

March 20, 2020

# Provider Memorandum

## Coronavirus: Utilization Review and Emergency Admission Notification Requirements

The Department of Financial Services has advised that the following utilization review and notification requirements be suspended for 90 days from the date of this memo:

- Pre-authorization review for scheduled surgeries or admissions at hospitals.
- Concurrent review for inpatient hospital services provided.
- Retrospective review for inpatient hospital services and emergency services provided at in-network hospitals.
- Pre-authorization review for home health care services and inpatient rehabilitation services following an inpatient hospital admission.
- To the extent currently required, pre-authorization review for inpatient rehabilitation services following an inpatient hospital admission for mental health and substance use disorders.
- Deadlines for hospitals to submit an internal or external appeal for a medical necessity denial.
- Non-essential payment audits of hospitals and the timeframe for the insurer to recover overpayments.

**The suspension is subject to further evaluation as the COVID-19 situation develops.**

### Questions

All related information can be found online on the DFS website:

[https://www.dfs.ny.gov/industry\\_guidance/circular\\_letters/cl2020\\_08](https://www.dfs.ny.gov/industry_guidance/circular_letters/cl2020_08)

Providers may also reach out to their provider network managers or email the Provider Network Management Department at [MHNYProviderServices@molinahealthcare.com](mailto:MHNYProviderServices@molinahealthcare.com) with additional questions or concerns.