



Health Partners Plans

April 8, 2020

RE: COVID-19 Update – Authorization Process Changes

Dear Provider,

Together, we are facing one of the most significant and wide-ranging health crises in recent memory. As COVID-19 continues to impact our region, we at Health Partners Plans want to express our sincere gratitude for your leadership and the heroic measures you and your staff are taking to guide the City of Philadelphia through this health crisis.

In these unprecedented times, measures that ensure cooperation and ease of care are more critical than ever before. It is in that spirit that we are writing to you about some changes we have made to streamline the delivery of care and reduce administrative burdens as you face growing demands on patient care. The following changes go into effect April 1, 2020 and will remain in effect throughout the duration of the pandemic:

- **In-patient authorizations for all non-elective admissions will be waived.** To ensure claims adjudicate properly and timely, HPP will only require notification of these admissions. You can continue to submit notifications through the portal or, if you prefer, in spreadsheet format to 215.967.9247 every Monday and Thursday and be sure to include the member's name, ID, admission date and admitting diagnosis code.
- **Concurrent review is no longer in effect.** Admissions for less than three days, readmissions, and outlier days will be subject to retrospective review. HPP will coordinate the timing of these reviews with the provider.
- **Post-discharge to acute and sub-acute? care facilities will not require authorization if the transfer is to a HPP participating facility.** HPP will coordinate with the post-acute or sub-acute? facility to obtain review and authorization for medically appropriate days within the covered benefit.
- **Post-discharge home health services will not require authorization when a participating home health agency is used.** The initial evaluation can be completed without authorization. HPP will coordinate with the home health agency for continued care.
- **Telehealth continues to be our preferred approach for care,** when appropriate, and HPP will continue to follow regulatory guidance on the use of telehealth services.
- **Pharmacy refill logic will adhere to regulatory guidance.** Medication refills that are already prior authorized by HPP will not require subsequent authorization. All new medication starts will follow current authorization requirements.

We will continue to keep you informed of additional changes, including those required by our regulators, in the coming days and weeks.

To help you stay abreast of the latest as the COVID-19 health crisis evolves, HPP launched a COVID-19 information page on our website at [HPPlans.com](https://www.hppplans.com). This page will be continually updated as new information is released by regulators, CDC or HPP. We strongly encourage you to check this site routinely for the most current information regarding our members, plan and employees.

HPP continues to remain fully operational and our remote workforce is able to assist you and our members with the same high-quality service and support that you have come to expect from us during the past 30-plus years. As always, we appreciate our partnership with you to continually improve the health outcomes of our members.

Sincerely,

Howard Lu

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