



November 24, 2020

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

Cook Children's Health Plan is following the Health and Human Services (HHSC) 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.

Authorizations expiring April 1, 2020 through December 31, 2020 for CHIP Perinate Members will be extended for ninety (90) days.

At this time, we ask that Providers NOT send any requests for extension of services via any of the usual means (fax, Secure Provider Portal, secure e-mail, or phone).

Cook Children's Health Plan has assessed the following authorization types that would be expiring between March 1, 2020 and December 31, 2020 (these will be automatically extended):

- 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)

A new authorization will be issued for the currently approved frequency per month for the ninety (90) day period. The authorization will begin the date following the current authorization expiration date. An updated authorization letter will be mailed to our Members and a copy will be faxed to the Provider. Providers may also utilize our Secure Provider Portal to view updated authorizations.

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It is expected before reimbursement is requested, Providers have obtained the appropriate, required documentation. The services delivered may still be subject to retrospective review for medical necessity. Exceptions will be reviewed on a Provider or recipient-specific basis and need.

For Therapy Providers rendering Telehealth Services, please continue to adhere to billing guidelines outlined in the notice titled [Telehealth Update for Therapy Providers May 26 2020](#).

If you are requesting a frequency more than the currently authorized frequency, please submit a new authorization request with the supporting clinical information. Requests for increased frequency of services will not be automatically issued. Medical necessity must be presented to support the increased frequency request. Providers can submit new authorization requests via our Secure Provider Portal or by fax.

Cook Children's Health Plan STAR Kids Members who are aging out beginning March 31 2020 will remain our Member on a month by month basis, even if they had an accepting MCO for the STAR + PLUS waiver. This will continue until further notice is provided by HHSC.

Providers may contact [CCHPPriorAuthorizations@cookchildrens.org](mailto:CCHPPriorAuthorizations@cookchildrens.org) for further questions specific to authorization extensions. For additional questions please contact Cook Children's Health Plan Provider Support Services at 888-243-3312 or email [CCHPPProviderRelations@cookchildrens.org](mailto:CCHPPProviderRelations@cookchildrens.org).

Sincerely,

Cook Children's Health Plan

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