

Response to COVID-19 Surge: Utilization Management and Prior Authorization suspensions

Background: In response to the current COVID-19 surge, Healthy Blue has suspended all hospital-based utilization management (UM) for all medical hospitalizations including, but not limited to, initial service authorizations and concurrent reviews effective August 1, 2021. This also applies to cases in which a member is retroactively enrolled with Healthy Blue. We ask hospitals to continue to notify us about admissions so that we are able to assist with discharge planning.

What is the impact of this issue?

In order to further support expedited discharge planning and remove the burden of prior authorization, effective August 9, 2021, Healthy Blue suspended prior authorizations for lower levels of care. These include initial requests for: inpatient skilled nursing facility (SNF), inpatient rehabilitation, and long term acute care. We have also removed the prior authorization requirement for home health at this time.

Healthy Blue will inform providers regarding any changes to this notice based on future Louisiana Department of Health (LDH) COVID-19 guidance.

For the latest COVID-19 guidance, please refer to LDH Informational Bulletin 20-5:
<https://ldh.la.gov/index.cfm/page/1198>.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **844-521-6942**.