

## **Prior Authorization Extensions – COVID-19**

To alleviate any burden on our providers, and to ensure our members have access to necessary services, Molina has proactively implemented a system change to automatically extend all Medicaid acute, therapy, DME and LTSS authorizations expiring in April through December 31, 2020.

Additionally, we have directed our staff to extend all Medicaid authorizations currently being processed to at least December 31, 2020, or longer as clinically appropriate. For Medicaid HCBS waiver services expiring at the end of April through the end of December, Molina has extended services for 90 days to comply with HHSC's current guidance.

If the current authorization extension process does not meet the needs of a Molina member you serve, please let us know. Some examples include that the authorization needs to be adjusted differently to properly meet the needs of the patient or not extended at all. We will work with you to help with this process.

After December 31st, if providers encounter unexpected difficulties with obtaining needed clinical information due to physician office closure or other COVID-related challenges, please communicate with us. We want to be sure our members receive medically necessary and appropriate services and will work with you to meet those needs.

All services/tasks currently authorized remain the same. All authorizations that are being extended will be updated in the Molina Provider Portal to reflect the new expiration date.

EVV Providers: updated authorization information must be entered into the electronic visit verification (EVV) systems for EV-relevant services.

For an updated authorization, please refer to our provider portal.

If you have questions regarding any current authorizations or the authorization process, please contact Molina at (833) 322-4080, Monday to Friday, 8 a.m. – 5 p.m.