



COVID-19 Related Policy Updates for Home Health Providers

Purpose of this communication:

To support our providers in these exceptional circumstances, CareCentrix is working with our health plan clients to facilitate policy updates during the COVID-19 pandemic. These policy changes **apply through 5/31/2020** and are subject to extension as the COVID-19 pandemic evolves. As we are notified by health plans, we will continue to update our providers on policy changes.

What do I need to know?

- Services can be rendered prior to the submission of a request for authorization or registration.
- A retro-authorization request or registration for service can be submitted up to 90 days post-service for dates of service through May 31, 2020.
- A request for authorization or registration for service must be submitted prior to the submission of the claim.

Florida Blue	Aetna	CIGNA			
		Core Business	NALC*	Shared Administration/ Alliance*	PSG*
Allowed for all Diagnoses	Awaiting Health Plan Response	Allowed for All Diagnoses	Awaiting Health Plan Response		

(*National Association of Letter Carriers (NALC), Alliance, and Payer Solutions Group (PSG) patients can be identified when checking patient benefits on the Cigna website under 'Coverage Status'.)

NOTE: Providers servicing Blue Card members need to follow the home plan’s eligibility, benefits and utilization management guidelines.

What do I need to do?

If there are any issues with providing timely care to patients, please notify CareCentrix immediately.

If you require additional assistance, please contact CareCentrix at (800) 808-1902.

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