



## Health Partners Plans

May 12, 2020

### RE: COVID-19 Update – Authorization Process Update

Dear Provider,

This is a follow-up to a communication we sent to our provider network on April 8. This update is prompted by a change in how some of our providers are managing through the COVID-19 pandemic.

While we continue to waive authorization requirements for in-patient admissions, HPP has been asked to allow for continued prior authorization requests in place of potential retrospective review. **Effective May 12, 2020**, HPP's Medical Management team will accept clinical information to complete determinations for hospital admissions. Complete clinical information will not be subjected to a retrospective review.

For those providers who prefer to follow the authorization changes noted in the April 8 provider communication, we will adhere to those changes and conduct retrospective review in the future.

We are monitoring process changes instituted because by the pandemic. HPP will communicate any additional changes, including those required by our regulators, to our provider network.

**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 is fully operational and our remote workforce can 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 to continually improve the health outcomes of our members.

Sincerely,

*Howard Lu*

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Vice President & Chief Clinical Officer

*Michael K. Krusen*

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