



## Network Notification

**Notice Date:** April 9, 2020  
**To:** Georgia Marketplace Providers  
**From:** CareSource  
**Subject:** COVID-19: Prior Authorization Guidance  
**Effective Date:** March 26, 2020

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### Summary

CareSource is committed to ensuring that we reduce all barriers to access care during the duration of the public health emergency for Coronavirus Disease 2019 (COVID-19). Our primary goal is to ensure that our members receive the right care, at the right time and are staying healthy in the community.

CareSource will immediately follow the Georgia Department of Insurance (DOI) [Directive 20-EX-7](#) as it relates to the temporary suspension of certain utilization reviews and notification requirements. The details of this are noted below.

### Impact

- 1. Suspension of Prior Authorizations:** CareSource will suspend all prior authorization reviews for scheduled surgeries or admissions at hospitals until further notice. Hospitals are still strongly encouraged to provide CareSource with a notification of admission within 48 hours of the admission to ensure that the member can receive adequate care management and discharge planning resources from CareSource.
- 2. Inpatient Authorizations:** CareSource will suspend all concurrent reviews for inpatient hospital services and retrospective reviews for inpatient hospital services and emergency services provided to members until further notice for all participating hospital networks.
- 3. Skilled Nursing Facilities, Home Health Care, Acute Rehabilitation, and Long Term Acute Care:** CareSource will suspend all prior authorization requirements for skilled nursing facilities, home health care, acute rehabilitation, and long term acute care services when following an inpatient admission. CareSource reserves the right to review post-acute placements for medical necessity concurrently or retrospectively. All plans of care for home health care service still require an approved order in writing to be maintained in the member's medical record by a physician.

### Importance

CareSource reserves the right to continue monitoring utilization and conducting concurrent and retrospective reviews. Providers are still required to maintain medical necessity records of all services rendered to CareSource members and be able to provide medical records to CareSource upon request.

Please continue to review the CareSource [Updates & Announcements](#) page for additional information related to the temporary criteria outlined above.

### Questions?

Please contact Provider Services at **1-833-230-2155**. Our hours of operation are Monday through Friday, 7 a.m. to 7 p.m. Eastern Standard Time.

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