



An important message regarding CarePlus' COVID-19 response: ADMINISTRATIVE UPDATE Sept. 22, 2021

As we continue to monitor the status of COVID-19 cases and review procedure data, CarePlus is implementing changes to authorization requirements in our service area.

CarePlus is reinstating authorization requirements for skilled nursing facilities (SNFs) and long-term acute care (LTAC) for CarePlus members discharging from hospitals in all CarePlus counties with a date of service on or after Oct. 1, 2021.

- a. This return to our standard authorization policy applies to participating/in-network providers.
- b. You will need to submit supporting documentation for your authorization and can expect responses to be provided in normal processing timeframes; please plan accordingly.

We are here to support you as you care for your CarePlus-covered patients, particularly during this difficult time. CarePlus leaders will continue to monitor service volumes as well as the progression of the COVID-19 curve and recovery. We will update you on policies and processes that affect your practices and organizations as this crisis evolves.

If you have any questions about these new procedures, please contact your designated Provider Services Executive or call our Provider Operations inquiry line at 1-866-220-5448, Monday through Friday from 8:00 a.m. to 5 p.m.