

A Guide to Accessing Gender Affirming Services

GENDER AFFIRMING SURGERY (GAS)

1. Receive an evaluation from 2 medical providers (Primary Care, Mental Health)
 - This will assess readiness to undergo gender affirming procedures
 - 2 letters in support of gender affirming procedure should be requested at this time
2. Obtain 2 letters in support of requested procedure
 - Letters must be specific to requested procedure and cannot be combined with other requests
 - See Letter of Support guidance, attached
3. Set-up consultation/s for GAS
 - Members can self-refer to a surgeon
 - Listing of in-network providers can be requested from Amida Care Member Services or the Gender Identity Support Team (GIST)
4. Prepare for Consultation
 - Prepare questions and bring a friend if possible
 - See attached resource from Callen Lorde
5. Bring your letters of support to your consultation
 - Provide copies of your letters to the surgeon
 - Always keep the originals for yourself
6. Obtain Prior Authorization
 - After your consultation and before surgery, the provider's office will submit a request for prior authorization to Amida Care.
 - This request will include your clinical notes and supporting letters for Amida Care to review. Please note, Amida Care only accepts support letters when received from a provider requesting authorization.
7. Prior Authorization
 - Amida Care receives the request for prior authorization
 - Amida Care will make a determination on your 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 your letters do not meet criteria, Amida Care will notify your provider's office.
 - Amida Care will contact you once a determination (approval or denial) has been made
8. Aftercare
 - Aftercare services such as a Visiting Nurse (VNS) or home health care is requested following surgery at the time of discharge
 - Please let your surgeon or discharge planner know if you need home care nursing services or short-term inpatient rehab following surgery
 - It is also important to alert your provider/surgeon if you anticipate needing aftercare
9. Transportation
 - Medicaid will pay for your transportation home from surgery
 - Medicaid will pay for your post op appointment transportation if medically necessary

- Medicaid will not pay for your transportation the day of the surgery
- There is additional guidance on transportation attached

ELECTROLYSIS SERVICES

1. Face / Body / Pre-Op/Genital Electrolysis

- 2 letters of support are required, as for any other GAS procedure
- Support letters for electrolysis are processed by the GIST department directly. See process below

ELECTROLYSIS REFERRAL PROCESS

1. Obtain 2 letters of support (see guidance document attached)
2. Send letters to Amida Care GIST department in one of 2 ways:
 - **Fax:** (646) 786-1802
 - **Email:** GIST@amidacareny.org
3. Amida Care reviews all electrolysis letters received to see if they meet Medicaid Criteria within 3 business days
 - If your letters do not meet requirements, Amida Care will contact you with the needed corrections
 - If your letter do meet requirements, you will be referred for services
4. Amida Care refers you to an electrolysis provider location.
 - Amida Care can provide a list of providers. Please alert us if you have a site preference.
5. Electrolysis provider submits a prior authorization*
6. Amida Care approves electrolysis prior authorization and notifies you and the electrolysis provider
7. You can now contact the electrolysis provider and start setting up appointments.

*some sites will contact you first for a consult. Following the consult, they will proceed with requesting prior authorization

*Processing time between the referral and the final approval can take up to 1-2 weeks. Members will receive a call from Amida Care when they can start booking appointments.

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