



## Network Notification

**Notice Date:** April 28, 2020  
**To:** Ohio MyCare Providers  
**From:** CareSource  
**Subject:** COVID-19: Prior Authorizations  
**Effective Date:** March 27, 2020

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### Summary

CareSource is committed to ensuring that we reduce all barriers to access care during the declared state of emergency due to COVID-19 pandemic. Our primary goal is to ensure our members receive the right care, at the right time, and stay healthy.

### Impact

- 1. Authorizations:** In an effort to ensure CareSource members receive appropriate care management and discharge planning, CareSource will continue to accept requests for administrative authorizations during the state of emergency, but will not require them for the following:
  - a. Inpatient stays that are related to the treatment of COVID-19
  - b. Initial or annual custodial prior authorization for long term care
  
- 2. Skilled Nursing Authorizations:** CareSource will not require a minimum three-day inpatient hospital stay prior to a member being eligible to be transferred to a skilled nursing facility, as outlined in [CMS guidance](#).

### Important

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

Please continue to review the Updates & Announcements page for additional information related to the temporary criteria outlined above.

### Questions?

Please contact CareSource's Provider Services at 1-800-488-0134. Our hours of operation are Monday through Friday, 8 a.m. to 6 p.m. Eastern time.

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