



# NETWORK *Notification*

**Notice Date:** August 12, 2022  
**To:** CareSource PASSE™ Providers  
**From:** CareSource PASSE  
**Subject:** Authorizations for Continuity of Care  
**Effective Date:** August 12, 2022

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## Summary

CareSource PASSE recognizes the importance of having a successful process for members and providers during periods of transition. When a member is changing PASSEs or new to the PASSE, the PASSEs must ensure that there is a transition period. The coordination of services with the receiving or relinquishing PASSE or Medicaid fee for services is required “to ensure smooth transition and continuity of care for 90 days or until the transition is completed, whichever is longer”.

## Impact and Importance

For members transitioning to CareSource PASSE, honoring existing authorizations in a timely and efficient process is our priority. Reducing gaps in member care and provider payment are essential to the satisfaction of all members. At CareSource PASSE, we receive weekly transition files, from other PASSEs and Arkansas Department of Human Services (DHS), to help support this process and will notify providers of authorization approvals via fax and letter notifications. Providers are welcomed and encouraged to reach out to our authorization teams to notify and inquire about authorizations.

Continuity of Care authorizations are managed by Service Determinations/Utilization Management departments. Care Coordination is responsible for working towards Person-Centered Support Plan (PCSP) development and ongoing authorizations, as applicable.

## Questions?

For authorization-related questions during member transition periods, please reach out to: [servicedeterminations@caresourcepasse.com](mailto:servicedeterminations@caresourcepasse.com) and include “COC Authorization” as the Subject.

## Additional Resources

To determine if prior authorization is required, please check the CareSource [PASSE Procedure Look-up tool](#).

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