

COVID-19 PRIOR AUTHORIZATION GUIDELINES

Last Updated: April 7, 2020

The following are temporary provisions that are in effect as of dates specified below as part of COVID-19 pandemic response. All changes will be reviewed periodically and changes/terminations communicated via an update to this guideline.

Medical Prior Authorization Modifications

HHO will implement the following changes regarding prior authorizations in response to the COVID-19 pandemic. These changes are effective as of April 1, 2020 and being applied retrospectively as appropriate. Due to the rapidity in which HHO is responding to COVID-19 and adjusting policies, some claims adjustments may be required.

1. Prior authorizations are waived for all COVID-19 related services including inpatient and procedure authorizations.
 - Please see COVID-19 Coding Guidelines for appropriate coding to identify a service as COVID-19 related.
 - While prior authorizations for inpatient COVID-19 related stays are not required, it is requested that facilities notify HHO as quickly as possible upon admission.
 - Utilization Management Phone: 1-844-325-6251
 - Utilization Management Fax : 1-855-451-6670
 - This applies to both participating and non-participating providers.
2. Extend all current and new approved prior authorizations for 180 days during the Delaware state of emergency with below clarifications when not related to COVID-19:
 - Authorizations will not be extended past benefit limits, except where deemed medically necessary.
 - Examples of authorizations to be extended include: DME, ancillary, physical, occupational & speech therapy, home care and most outpatient.
 - Existing approved non-COVID-19 related physical health inpatient, behavioral health, private duty nursing, residential treatment and inpatient detox services will continue to require concurrent review prior to extension.

3. Health Options is not waiving prior authorizations, for non-COVID-19 related services. Additionally Health Options is not currently waiving utilization review, including concurrent review.

All other authorization requirements and guidelines remain in place for the following reasons:

- Prior authorization for non-COVID-19 related services allows HHO to partner with providers to help prioritize the limited health care resources that are available and helps to minimize waste.
- During this crisis, in alignment with the Governor's executive order, non-urgent elective procedures should be delayed whenever possible to allow for social distancing and necessary alignment of healthcare staff to focus on treatment of COVID-19 related conditions. HHO intends to partner with our provider community to ensure our members receive the appropriate care they need in the right setting at the right time, taking into consideration the challenges we face together during this pandemic crisis.

When the COVID-19 pandemic comes to an end, HHO will work with providers to complete clinical documentation for members that fall into these waived or amended provisions in order to ensure continuity in member care and overall utilization reporting. All required documentation for patient care remains required as part of HHO quality and are subject to standard auditing methods and processes.

Prescription Authorization Extension

HHO will extend all current prior authorizations for six (6) months within a 90-day timeframe with the exception to the list of medications below. Providers who are seeking an extension for any of the below medications should following the existing process to request an authorization extension. These changes are effective as of April 1, 2020.

Particular therapies will be **excluded from broad six (6) month extension:**

- Hepatitis C drugs
- HAE drugs
- Hemophilia treatments
- Viscosupplements, like Synvisc, approved per knee based on response.
- Synagis, season has not been extended past 3/31
- Makena
- Zyvox
- Oral retinoid
- Lupron
- Drugs high cost and given one time
 - Luxturna
 - Lucemrya
 - Photofrin
 - Zulresso
- Drugs high cost and approved for a limited basis
 - Spinraza
 - Acthar (diagnosis related)