

## 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 discharge planner know if you are in need of home care nursing services following surgery
  - It is also helpful 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](mailto: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](mailto:GIST@amidacareny.org)**