

Clover Health

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

Attn: Effective June 12th, 2020, Clover Health will resume standard pre-authorization processes

On March 30th, 2020, Clover Health relaxed our pre-authorization processes during the peak of the COVID-19 outbreak. Since then Clover has continued to closely monitor inpatient admissions. COVID-19 admissions are significantly down while non-COVID related inpatient admissions are on the rise overall for our Clover Health membership. Therefore, effective June 12th, 2020 Clover Health will resume our standard pre-authorization processes. Clover Health will continue to closely monitor COVID-19 activity and may provide future updates if significant changes occur in the future. Please note if an area is not specifically addressed in this policy below then those pre-authorization requirements were never changed during the COVID-19 outbreak.

Skilled Nursing Facility Authorizations (SNF) and Home Health (HH)

- Prior authorizations for admission to a SNF or HH will be back in effect on June 12th, 2020.
- Clover Health will continue to perform concurrent reviews throughout the member's stay as this is consistent with pre-COVID monitoring.

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

- LTACH and IRF admissions standard pre-authorization processes were not modified during the COVID-19 outbreak; therefore, the pre-authorization process for both LTACH and IRF remains as is.

Emergency Inpatient Hospital Authorizations (IP NOA)

- All emergency inpatient hospital admissions will continue to follow our standard pre-authorization process.

Durable Medical Equipment (DME)

- Pre-authorizations will no longer be waived for DME assigned as part of an inpatient discharge.
- Please refer to the Clover Health Provider Portal to verify if a specific DME code requires pre-authorization.

Pre-Authorization of Elective, Non-Essential Procedures

- Beginning June 12th, 2020, authorized outpatient pre-authorizations will continue to be approved for 90 days and inpatient elective procedures will be approved for 6 days. If you need to reschedule a procedure outside those time frames please contact Clover Health at 888-995-1690