

Guide for Electrolysis and Laser Hair Removal

Nios Spa

- Services:
 - Electrolysis
- Sites:
 - Manhattan: 315 W 57th Street, Suite 308, New York NY
 - Brooklyn: 567 Pacific Street, Retail Level, Brooklyn NY
- Contact:
 - O: 212-863-9058
 - Email:
 - Information: concierge@niosspa.com
 - Support Letters: insurance@niosspa.com

New York Electrolysis (NYE)

- Services:
 - Electrolysis
- Site:
 - Manhattan: 10 E 23rd Street, Suite 220, New York NY
- Contact:
 - O: 212-673-4358
 - Email:
 - Information: nyelectrolysis@gmail.com
 - Support Letters: *Send to Amida Care* at GIST@amidacareny.org

L'Elite Medispa

- Services:
 - Electrolysis
 - Laser Hair Removal
- Site:
 - Brooklyn: 754 Nostrand Avenue, Brooklyn NY
- Contact:
 - O: 347-627-3374
 - F: 631-824-9039
 - Email:
 - Information and Support Letters: info@lelitemedispa.com

For additional information, please see Amida Care Clinical Guidelines and Coverage Criteria for the Treatment of Gender Dysphoria or contact the Gender Identity Support Team (GIST) at 646-757-7982; or email GIST@amidacareny.org

Nios Spa and L'Elite Medispa Referrals Process

1. Member obtains 2 letters of support from 2 NYS licensed providers.
 - Both letters must follow the NYS Medicaid GAS Support Letter criteria.
 - A single set of support letters can request any combination of face, body, or pre-op/genital electrolysis, but both letters must match in their request.
2. Member contacts preferred for consultation.
3. Member submits support letters for processing.
 - Nios Spa:
 - i. Mail: 315 W 57th Street, Suite 308, New York NY
 - ii. Email: insurance@niosspa.com
 - L'Elite Medispa
 - i. Mail: 754 Nostrand Avenue, Brooklyn NY
 - ii. Fax: 631-824-9039
 - iii. Email: info@lelitemedispa.com
4. Member obtains Prior Authorization
 - The spa will review the support letters to ensure they meet the necessary requirements, and submit a request for services for Amida Care to review.
5. Prior Authorization
 - Amida Care receives the request for prior authorization.
 - For any GAS procedure, Amida Care will make a determination on the request within 3 business days once all required documentation is received and meets guidelines. This determination may be approved, denied, or additional information might be requested.
 - If the letters do not meet criteria, Amida Care will notify the referring spa within those 3 business days.
 - If the request is approved, Amida Care will contact the member and spa to notify of the approval. At this time, the member can start booking appointments.
 - Both the member and the spa will also receive authorization letters via mail.

For additional information, please see Amida Care Clinical Guidelines and Coverage Criteria for the Treatment of Gender Dysphoria or contact the Gender Identity Support Team (GIST) at 646-757-7982; or email GIST@amidacareny.org

New York Electrolysis (NYE) Referrals Process:

1. Member obtains 2 letters of support from 2 NYS licensed providers.
 - Both letters must follow the NYS Medicaid GAS Support Letter criteria.
 - A single set of support letters can request any combination of face, body, or pre-op/genital electrolysis, but both letters must match in their request.
2. Member contacts preferred for consultation.
3. Member submits support letters to Amida Care's GIST program for processing.
 - New York Electrolysis (NYE)
 - i. Email: GIST@amidacareny.org
 - ii. Fax: 646-786-1802
4. GIST reviews the support letters once both have been received.
 - If there are issues with the support letters, Amida Care will contact the member to notify them.
 - If the support letters meet requirements, Amida Care will send a referral to New York Electrolysis and notify the member.
5. Member obtains Prior Authorization
 - New York Electrolysis receives the referral and submits a request for services for approval.
6. Prior Authorization
 - Amida Care receives the request for prior authorization.
 - With the support letters already reviewed, Amida Care will approval the authorization within 3 business, and notify the spa and the member. At this point, the member can start booking appointments.
 - Both the member and the spa will also receive authorization letters via mail.

Timelines and Provider Credentials for Support Letters:

- Letters must be dated within the past 12 months.
- Must be written by NYS licensed providers.
- Letters can be written by physicians, psychiatrists, psychologists, nurse practitioners, psychiatric nurse practitioners, or LCSW acting within the scope of their practice.
 - Letters written by any other type of provider (such as LMSW) must be co-signed by one of the provider types listed above.
- One letter must be from a provider with whom the member has an established and ongoing relationship.
- The second letter may come from a provider who has only had an evaluative role with the member.

Key Points Letters Must Include:

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- How long the member has been a patient of the referring provider.
- How long the member has lived in the gender role that corresponds with their gender identity.
- Confirmation of the member's persistent and well-documented gender dysphoria.
- Statement of support for the requested gender affirming procedure (electrolysis/laser/lymphatic massage).
 - Hair removal support letters must indicate which region(s) will be covered.
 - Facial Hair Removal ; Body Hair Removal; Genital/Pre-Op Hair Removal
 - A single set of support letters can request any combination Face, Body, and/or Genital/Pre-Op.
- Indication of the member's capacity to make a fully informed decision and consent to the treatment.
- Information on the member's hormone regimen.
 - Indication if hormone therapy is contraindicated or if the member is otherwise unable to take hormones.
- Discussion of any medical or mental health conditions and whether or not these would be a contradiction to the procedure, or if so, that they are reasonably well controlled.
- Discussion of how the procedure is medically necessary for the treatment of gender dysphoria.
 - Explanation of why the procedure is indicated and how it will benefit the member and alleviate gender dysphoria.

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