

Habilitative and Rehabilitative Therapy – Frequently Asked Questions

OT/PT Specific Authorization Questions

Is there an escalation process if we are seeing a delay in care for patients?
Please reach out to the DHS Policy Lead with any concerns.

What are the authorization requirements for OT and PT services?

See the Occupational and Physical Therapy section in the Rehabilitative Services of the MHCP provider manual. [Occupational and Physical Therapy Services](#) and [Authorization Requirements](#)

Will requests be denied if supporting documents are not included?

Yes. Required documentation can be found in the MHCP provider manual [Authorization Requirements](#).

Are there published guidelines on medical necessity?

Reviewers use a patient-centered approach to support best outcomes for MA recipients. Documentation should show a clear connection from the evaluation → plan of care → progress notes, with measurable changes at each visit.

Are there any differences between pediatrics versus adults needing prior authorization, or is this for all patients?

This applies to all Medical Assistance patients regardless of age

What about speech therapy?

At this time, only occupational and physical therapy require an authorization.

If a patient is being seen for both PT and OT, do we submit two requests or one?

Submit two separate requests, one for PT and one for OT.

Who is interpreting the documentation and determining approvals or denials?

Acentra Health employs MN-Licensed occupational and physical therapists to complete clinical reviews.

Does the OT/PT visit count include IP rehab visits?

Yes. The benefit limit is per recipient, not per provider or service location.

What is the process for any denials?

Please review the resource “How to Request a Reconsideration” found here <https://mhcp.acentra.com/provider-resources/> and the How-To guide “Submitting a Medical Assistance Reconsideration Request for Providers” found here under the Forms and How-To Guides Section: <https://mhcp.acentra.com/physical-and-occupational-therapy/>