



# NETWORK *Notification*

**Notice Date:** June 30, 2020  
**To:** Ohio Medicaid and MyCare Providers  
**From:** CareSource  
**Subject:** COVID-19: Prior Authorization Changes  
**Effective Date:** July 1, 2020

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**Please note:** CareSource is monitoring all guidance related to COVID-19. This communication is an update on the [COVID-19: Prior Authorization Guidance](#) network notification dated May 21, 2020. CareSource will communicate updates aligned with state guidance as it is released. Please check back regularly for updated information.

## Summary

CareSource would like to remind our Ohio Medicaid and MyCare providers about the upcoming changes in prior authorization expectations effective July 1, 2020. These changes were communicated by Ohio Department of Medicaid (ODM) in a COVID-19 Managed Care Plan Emergency Provisions [bulletin](#) and Ohio Mental Health and Addiction Services (OhioMHAS) to behavioral health service providers in an Ohio Behavioral Health Redesign [e-news bulletin](#).

As communicated by ODM and OhioMHAS, prior authorization expectations will return to those that were in place prior to March 27, 2020 and the COVID-19 emergency.

## Impact

After July 1, 2020, in order to have claims adjudicated successfully, providers will need to have secured a valid prior authorization for any members engaged in a physical or behavioral health service that requires one. This return to traditional prior authorization expectations applies to both services that are started after July 1, 2020 and services that are started before July 1, 2020 and are continuing/will continue after July 1, 2020, but have not been authorized.

As a reference for behavioral health services provided by community behavioral health centers (CBHCs) that require prior authorization, please see the [ODM Behavioral Health Manual](#).

## Importance

CareSource is expecting prior authorization request volume to be high. To avoid claim payment delays or complications, CareSource is encouraging providers to submit prior authorization requests as soon as possible. We encourage providers to submit requests through the [Provider Portal](#) for the most efficient processing.

## Questions?

For questions, please contact Provider Services at **1-800-488-0134 (Monday through Friday, 8 a.m. to 6 p.m. Eastern Standard Time)**.

