



12/15/20

IMPORTANT INFORMATION:

RE: Extensions for Existing Prior Authorizations

To help ensure continuity of care during the COVID-19 pandemic, Cigna will extend for 90 days existing prior authorizations and service authorizations that require recertification and are set to expire through **December 31, 2020**, after which time the 90-day prior authorization extensions will come to an end. The extended authorizations must contain the same proportional amount and frequency as was authorized in the original authorization. We encourage our LTSS providers to continue services. If you have not received your new authorization for services by the end of December, please let us know.

Restrictions:

- This extension does not apply to current authorizations for one-time services or new requests for authorization
- This does not apply to Pharmacy prior authorizations
- This does not apply to nursing facility services at this time
- Updated authorization information must be entered into the electronic visit verification (EVV) system for EVV-relevant services

Resources:

- TMHP website: <http://www.tmhp.com/>
- TMHP COVID-19 website at: <http://www.tmhp.com/topics/covid-19>
- COVID-19 Guidance for New and Initial Prior Authorizations at: <http://www.tmhp.com/news/2020-10-28-covid-19-guidance-new-and-initial-prior-authorizations>

For additional questions about this notice, please contact our Provider Services Department at 1-877-653-0331, Monday to Friday, 8 a.m. to 5 p.m. Central Time.

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