

Update to COVID-19 extension of prior authorizations

Per Health and Human Services Commission (HHSC) guidance, existing prior authorizations and service authorizations that require recertification and are set to expire March 1, 2020, through November 30, 2020, will be extended for 90 days. Amerigroup will extend both the authorization and associated units. Extensions will include units previously approved as applicable. Additional units other than what were previously authorized will not be included, as those would be considered a new request for service. Amerigroup is also extending the length of time a preauthorization is in effect for elective inpatient and outpatient procedures. This will help prevent the need for additional outreach to Amerigroup to adjust the date of service covered by the authorization.

We will automatically apply these updates under the guidance issued from HHSC. Providers do not need to submit new requests for the 90-day extension; however, if you choose to submit a complete prior authorization request, the request will be reviewed for medical necessity per Amerigroup regular processes. If we receive an incomplete request for services that would require recertification, the 90-day extension will still be applied in order to reduce provider administrative burden. New authorization requests, including those that previously expired, will not be extended.

This communication will serve as your notification of approved prior authorization extension of aforementioned services. This is a lengthy process. We appreciate your patience as we update the impacted authorizations.

LTSS providers please note:

For LTSS services, authorization extensions will include units previously approved, unless a recent assessment has been completed, in which case a new authorization number and any potential unit changes will be provided to the agency. Additionally, personal assistance services (PAS), personal care services (PCS), habilitation, flexible family support and respite providers must update authorizations in the electronic visit verification (EVV) system.

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 **1-800-454-3730**.