

Clover Health

NOTICE TO ALL CLOVER PROVIDERS IN AZ, GA, MS, PA, SC, TN & TX; COVID-19 UTILIZATION MANAGEMENT UPDATE

Effective on August 30, 2021, Clover Health made enhancements to our prior-authorization processes to ensure providers are supported in making timely decisions regarding member treatment during the COVID-19 pandemic. Currently, Clover Health has implemented the following change within our Arizona, Georgia, Mississippi, Pennsylvania, South Carolina, Tennessee and Texas markets. Please note this update currently does not apply to the **New Jersey** market. Clover Health continues to closely monitor the COVID-19 activity and we will update our prior-authorization processes on an as needed basis in each of our respective markets moving forward.

Skilled Nursing Facility (SNF) - Effective August 30, 2021

- Prior authorizations for admission to a SNF 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.

Home Health (HH) - Effective August 30, 2021

- Prior authorizations for HH are waived for inpatient members at the time of discharge.
- HH agencies are still required to submit the HH authorization within 24 hours of the state of care/enrollment

Please note the prior authorization requirements for Long Term Acute Care Hospitals, Inpatient Rehab Facilities, Inpatient Hospital Stays and Durable Medical Equipment have not been waived at this time.