

# 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 The exceptions outlined below are no longer active and there are currently no COVID-19 UM exceptions in place at this time.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 GEORGIA PROVIDERS; COVID-19 UTILIZATION MANAGEMENT UPDATE**

Effective on December 9th, 2020, Clover Health made initial enhancements to our prior-authorization processes to ensure providers are supported in making timely decisions regarding member treatment during the COVID-19 pandemic. **For our Georgia Market, please note additional enhancements have been made effective December 31st, 2020 through January 31st, 2021.** 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:

**Effective start dates noted below will be in effect through January 31st, 2021**

### **Home Health (HH) - Effective December 9th**

- Prior authorizations for HH are waived at this time.

### **Skilled Nursing Facility (SNF) - Effective December 9th**

- Prior authorizations for admission to a SNF 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) - Effective December 9th**

- 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.

### **Inpatient Hospital Authorizations (IP NOA)- Effective December 31st**

- Clover Health will not deny any Notice of Admission (NOA) for lack of medical records for the period of December 31st, 2020 - January 31st, 2021. Due to limitations around hospital staffing, Clover Health will not ask hospitals for medical records at this time or perform concurrent reviews related to these inpatient stays during the month of January 2021. The inpatient services will be conditionally approved; whereas, Clover Health reserves the right to retrospectively conduct a review for medical necessity or billing appropriateness in the future as medical records and/or other relevant information is presented. We do still encourage hospitals to provide 48 hours' notice to Clover Health after admission to the hospital as well as necessary information needed to assist in coordinating care and discharge planning.

### **Durable Medical Equipment (DME) and Elective, Non-Essential, Non-Inpatient Procedures**

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- 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.