



9/2/2020

UPDATED AUTHORIZATION EXTENSION NOTICE

Dear Valued Provider:

Cigna is in the process of extending existing prior authorizations and service authorizations on a month by month basis until further direction from HHSC. You will be updated once we receive further guidance from HHSC. The extended authorizations must contain the same proportional amount and frequency as was authorized in the original authorization.

This extension does not apply to current authorizations for one-time services or new requests for authorization. For example, a single non-emergency ambulance trip would not be extended, but a recurring non-emergency ambulance authorization for dialysis would be extended. Another example is the request for a MRI. This authorization would not be extended.

This extension applies to all state plan services requiring recertification, including acute care and long-term services and supports, LTSS, such as personal assistance services, personal care services, community first choice, private duty nursing, physical, occupational and speech therapies, and day activity and health services.

For extensions, a new authorization will be generated to providers and members clarifying that the authorization has been extended for 90 days. To clarify, if the current authorization expires in August, the authorization will be extended through November. The services delivered may still be subject to retrospective review for medical necessity. Exceptions will be reviewed on a provider or recipient-specific basis and need.

Additional Information:

- This does not apply to nursing facility services at this time
- Updated LTSS authorization information must be entered into the electronic visit verification (EVV) system for EVV-relevant services
- These extensions include STAR+PLUS and Medicare-Medicaid, MMP, members

Note: Please be patient while Cigna works diligently to update the new authorization; nothing is required from you at this time.

For additional questions or concerns, please contact our Provider Services at 1-877-653-0331 Monday to Friday, 8 a.m. to 5 p.m. Central Time.

Resources:

Covid-19: [Guidance for New and Initial Prior Authorizations Extended](#)

TMHP: http://www.tmhp.com/Pages/Medicaid/Medicaid_home.aspx