



# INFORMED

## FLASH: Extended Approval Window for Certain Authorizations due to COVID-19 Pandemic

May 14, 2020

As our communities continue to deal with the impact of COVID-19, we've taken multiple steps to remove barriers and limit unneeded restrictions to the care our members seek. As many of our providers are now beginning to reschedule elective procedures previously delayed due to the pandemic, **we write to remind you that we have extended the length of the below authorizations from 90 days to 180 days.**

**Outpatient procedures, Outpatient referrals, DME and any authorizations submitted to eviCore since 2/1/20 have been updated to an approval window of 180 days.** As of May 1, over 11,000 authorizations have had their approval extended through August, September or October. **Authorizations submitted through 5/31/20 will continue to receive this extended approval window.**

We will continue to monitor the process and consider an additional extension if necessary to accommodate the resumption of services. Please contact your Provider Network Management representative if you have questions or concerns.

We invite our provider network to visit our [COVID-19 webpage](#) for up-to-date information about the illness, our response and questions about coverage. As always, we express our continued gratitude for your hard work, dedication and care for our members and the communities we serve.

Visit [our provider page](#) for forms, resources and information