



NETWORK *Notification*

Notice Date: April 3, 2023
To: North Carolina Marketplace Providers
From: CareSource
Subject: Prior Authorization Requirement for Non-Emergent NICU Transfers and Transports

Summary

Please be reminded that CareSource North Carolina Co. continues to require prior authorization for non-emergent neonatal intensive care unit (NICU) transfers and transports.

Impact

The last three years have presented health care systems with unique and unprecedented challenges. Hospitals and providers were stretched to the limits in terms of bedspace and staffing. Despite this, CareSource North Carolina Co. remained committed to providing the best access to care for our members. The ability to move patients between hospitals and hospital systems became necessary and it was our priority to make this process smooth and timely.

As per CareSource North Carolina Co. policy, all non-emergent neonatal transfers and transports will require a prior authorization based on the line of business.

Importance

Failure to obtain prior authorization before non-emergent transfer of a neonate will result in the denial of the hospitalization as well as denial of the associated transportation.

Questions?

If you have any questions or concerns, please contact Provider Relations at **1-833-230-2101**, Monday through Friday from 8 a.m. to 6 p.m., Eastern Time (ET).

NC-EXC-P-1964991

Qualified Health Plans offered in North Carolina by CareSource North Carolina Co., d/b/a CareSource