



NETWORK Notification

Notice Date: April 24, 2024
To: Indiana Medicaid Providers
From: CareSource
Subject: Prior Authorization Time Frames - UPDATE

This notification is an update to the [network notification](#) posted on Nov.9, 2023. This notification is to update the prior authorization time frames. Updated information is indicated in **red**.

Summary

For standard prior authorization decisions, CareSource provides notice to the provider and member as expeditiously as the member's health condition requires, but no later than five business days following receipt of the request for service.

Urgent prior authorization decisions are made within 48 hours of receipt of request for service. Please specify if you believe the request is urgent.

Authorizations are not a guarantee of payment. Authorizations are based on medical necessity and are contingent on eligibility, benefits, and other factors. Benefits may be subject to limitations and/or qualifications and will be determined when the claim is received for processing. If an authorization is being appealed for medical necessity, a member consent form must also be submitted.

Authorization Type	Decision	Extension
Concurrent	48 hours from receipt of request	May extend the time frame once, by up to 14 calendar days, under the following conditions: <ul style="list-style-type: none">The member requests an extension, orCareSource needs additional information, provided it documents at least one attempt to obtain the necessary information.
Urgent Pre-service	48 hours from receipt of the request	If an urgent pre-service request is incomplete and requires additional information, CareSource must request the additional information within 48 hours. Health care providers then have 48 hours to respond to the request.
Standard Pre-service	Five business days	CareSource may extend the time frame once, by up to 14 calendar days if a member requests the extension or CareSource needs additional information, provided it documents at least one attempt to obtain the necessary information.
Retro (Post-service)	30 calendar days	None

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