

Resuming outpatient authorization renewals

Background: Existing outpatient service authorizations extended to April 30, 2021.

Providers must submit renewal requests for any subsequent renewals needed for authorizations end dates after April 30, 2021.

What is the impact of this issue?

As part of the COVID-19 public health emergency, authorization renewals for outpatient services were temporarily suspended to help our state's healthcare system manage concerns about the volume of patients seeking services. These authorization renewals are being extended once again to April 30, 2021.

For all outpatient service authorizations that end after April 30, 2021, providers wishing to continue services must notify the health plan at least 14 days before the end date of the authorization. Due to the potential volume, service authorizations are requested sooner when possible.

In order to ensure continuity of care, it is critical that providers notify health plans to extend services, as authorizations will not be automatically extended after April 30, 2021.

New requests continue to be authorized according to standard review procedures.

Outpatient services include:

- Any necessary medical and surgical procedures.
- Home health services (EHH).
- EPSDT personal care services (PCS).
- Hospice services.
- Therapies (PT/OT/SLT).
- Pediatric Day Health Care.

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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 **1-844-521-6942**.