **99211** - Office or other outpatient visit for the evaluation and management of an established patient that may not require the presence of a physician.
  - **96372** - Therapeutic, prophylactic, or diagnostic injection (specify substance or drug); subcutaneous or intramuscular.
- a. Injections administered on the same day as medication management services, use:
1. Applicable evaluation and management code **AND**
  2. 96372
- b. Injections administered without medication management services, use:
1. 99211 **AND**
  2. 96372

*NOTE: Injection must be administered by a healthcare professional. This may include a medical assistant (MA), nurse (NP, RN, LPN), PA, physician, or pharmacist.*

**Step 6.** If the injection is not administered, contact Genoa Healthcare to discuss options for the best handling of the medication.

#### **Genoa responsibilities:**

**Step 1.** Receive the LAI prescription from the provider, including:

- a. The prescription.
- b. The name, location and phone number of the provider/agency that will administer the injection.

**Step 2.** Genoa will reach out to the member about any applicable out-of-pocket costs or financial assistance and to let them know LAI medication(s) are being delivered to the prescriber.

**Step 3.** Contact the provider to confirm the delivery date and scheduled date of the injection.

**Step 4.** Ship the medication to the provider's office.

**Step 5.** Follow up on any delivery and billing issues.

Providers can access many of our health care forms online at [HealthPlanofNevada.com/Provider/Health-Care-Forms](https://www.healthplanofnevada.com/Provider/Health-Care-Forms).