

Clover Health

* Effective 2/1/21, Clover Health has resumed our standard Prior Authorization requirements. The exceptions outlined below are no longer active and there are currently no COVID-19 UM exceptions in place at this time.

NOTICE TO ALL CLOVER PROVIDERS; COVID-19 UTILIZATION MANAGEMENT UPDATE

Effective December 9th, 2020, Clover Health has once again enhanced our prior-authorization processes to ensure providers are supported in making timely decisions regarding member treatment during the COVID-19 outbreak. Clover Health continues to closely monitor the COVID-19 activity and we will update our prior-authorization processes on an as needed basis moving forward. Currently, Clover Health has implemented the following changes:

For All Clover Markets excluding Georgia:

Home Health (HH)

- Prior authorizations for HH are waived at this time.

Skilled Nursing Facility (SNF)

- Prior authorizations for admission to a SNF or HH are waived at this time.
- The SNF is required to provide notice of admission to Clover within 24 hours of member admission.
- Medical records must be submitted from the SNF no later than 3 days from the member admission date.
- We will continue to perform concurrent reviews throughout the member's stay.

Long Term Acute Care Hospital (LTACH) and Inpatient Rehab Facilities (IRF)

- LTACH and IRF admissions will continue to follow our standard prior-authorization process at this time. The prior-authorization is required prior to a member being transferred to a LTACH or IRF. Clover Health will ensure prior-authorization determinations are made timely so as not to cause any significant delays in discharge plans.

Emergency Inpatient Hospital Authorizations (IP NOA), Durable Medical Equipment (DME) and Elective, Non-Essential Procedures

- All prior authorizations related to these services will continue to follow our standard prior-authorization process at this time. Clover Health will ensure prior-authorization determinations are made and communicated in a timely manner.

Clover Health

For Clover's Georgia Market:

Home Health (HH)

- Prior authorizations for HH are waived at this time.

Skilled Nursing Facility (SNF)

- Prior authorizations for admission to a SNF or HH are waived at this time.
- The SNF or HH is required to provide notice of admission to Clover within 24 hours of member admission.
- Medical records must be submitted from the SNF or HH no later than 3 days from the member admission date.
- We will continue to perform concurrent reviews throughout the member's stay.

Long Term Acute Care Hospital (LTACH) and Inpatient Rehab Facilities (IRF)

- Prior authorizations for admission to a LTACH and IRF are waived at this time.
- The LTACH or IRF is required to provide notice of admission to Clover within 24 hours of member admission.
- Medical records must be submitted from the LTACH or IRF no later than 3 days from the member admission date.
- We will continue to perform concurrent reviews throughout the member's stay.

Emergency Inpatient Hospital Authorizations (IP NOA), Durable Medical Equipment (DME) and Elective, Non-Essential Procedures

- All prior authorizations related to these services will continue to follow our standard prior-authorization process at this time. Clover Health will ensure prior-authorization determinations are made and communicated in a timely manner.