

May 6, 2025

REMINDER TO PROVIDERS – DOWNGRADING URGENT REQUESTS

As a reminder to all providers submitting requests for urgent authorizations, urgent requests should only be submitted if the normal time frame for authorization will:

- Be detrimental to the patient's life or health, or
- Jeopardize patient's ability to regain maximum function, or
- Result in loss of life, limb, or other major bodily function

Referrals that do not meet the above urgent referral criteria will be downgraded to a routine referral request and follow standard turn-around times.