



PROVIDER UPDATE

COVID-19 Private Duty Nursing Prior Authorization Reinstatement Guidelines

As Delaware state health care systems continue to adapt to the COVID-19 pandemic, and because the state of emergency was lifted on July 13, 2021, the following managed care processes will be reinstated as of Dec. 1, 2021.

Clinical Documentation for Existing Authorizations

- Highmark Health Options will reinstate the pre-emergency requirements for clinical documentation for members that are currently approved for Private Duty Nursing (PDN) services.

Quarterly Reviews

- Existing authorizations that are due for a quarterly review will no longer be approved for 180 days from the date of expiration.
- All 180-day extensions will be honored until the end of the approved extension and then return to pre-COVID-19 emergency processes.
- Clinical documentation will be required.
- Annual letter of medical necessity requirement will resume on Dec. 1, 2021.

Annual Reviews

- Annual reviews will resume Dec. 1, 2021.

New PDN Requests

- Any new services requested for PDN services will continue to be reviewed for medical necessity by a medical director under the standard Highmark Health Options PDN guidelines and processes.
- If the request is approved, the authorization will not be extended for 180 days under the COVID-19 prior authorization guidelines.