



8/5/2020

UPDATED AUTHORIZATION EXTENSION NOTICE

Dear Valued Provider:

Cigna is in the process of extending existing prior authorizations and service authorizations 90 days that expire from *July 1, 2020 through the end of August 31, 2020*. The extended authorizations must contain the same proportional amount and frequency as was authorized in the original authorization.

For extensions, a new authorization will be generated to providers and members clarifying that the authorization has been extended for 90 days.

This extension applies to all state plan services requiring recertification for long-term services and supports, LTSS, such as:

- personal assistance services
- personal care services
- community first choice
- private duty nursing
- physical, occupational and speech therapies
- day activity
- health services

Additional Information:

- Updated LTSS authorization information must be entered into the electronic visit verification (EVV) system for EVV-relevant services.
- These extensions include STAR+PLUS and Medicare-Medicaid, MMP, members.

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