

7/24/19

## IMPORTANT NOTIFICATION

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### LTSS Authorization Retrieval Process

As many know, there are changes to the LTSS Billing Matrix effective September 1, 2019. Since this change affects all open authorizations for Personal Attendant Services, Protective Supervision, Respite and Habilitation services this volume is high for many providers, Cigna-HealthSpring (CHS) has streamlined the process to make it easier for providers to obtain a copy of the authorization. You will be able to view and print from our HSConnect Provider Portal.

Due to HHSC changing codes and units, CHS will end the affected authorization on August 31, 2019 and create a new authorization for September 1, 2019 reflecting the new code and unit changes. You can retrieve the updated authorization via HSConnect Provider Portal. This authorization will refer you back to the original auth for specific tasks and schedule, but will provide the new units and end date of the adjusted authorization.

- Step 1 – if you are not registered for our provider portal, please register at: <https://starplus.hsconnectonline.com/login.aspx?ReturnUrl=%2fdefault.aspx>
- Step 2 – Select **Auth Search**, from the portal home page. Once you have selected the appropriate member, enter data in another search field to conduct your authorization search. (i.e. Date of service, referred from/to provider)
- You may retrieve your authorization beginning August 26, 2019.

Should you need technical support assistance please contact us during our business hours of 7:00 a.m.- 4:30 p.m. CST., Monday through Friday. The Help Desk may be unavailable Fridays between 2:00 p.m. - 3:00 p.m. CST. **1-866-952-7596** or email [HSConnectHelp@hsconnectonline.com](mailto:HSConnectHelp@hsconnectonline.com)

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