COMMUNITY HEALTH CHOICE

July 30, 2020

COVID-19: EXTENSIONS FOR EXISTING PRIOR AUTHORIZATIONS

Providers:

To help ensure continuity of care during the COVID-19 (coronavirus) response, Community Health Choice (Community) will extend all existing prior authorizations and service authorizations for STAR and CHIP Members that may require recertification and are set to expire **March 1, 2020 through October 23, 2020**.

This extension applies to all services that may require recertification and does not apply to current authorizations for one-time services, new requests for authorization, or pharmacy prior authorizations. For example, a single non-emergency ambulance trip would not be extended, but a recurring non-emergency ambulance authorization for dialysis would be extended.

As Community updates the authorizations, Providers will receive correspondence from Community with the information. The Provider Portal will also reflect the updated information.

To avoid claims processing issues or delays, please obtain the appropriate required documentation before submitting claims to Community. The extended authorizations must contain the same proportional amount and frequency as was authorized in the original authorization.

The services delivered may still be subject to retrospective review for medical necessity.

Please visit our COVID-19 Web page for additional information and resources.

Thank you for serving our Members – your patients!