



December 1, 2020

RE: Update: 90 Day Authorization Extensions for Existing Prior Authorizations

Cook Children's Health Plan has followed the Health and Human Services guidance regarding extending CHIP, STAR and STAR Kids existing authorizations for ninety (90) days for authorizations set to expire March 1, 2020 through December 31, 2020 due to the COVID-19 pandemic.

Effective December 31, 2020, this flexibility will end per Health and Human Services.

Providers will need to resume submitting prior authorization requests for the below services within sixty (60) days of the current authorization expiration. Cook Children's Health Plan will review all prior authorization requests to ensure medical necessity is met. Services included are:

- Private Duty Nursing
- Home Health Aide
- Dialysis
- Formula
- Medical/Incontinence Supplies
- Recurring Ambulance Transport
- Speech Therapy
- Occupational Therapy
- Physical Therapy
- Long Term Services and Support
- Skilled Nursing Visits (related to chronic services; visits for acute services are not automatically renewed)
- Clinician Administered Drugs, when clinically appropriate (excludes high dollar CADS)

Providers must submit prior authorization requests via the [Secure Provider Portal](#). If you do not have access to the Secure Provider Portal, please email Provider Relations at CCHPPProviderRelations@cookchildrens.org for enrollment assistance. Providers pending enrollment to the Secure Provider Portal may submit a prior

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authorization request via fax by visiting our [Prior Authorization](#) webpage located at [cookchp.org](#).

To prevent a delay in processing, prior authorization requests submitted must include the following:

- Member Name
- Member Date of Birth
- Member Medicaid/CHIP Identification Number
- Requesting Provider Name and NPI
- Servicing Provider Name and NPI
- Indication of Acute, Urgent, or Routine
- Current Procedures Terminology (CPT) and/or Healthcare Common Procedure Coding System (HCPCS) Requested
- Applicable Modifiers
- Units Requested
- Unit Type
- Date(s) of Service
- Requesting Provider's Date Signature & Credentials
- For Physical/Occupational/Speech Therapy, Treating Therapist's Dated Signature and Credentials
- Supporting Clinical Documentation

Information regarding the prior authorization process can be located by visiting our [Prior Authorization](#) webpage located at [cookchp.org](#).

Providers may contact CCHPPriorAuthorizations@cookchildrens.org for questions specific to authorization extensions. For general health plan questions please contact Cook Children's Health Plan Provider Support Services at 888-243-3312 or submit a Customer Service Request via the Secure Provider Portal.

Sincerely,

Cook Children's Health Plan

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