

# Clover Health

## **NOTICE TO ALL CLOVER Skilled Nursing Facility/Post Acute Providers.**

### *UTILIZATION MANAGEMENT UPDATE*

Effective January 1st, 2024, Clover Health made initial enhancements to our Provider Portal, which has caused delays in obtaining electronic authorization requests. We are experiencing a higher-than-normal volume of faxed authorization requests. We are diligently working on our prior authorization processes to ensure providers are supported in making timely decisions regarding member treatment during this transition period.

As a temporary measure, Clover Health has implemented the following changes:

#### **Skilled Nursing Facility (SNF)**

- Prior authorizations for the first seven (7) days of a SNF admission are waived from 01/01/24 – 01/26/24.
- Authorization approval for lengths of stay longer than 7 days must be prior approved.
- 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's admission date.
- We will continue to perform concurrent reviews throughout the member's stay.

#### **Acute Care Hospitals**

- During this time period (01/01/24 – 01/26/24), hospitals may discharge members to SNFs without prior authorization.
- All other discharge locations (LTACH, Home Health, and Acute Rehab Hospitals (IRFs)) will continue to require prior authorization.