



Horizon Providers –  
Provision of Oxygen Following ER Discharge

**Purpose of this communication:**

To inform providers of process changes related to the provision of home oxygen to help hospitals treat patients efficiently and maximize inpatient capacity during the COVID-19 pandemic.

**What do I need to know?**

Effective immediately, prior authorization is not required for home oxygen for any patients discharged from the ER for a period of 30 days, regardless of diagnosis.

Any additional supplemental home oxygen after the initial 30-day period will require an additional physician order.

These changes are effective through May 31, 2020.

**What do I need to do?**

Providers need to continue to register services in the CareCentrix HomeBridge® Provider Portal. Services may be registered retrospectively through May 31, 2020. Providers will be notified if this date is extended. Requests will be processed in accordance with plan guidelines, including all eligibility and benefit requirements. If you need assistance with such requests, contact CareCentrix at (800) 808-1902.

Providers can reference the [Horizon COVID-19 Information webpage](#) for more information.

**Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to your Network Management representative.**